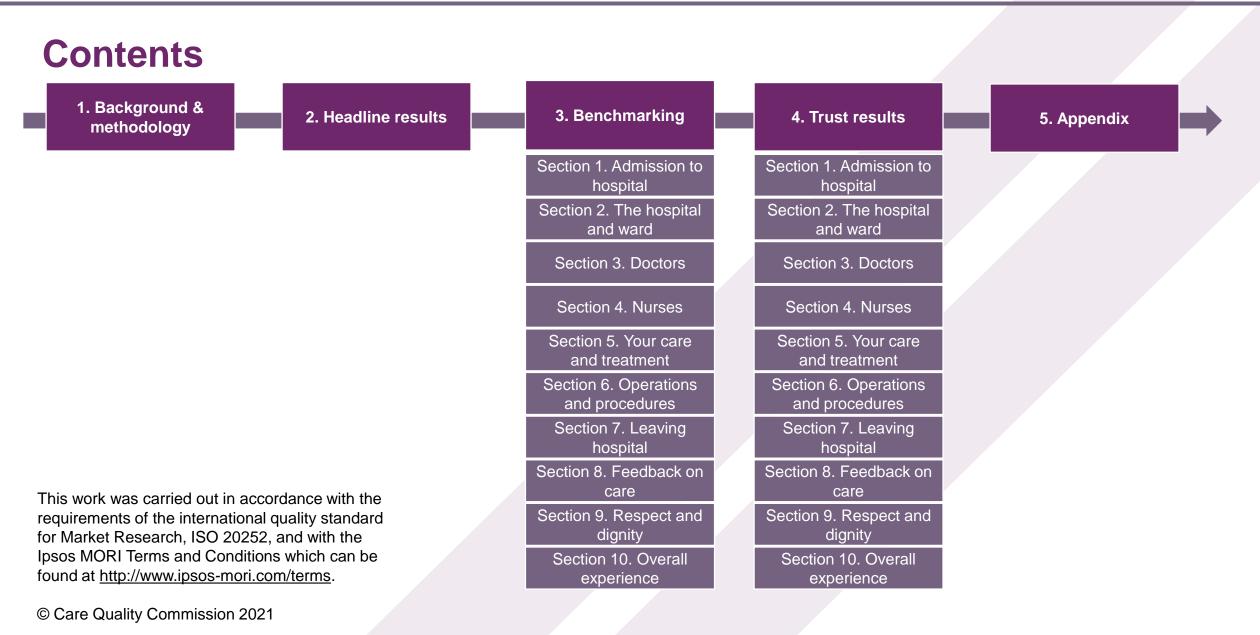
# NHS Adult Inpatient Survey 2020 Benchmark Report

Great Western Hospitals 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 <u>survey</u> technical document.

### Using the survey results

#### Navigating this report

This report is split into five sections:

- **Background and methodology** provides information about the survey programme, how the survey is run, and how to interpret the data.
- Headline results includes key trust-level findings relating to the patients who took part in the survey, benchmarking, and top and bottom scores. This section provides an overview of results for your trust, identifying areas where your organisation performs better than the average and where you may wish to focus improvement activities.
- Benchmarking shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part; using the 'expected range' analysis technique. This allows you to see the range of scores achieved and compare yourself with the other organisations that took part in the survey. Benchmarking can provide you with an indication of where you perform better than the average, and what you should aim for in areas where you may wish to improve.

- Trust results includes the score for your trust; a comparison with other trusts in your region; a breakdown of scores across sites within your trust. It may be helpful to compare yourself with regional trusts, so you can learn from and share learnings with trusts in your area who care for similar populations. Internal benchmarking may be helpful so you can compare sites within your organisation, sharing best practice within the trust and identifying any sites that may need attention.
- **Appendix** includes additional data for your trust; further information on the survey methodology; interpretation of graphs in this report.

## How to interpret the graphs in this report

There are several types of graphs in this report which show how the score for your trust compares to the scores achieved by all trusts that took part in the survey.

The two chart types used in the section 'benchmarking' use the 'expected range' technique to show results. For information on how to interpret these graphs, please refer to the <u>Appendix</u>.

#### Other data sources

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

- Full national results; A-Z list to view the results for each trust; technical document: www.cqc.org.uk/inpatientsurvey
- National and trust-level data for all trusts who took part in the Adult Inpatient 2020 survey: <u>https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2020/</u>. Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the NHS Surveys website.
- Information on the NHS Patient Survey Programme, including results from other surveys: <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>570 completed</li> <li>77% urgent/emergency admission</li> <li>23% planned admission</li> <li>49% response rate</li> <li>46% average response rate for all trusts</li> <li>49% response rate for your trust last year</li> </ul>   | White93%Mixed1%Asian or Asian British3%Black or Black British1%Arab or other ethnic group<0.5%Not known2%  | No religion23%Buddhist<0.5%Christian71%Hindu1%Jewish0%Muslim1%Sikh<0.5%Other2%Prefer not to say1% |
| Long-term conditions <b>6 6 6 79% 79% 79% 6 79%</b> <th>Sex         At birth were you registered as         Female       58%         Male       42%         Intersex       0%         O% of participants said their gender is different from the sex they were registered with at birth.</th> <th>Age<br/>7%<br/>11%<br/>55%<br/>66+</th> | Sex         At birth were you registered as         Female       58%         Male       42%         Intersex       0%         O% of participants said their gender is different from the sex they were registered with at birth. | Age<br>7%<br>11%<br>55%<br>66+  |

### Summary of findings for your trust

#### **Comparison with other trusts**

The **number of questions** at which your trust has performed better, worse, or about the same compared with all other trusts.



#### **Comparison with last year's results**

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

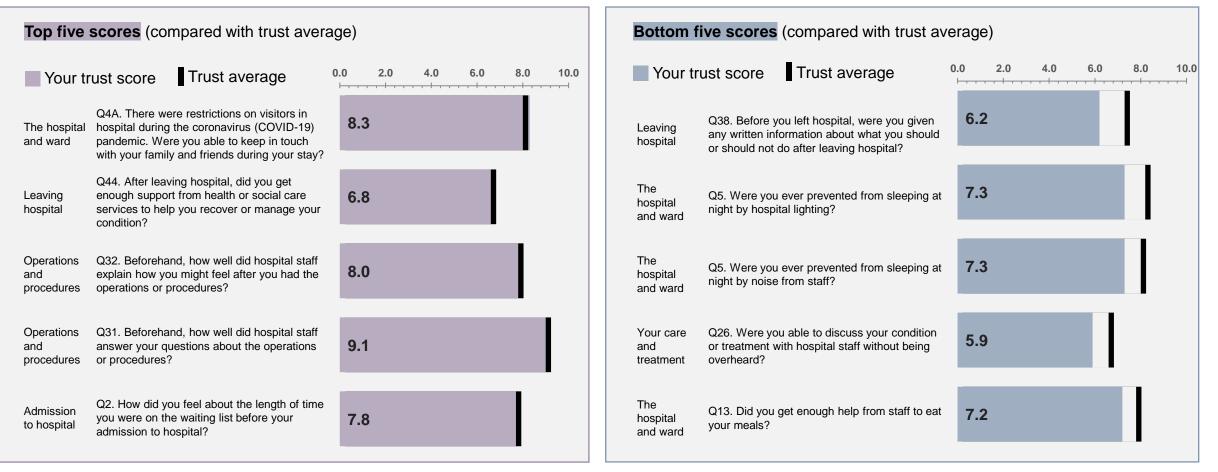
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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

### 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



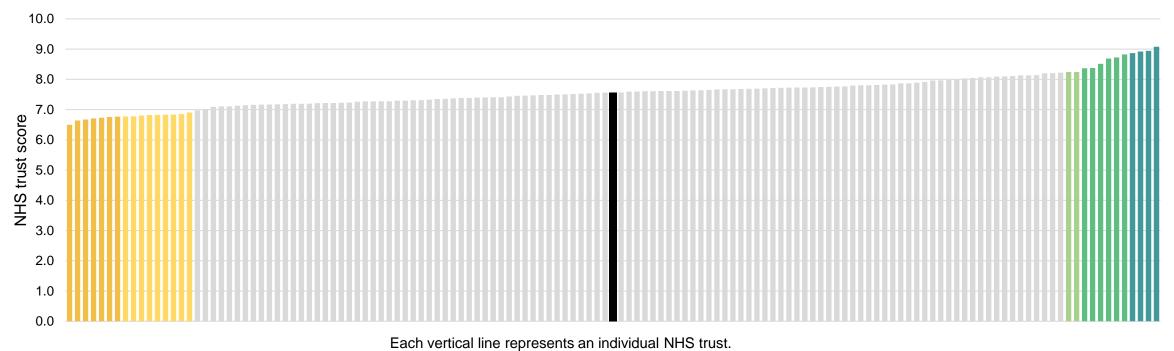
### Section 1. Admission to hospital

#### **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.

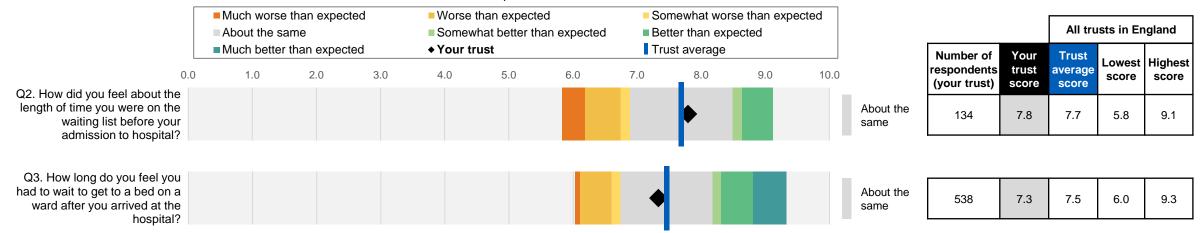
| Much worse than expected      | Worse than expected  | Somewhat worse than expected | About the same |  |
|-------------------------------|----------------------|------------------------------|----------------|--|
| Somewhat better than expected | Better than expected | Much better than expected  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

#### Your trust section score = 7.6 (About the same)



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

#### **Question scores**



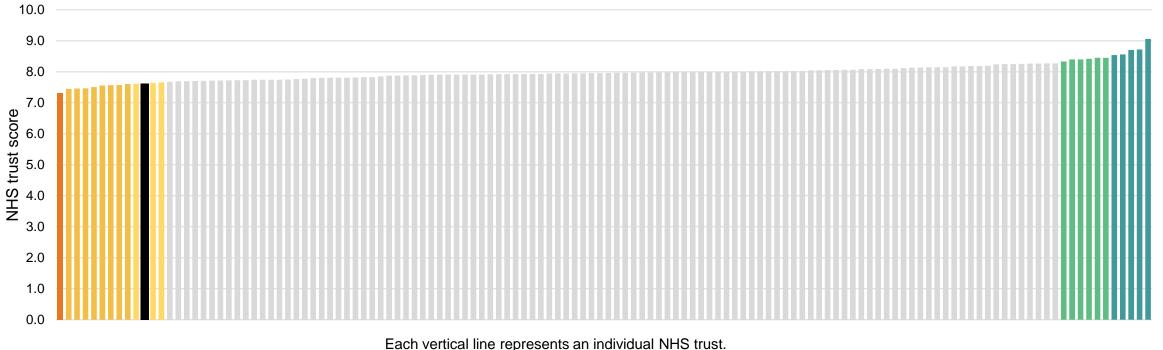
### **Section 2. The hospital and ward**

#### **Section score**

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

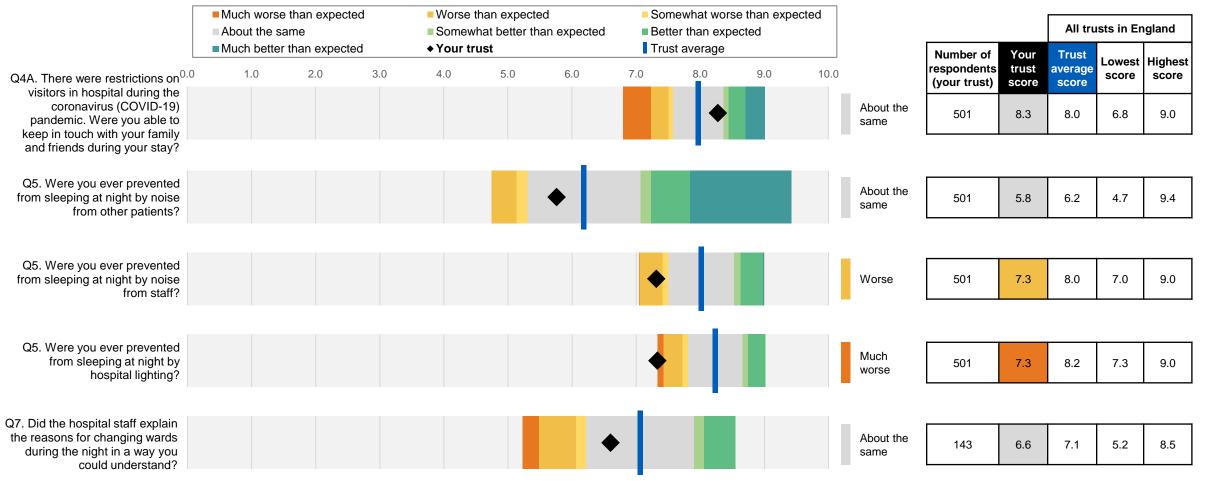


#### Your trust section score = 7.6 (Somewhat worse)



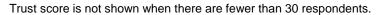
### Section 2. The hospital and ward (continued)

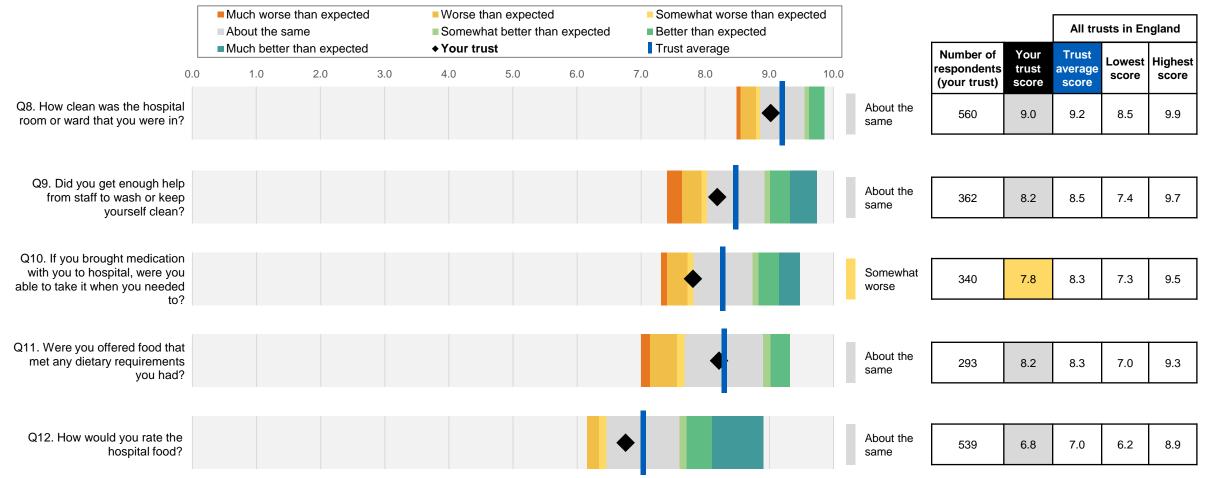
#### **Question scores**



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

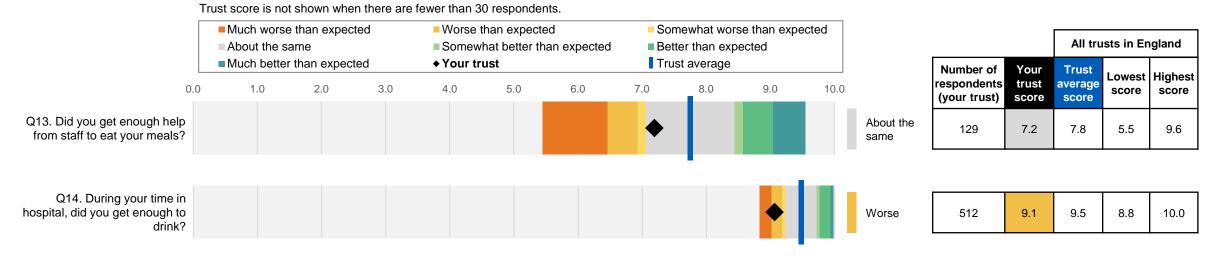
#### **Question scores**





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

#### **Question scores**



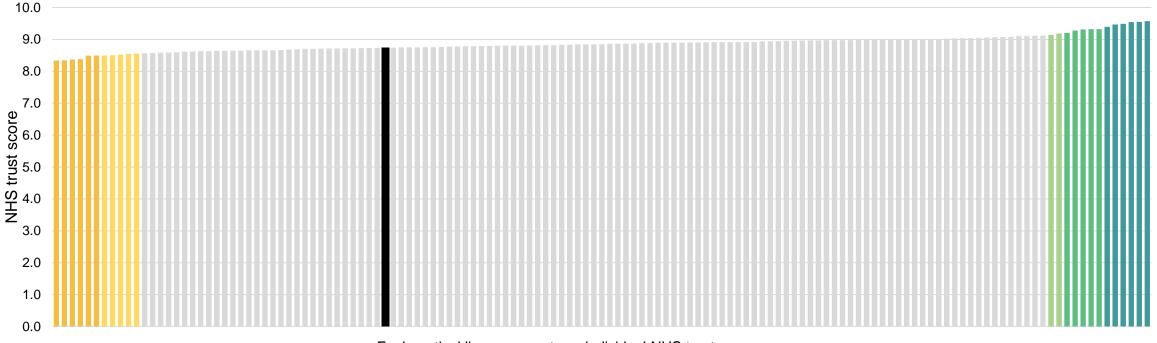
### **Section 3. Doctors**

#### **Section score**

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

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

#### Your trust section score = 8.7 (About the same)



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

Highest

score

9.6

9.9

9.6

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

#### **Question scores**

Trust score is not shown when there are fewer than 30 respondents. Much worse than expected Worse than expected Somewhat worse than expected All trusts in England About the same Somewhat better than expected Better than expected Much better than expected Trust average Your trust Your Number of Trust Lowest respondents trust average 0.0 1.0 2.0 4.0 5.0 6.0 7.0 8.0 10.0 3.0 9.0 score (your trust) score score Q15. When you asked doctors About the questions, did you get answers 518 8.6 8.8 8.2 same you could understand? Q16. Did you have confidence About the and trust in the doctors treating 8.7 566 9.2 9.2 same you? Q17. When doctors spoke about your care in front of you, were About the 563 8.6 7.9 8.5 you included in the same conversation?

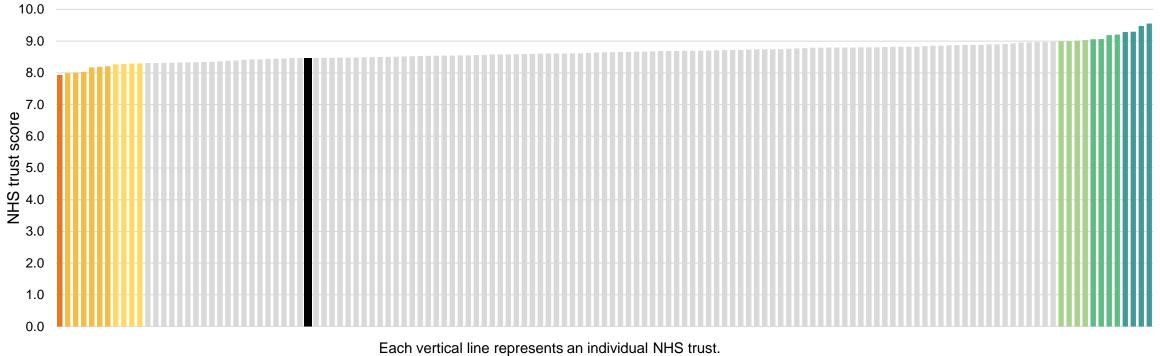
### **Section 4. Nurses**

#### **Section score**

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

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

#### Your trust section score = 8.5 (About the same)



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

#### **Question scores**

| Much   |                     |     | Somewhat     | better than | expected |       | r than expe    | ected |     |                |                       |              | All tru          | sts in En       | gland            |
|--|---------------------|-----|--------------|-------------|----------|-------|----------------|-------|-----|----------------|-----------------------|--------------|------------------|-----------------|------------------|
| 0.0 1.0  | etter than expected | 3.0 | ◆ Your trust | 5.0         | 6.0      | Trust | average<br>8.0 | 9.0 1 | 0.0 |                | Number of respondents |              | Trust<br>average | Lowest<br>score | Highest<br>score |
| Q18. When you asked nurses<br>questions, did you get answers<br>you could understand?  |                     |     |              |             |          |       |                | •     |     | About the same | (your trust)<br>529   | score<br>8.7 | score<br>8.9     | 8.1             | 9.6              |
| Q19. Did you have confidence<br>and trust in the nurses treating<br>you?               |                     |     |              |             |          |       |                | •     | Ì   | About the same | 567                   | 8.9          | 9.1              | 8.6             | 9.7              |
| Q20. When nurses spoke about<br>your care in front of you, were<br>you included in the |                     |     |              |             |          |       |                |       | l   | About the same | 561                   | 8.6          | 8.7              | 7.6             | 9.6              |
| Q21. In your opinion, were there enough nurses on duty to care                         |                     |     |              |             |          |       |                |       | ĥ   | About the      | 566                   | 7.6          | 7.9              | 6.4             | 9.3              |

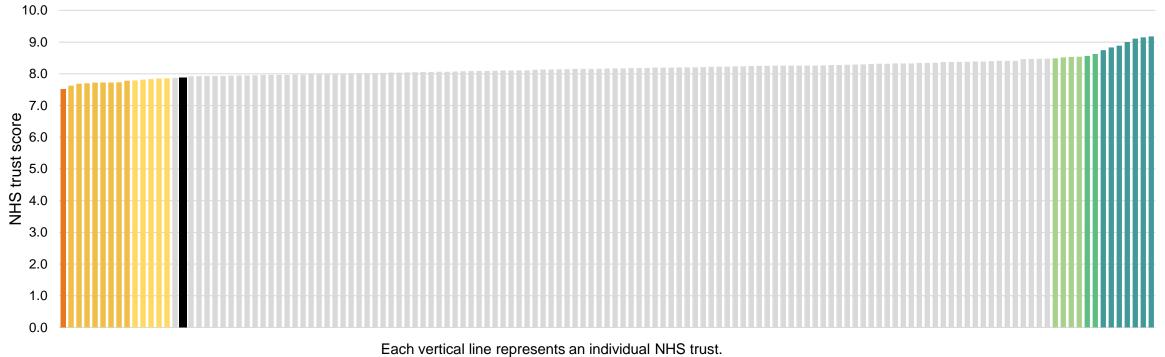
### **Section 5. Your care and treatment**

#### **Section score**

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

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

#### Your trust section score = 7.9 (About the same)

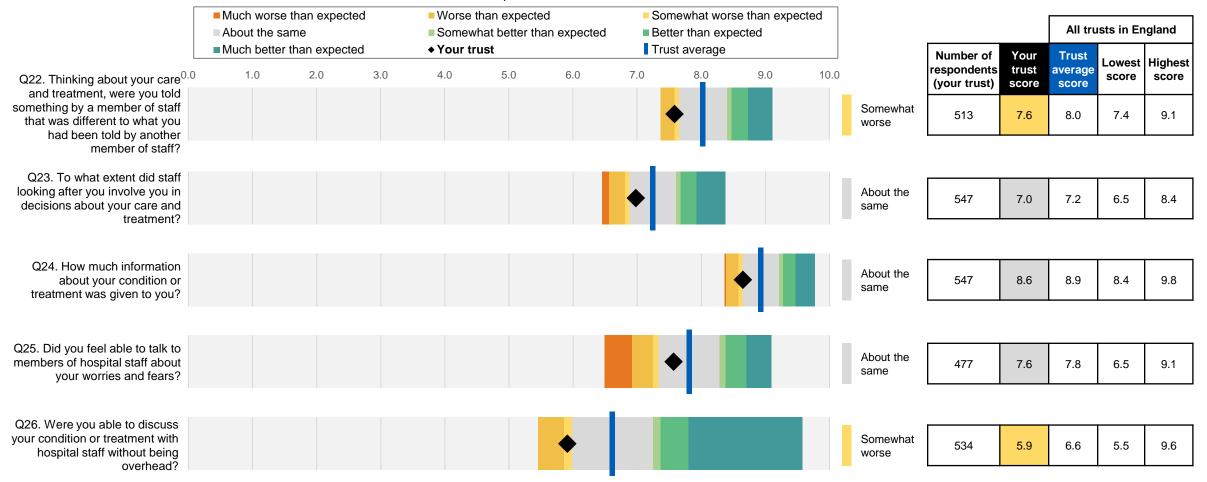


Trust score is not shown when there are fewer than 30 respondents.

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

#### **Question scores**



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

#### **Question scores**

|   | <ul><li>Much worse</li><li>About the sa</li></ul> | ame         |         | Somew             |     | ed<br>an expected | Be  | ter than expe     | e than expecte | d    |                |  |     | All tru                   | sts in En       | gland            |
|---|---|-------------|---------|-------------------|-----|-------------------|-----|-------------------|----------------|------|----------------|--|-----|---------------------------|-----------------|------------------|
| 0.0   | <br>Much better                                   | than expect | aed 3.0 | ♦ Your tru<br>4.0 | 5.0 | 6.0               | 7.0 | st average<br>8.0 | 9.0            | 10.0 |                | Number of<br>respondents<br>(your trust) |     | Trust<br>average<br>score | Lowest<br>score | Highest<br>score |
| Q27. Were you given enough privacy when being examined or treated?                        |   |             |         |                   |     |                   |     |                   | •              |      | About the same | 555                                      | 9.4 | 9.5                       | 9.1             | 9.9              |
| Q28. Do you think the hospital staff did everything they could to help control your pain? |   |             |         |                   |     |                   |     |                   | •              | l    | About the same | 475                                      | 8.8 | 9.0                       | 8.3             | 9.7              |
| Q29. Were you able to get a member of staff to help you when you needed attention?        |   |             |         |                   |     |                   |     |                   |                |      | About the same | 508                                      | 8.0 | 8.3                       | 7.4             | 9.5              |

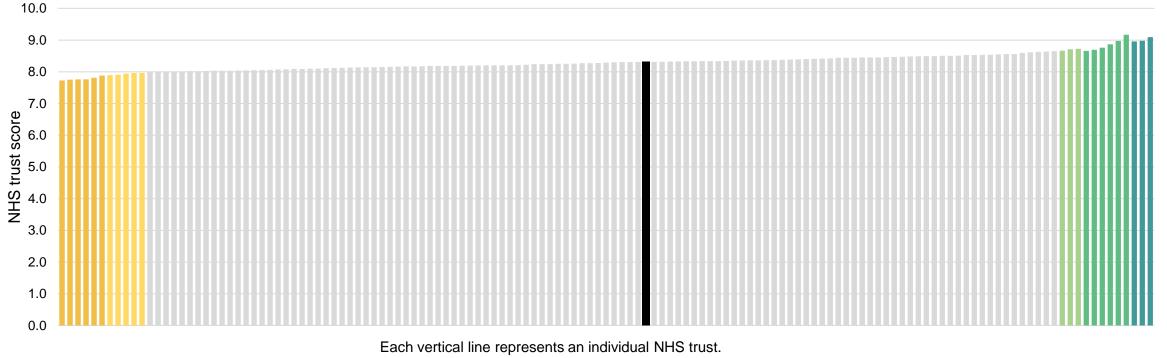
### **Section 6. Operations and procedures**

#### **Section score**

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

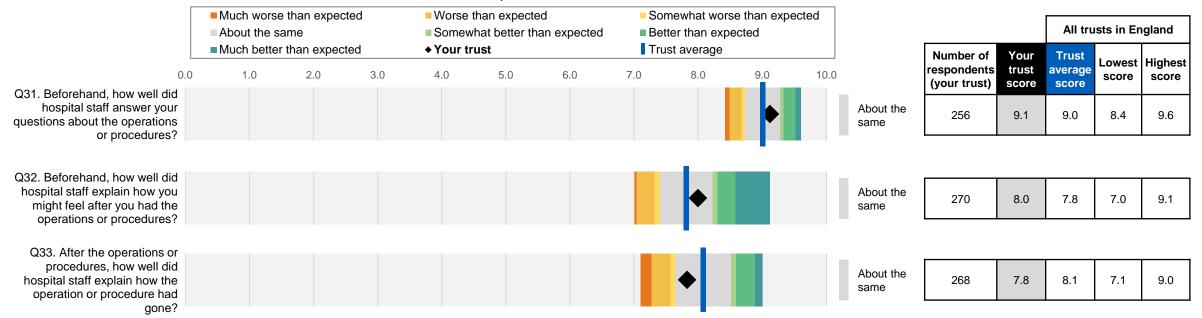
| Much worse than expected      | Worse than expected  | Somewhat worse than expected | About the same |  |
|-------------------------------|----------------------|------------------------------|----------------|--|
| Somewhat better than expected | Better than expected | Much better than expected  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

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



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

#### **Question scores**



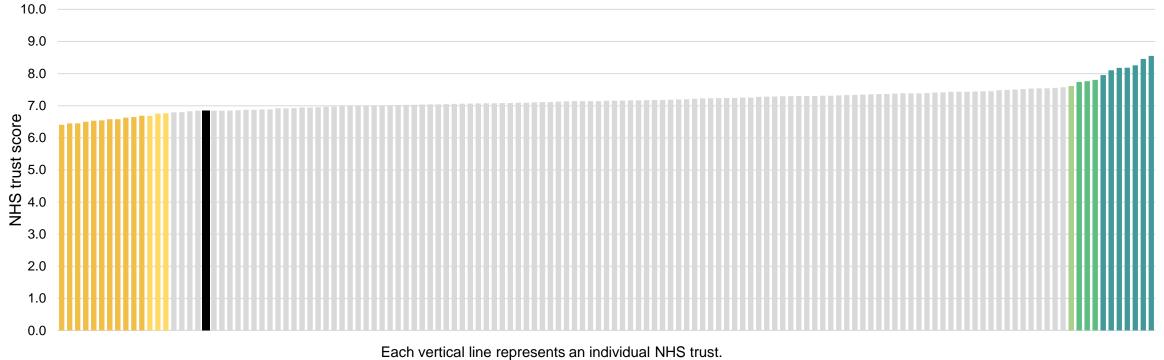
### **Section 7. Leaving hospital**

#### **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.

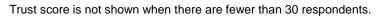
| Much worse than expected      | Worse than expected  | Somewhat worse than expected | About the same |  |
|-------------------------------|----------------------|------------------------------|----------------|--|
| Somewhat better than expected | Better than expected | Much better than expected  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

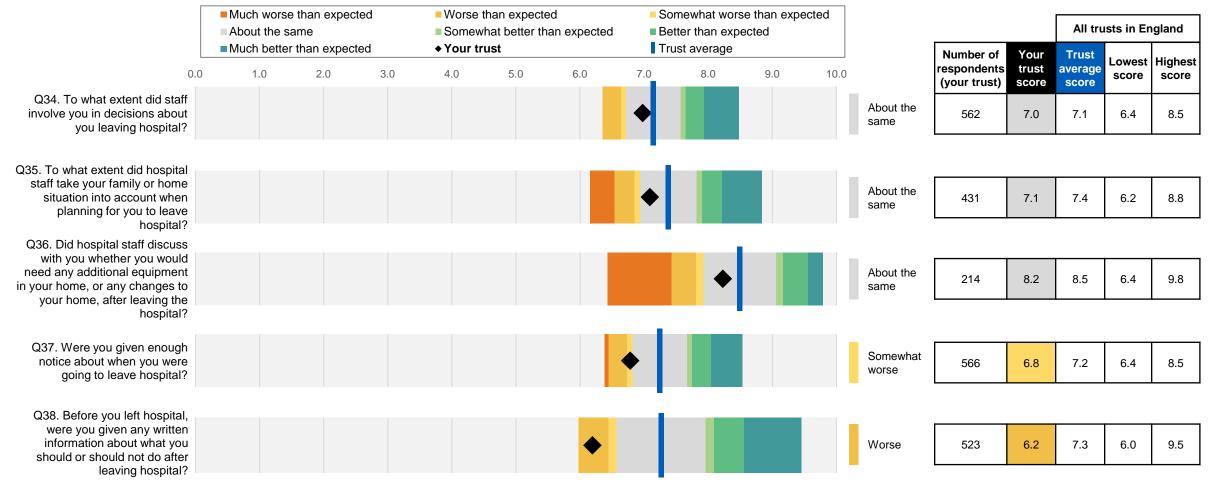
#### Your trust section score = 6.8 (About the same)



### Section 7. Leaving hospital (continued)

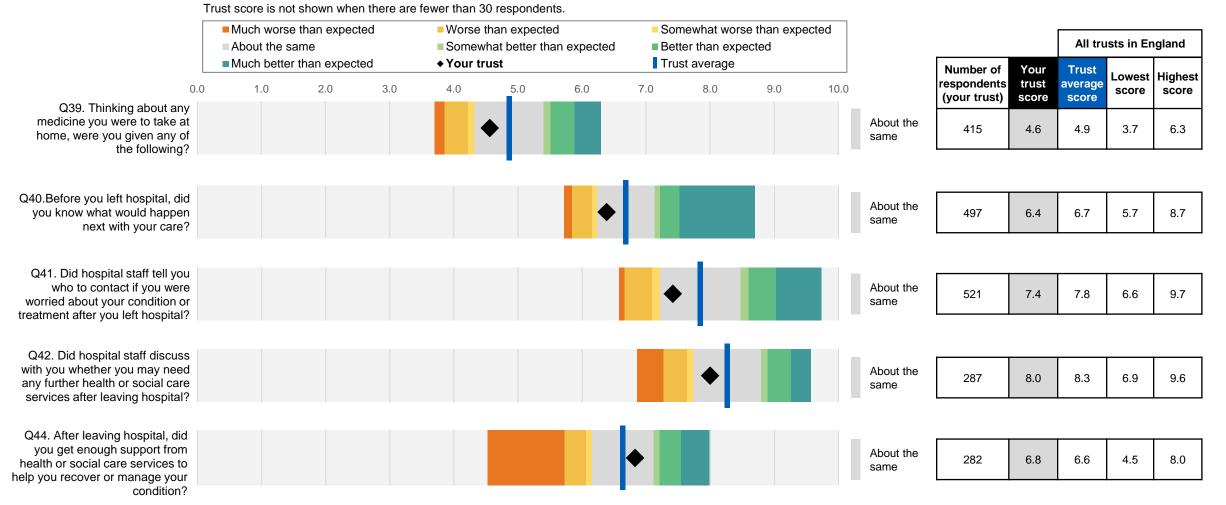
#### **Question scores**





### Section 7. Leaving hospital (continued)

#### **Question scores**



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

#### **Section score**

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

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

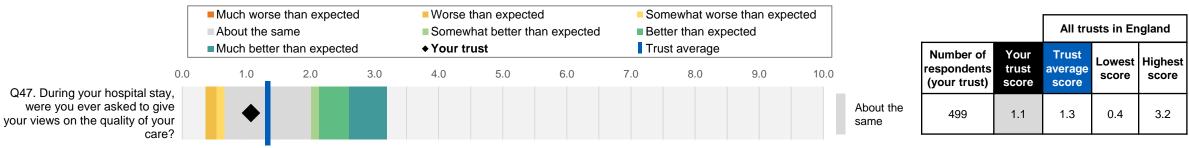
#### Your trust section score = 1.1 (About the same)

| 10.0                                    |  |
|---|--|
| 9.0                                     |  |
| 8.0                                     |  |
| 7.0<br>9                                |  |
| 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 |  |
| SF 4.0                                  |  |
| ₹<br>3.0                                |  |
| 2.0                                     |  |
| 1.0                                     |  |
| 0.0                                     |  |

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**



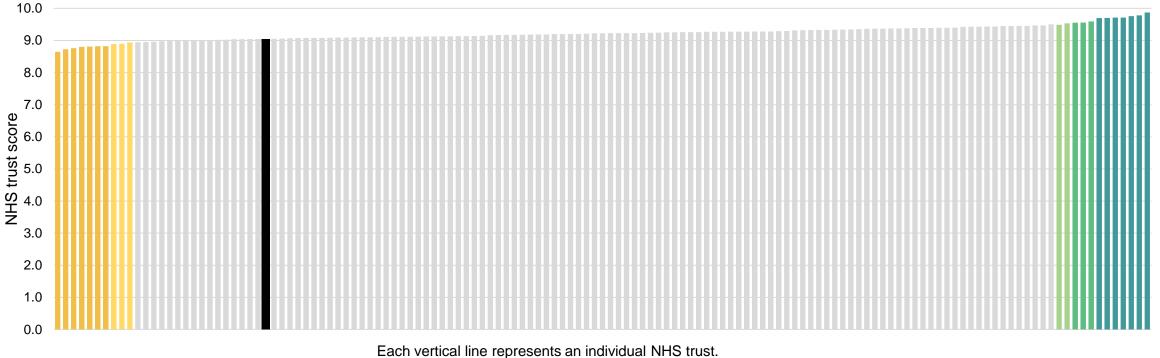
### **Section 9. Respect and dignity**

#### **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.

| 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 = 9.0 (About the same)



All trusts in England

score

8.6

Lowest Highest

score

9.9

Trust

average

score

9.2

## 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> |     |     | <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> |     |     |      |                | Number of                   | Your |
|--|---|-----|-----|--|-----|-----|---|-----|-----|------|----------------|-----------------------------|------|
| 0.0<br>Q45. Overall, did you feel you      | 1.0   | 2.0 | 3.0 | 4.0  | 5.0 | 6.0 | 7.0   | 8.0 | 9.0 | 10.0 |                | respondents<br>(your trust) |      |
| dignity while you were in the<br>hospital? |   |     |     |  |     |     |   |     | •   |      | About the same | 567                         | 9.0  |

| 33 | Adult Inpatient Survey 2020   RN3 | Great Western Hospitals NHS Foundation Trust |
|----|-----------------------------------|--|
|----|-----------------------------------|--|

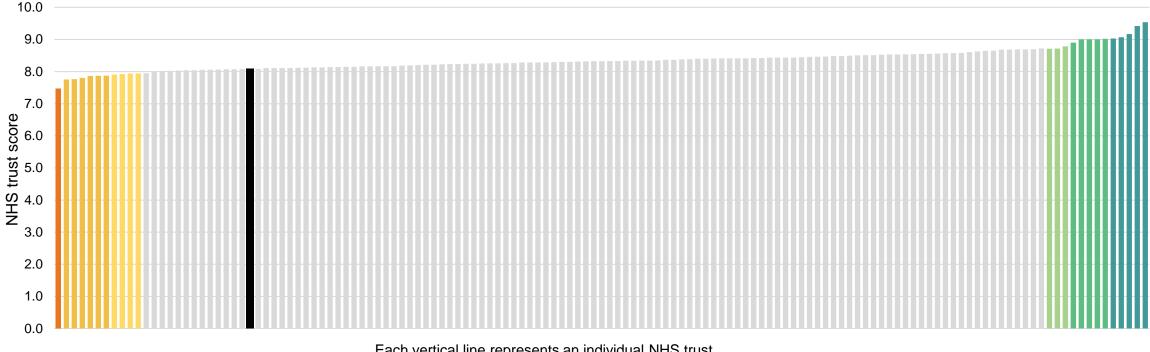
### **Section 10. Overall experience**

#### **Section score**

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



#### Your trust section score = 8.1 (About the same)



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

All trusts in England

score

7.5

Lowest Highest

score

9.5

Trust

average

score

8.4

### Section 10. Overall experience (continued)

#### **Question score**

|   |     | <ul> <li>Much worse than expected</li> <li>About the same</li> <li>Much better than expected</li> </ul> |     |     | <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> |     |     |      |                | Number of                   | Your  |
|---|-----|---|-----|-----|--|-----|-----|---|-----|-----|------|----------------|-----------------------------|-------|
|   | 0.0 | 1.0   | 2.0 | 3.0 | 4.0  | 5.0 | 6.0 | 7.0   | 8.0 | 9.0 | 10.0 |                | respondents<br>(your trust) | trust |
| Q46. Overall, how was your<br>experience while you were in<br>the hospital? | 1   |   |     |     |  |     |     |   | •   |     |      | About the same | 566                         | 8.1   |

# **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 wo     |  | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |  |  |
|             | than expected expected than expected the same than expected expected than expected |                     |                              |                   |                               |                      |                              |  |  |
| Your tr     | ust  | score com           | pared with                   | all other tr      | usts:                         |                      |                              |  |  |
| This ben    | nchm   | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe       | er trusts.                   |  |  |
| Your        | 70   |                     |                              |                   |                               |                      |                              |  |  |
| Trust       | 7.8  |                     |                              |                   |                               |                      |                              |  |  |
| Breakd      | lowr   | n of scores         | for sites w                  | vithin your       | trust:                        |                      |                              |  |  |
|             |  |                     |                              | -                 | s for sites wit               | hin vour trus        | t with all                   |  |  |
|             |  | ross trusts.        | ) e a te e e p               |                   |                               |                      |                              |  |  |
| _           | ]  |                     |                              |                   |                               |                      |                              |  |  |
|             |  |                     |                              |                   |                               |                      |                              |  |  |
|             |  |                     |                              |                   |                               |                      |                              |  |  |
|             |  |                     |                              |                   |                               |                      |                              |  |  |
| Site #1     | 7.8  | }                   |                              |                   |                               |                      |                              |  |  |
|             |  |                     |                              |                   |                               |                      |                              |  |  |
|             |  |                     |                              |                   |                               |                      |                              |  |  |
|             |  |                     |                              |                   |                               |                      |                              |  |  |
| -           |  |                     |                              |                   |                               |                      |                              |  |  |
| Site 1      |  |                     |                              |                   |                               |                      |                              |  |  |
| The Great W | estern   | Hospital (134)      |                              |                   |                               |                      |                              |  |  |
|             |  |                     |                              |                   |                               |                      |                              |  |  |
|             |  |                     |                              |                   |                               |                      |                              |  |  |
|             |  |                     |                              |                   |                               |                      |                              |  |  |

| Top five trusts                                   |     | Bottom five trusts                                     |  |  |
|---|-----|--|--|--|
| Royal Devon and<br>Exeter NHS<br>Foundation Trust | 8.5 | Northern Devon<br>Healthcare NHS<br>Trust              |  |  |
| Salisbury NHS<br>Foundation Trust                 | 8.4 | Royal United<br>Hospitals Bath NHS<br>Foundation Trust |  |  |
| Somerset NHS<br>Foundation Trust                  | 8.3 | University Hospitals<br>Dorset NHS<br>Foundation Trust |  |  |
| Royal Cornwall<br>Hospitals NHS Trust             | 8.2 | Great Western<br>Hospitals NHS<br>Foundation Trust     |  |  |
| Torbay and South<br>Devon NHS<br>Foundation Trust | 8.0 | North Bristol NHS<br>Trust <b>7.8</b>                  |  |  |

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

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

|                             | -                   |                              |                   |                               |                      |                              |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
|                             |                     |                              |                   |                               |                      |                              |
| Much worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
| ·                           |                     |                              |                   |                               | enpected             |                              |
|                             |                     | pared with                   |                   |                               |                      |                              |
| This benchm                 | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe       | er trusts.                   |
| Your<br>Trust 7.3           |                     |                              |                   |                               |                      |                              |
| Trust 7.3                   |                     |                              |                   |                               |                      |                              |
| Breakdow                    | n of scores         | for sites w                  | vithin your       | trust:                        |                      |                              |
|                             |                     |                              | -                 | ts for sites wit              | hin your trus        | t with all                   |
| other sites ac              | •                   | ,                            |                   |                               | , <b></b>            |                              |
| ٦                           |                     |                              |                   |                               |                      |                              |
| Site #1 7.3                 | }                   |                              |                   |                               |                      |                              |
| Site 1                      |                     |                              |                   |                               |                      |                              |
| he Great Western            | Hospital (538)      |                              |                   |                               |                      |                              |
|                             | ,                   |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |

| Top five trusts  | Top five trusts |  |   | Bottom five trusts |  |  |
|--|-----------------|--|---|--------------------|--|--|
| Somerset NHS<br>Foundation Trust                       | 8.4             |  | Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  | 6.6                |  |  |
| University Hospitals<br>Dorset NHS<br>Foundation Trust | 7.9             |  | University Hospitals<br>Plymouth NHS Trust                            | 7.2                |  |  |
| North Bristol NHS<br>Trust                             | 7.9             |  | Great Western<br>Hospitals NHS<br>Foundation Trust                    | 7.3                |  |  |
| Salisbury NHS<br>Foundation Trust                      | 7.9             |  | Torbay and South<br>Devon NHS<br>Foundation Trust                     | 7.4                |  |  |
| Dorset County<br>Hospital NHS<br>Foundation Trust      | 7.8             |  | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 7.4                |  |  |

# 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<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better than expected |
| Your trust o                | score com           | pared with                   | all other to      | niete.                        |                      |                           |
| This benchma                |                     | -                            |                   |                               | nainst all othe      | er trusts                 |
| Your                        |                     |                              |                   | your trust ag                 |                      |                           |
| Trust 8.3                   |                     |                              |                   |                               |                      |                           |
| Drookdown                   | of opprog           | for oitee u                  | lithin vour       | 4711041                       |                      |                           |
| Breakdowr                   |                     |                              | -                 |                               |                      |                           |
| This benchma                | -                   | you to comp                  | are the result    | ts for sites wit              | thin your trus       | t with all                |
| other sites ac              | ross trusts.        |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
| Site #1 8.3                 |                     |                              |                   |                               |                      |                           |
| 0.5                         | '                   |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
| Site 1                      |                     |                              |                   |                               |                      |                           |
| The Great Western I         | Hospital (501)      |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |
|                             |                     |                              |                   |                               |                      |                           |

| Top five trusts                                    |     | Bottom five trust   | S   |
|--|-----|---|-----|
| Salisbury NHS<br>Foundation Trust                  | 8.6 | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 7.9 |
| Dorset County<br>Hospital NHS<br>Foundation Trust  | 8.5 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  | 7.9 |
| Torbay and South<br>Devon NHS<br>Foundation Trust  | 8.4 | Somerset NHS<br>Foundation Trust                                      | 8.0 |
| Great Western<br>Hospitals NHS<br>Foundation Trust | 8.3 | University Hospitals<br>Dorset NHS<br>Foundation Trust                | 8.1 |
| University Hospitals<br>Plymouth NHS Trust         | 8.3 | North Bristol NHS<br>Trust  | 8.1 |

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

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

| Much worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |  |  |  |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|--|--|--|
| ·                           |                     |                              |                   |                               |                      |                              |  |  |  |
| Your trust                  | score com           | pared with                   | all other tr      | usts:                         |                      |                              |  |  |  |
| This benchm                 | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe       | er trusts.                   |  |  |  |
| Your                        |                     |                              |                   |                               |                      |                              |  |  |  |
| Trust <b>5.8</b>            |                     |                              |                   |                               |                      |                              |  |  |  |
| Breakdowi                   | n of scores         | s for sites w                | vithin vour       | trust:                        |                      |                              |  |  |  |
|                             |                     | you to comp                  | -                 |                               | hin your true        | t with all                   |  |  |  |
| other sites ac              | -                   | you to comp                  |                   | 3 101 31163 WI                | unit your trus       | i willi all                  |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
| Site #1 5.8                 | 6                   |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
| ite 1                       |                     |                              |                   |                               |                      |                              |  |  |  |
| he Great Western            | Hospital (501)      |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |
|                             |                     |                              |                   |                               |                      |                              |  |  |  |

| Top five trusts  |     | Bottom five trusts                                  |     |  |
|--|-----|---|-----|--|
| North Bristol NHS<br>Trust                             | 7.7 | Salisbury NHS<br>Foundation Trust                   | 5.1 |  |
| Somerset NHS<br>Foundation Trust                       | 6.2 | Torbay and South<br>Devon NHS<br>Foundation Trust   | 5.3 |  |
| University Hospitals<br>Dorset NHS<br>Foundation Trust | 6.1 | Royal Cornwall<br>Hospitals NHS Trust               | 5.4 |  |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 6.0 | Royal Devon and<br>Exeter NHS<br>Foundation Trust   | 5.4 |  |
| Dorset County<br>Hospital NHS<br>Foundation Trust      | 6.0 | Yeovil District<br>Hospital NHS<br>Foundation Trust | 5.7 |  |

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

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

| Much worse        | Worse than     | Somewhat worse | About          | Somewhat better | Better than     | Much better   |
|-------------------|----------------|----------------|----------------|-----------------|-----------------|---------------|
| than expected     | expected       | than expected  | the same       | than expected   | expected        | than expected |
| Your trust        | score com      | pared with     | all other tr   | usts:           |                 |               |
| This benchm       | narking compa  | ares the ques  | tion score for | r your trust ag | gainst all othe | er trusts.    |
| Your              |                |                |                |                 |                 |               |
| Trust 7.3         |                |                |                |                 |                 |               |
| Brookdow          | n of opprov    | for sites y    | lithin vour    | truct           |                 |               |
|                   | n of scores    |                | -              |                 |                 |               |
|                   | arking allows  | you to comp    | are the result | s for sites wit | thin your trus  | t with all    |
| other sites a     | cross trusts.  |                |                |                 |                 |               |
| ٦                 |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
| Site #1 7.        | 3              |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
| Site 1            |                |                |                |                 |                 |               |
| The Great Western | Hospital (501) |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |
|                   |                |                |                |                 |                 |               |

| Top five trusts                           |     | Bottom five trusts                                    |  |  |
|---|-----|---|--|--|
| Salisbury NHS<br>Foundation Trust         | 8.4 | Great Western<br>Hospitals NHS<br>Foundation Trust    |  |  |
| Northern Devon<br>Healthcare NHS<br>Trust | 8.2 | Torbay and South<br>Devon NHS<br>Foundation Trust     |  |  |
| North Bristol NHS<br>Trust                | 8.2 | University Hospitals<br>Plymouth NHS Trust <b>7.7</b> |  |  |
| Somerset NHS<br>Foundation Trust          | 8.1 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust  |  |  |
| Royal Cornwall<br>Hospitals NHS Trust     | 8.1 | Dorset County<br>Hospital NHS<br>Foundation Trust     |  |  |

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

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

|                             | -                   |                              |                   |                               |                      |                              |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
|                             |                     |                              |                   |                               |                      |                              |
| Much worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
| ·                           |                     |                              |                   |                               | onpoolou             |                              |
| our trust                   | score com           | pared with                   | all other tr      | usts:                         |                      |                              |
| his benchm                  | arking compa        | ares the ques                | tion score for    | r your trust ag               | gainst all othe      | er trusts.                   |
| Your<br>Trust 7.3           |                     |                              |                   |                               |                      |                              |
| Trust 7.3                   |                     |                              |                   |                               |                      |                              |
| reakdowr                    | n of scores         | for sites w                  | ithin vour        | trust:                        |                      |                              |
|                             |                     | you to comp                  | -                 |                               | thin your true       | t with all                   |
| ther sites ac               |                     | you to comp                  | are the result    |                               | unin your trus       |                              |
|                             | 1033 (10313)        |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| te #1 7.3                   | <b>;</b>            |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| te 1                        |                     |                              |                   |                               |                      |                              |
| ne Great Western            | Hospital (501)      |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |

| Top five trusts  |     | Bottom five trusts  |     |  |
|--|-----|---|-----|--|
| Royal Cornwall<br>Hospitals NHS Trust                  | 8.6 | Great Western<br>Hospitals NHS<br>Foundation Trust                    | 7.3 |  |
|  |     |   |     |  |
| Northern Devon<br>Healthcare NHS<br>Trust              | 8.6 | University Hospitals<br>Plymouth NHS Trust                            | 7.6 |  |
|  |     |   |     |  |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust      | 8.4 | Torbay and South<br>Devon NHS<br>Foundation Trust                     | 7.8 |  |
|  |     |   |     |  |
| University Hospitals<br>Dorset NHS<br>Foundation Trust | 8.4 | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 7.9 |  |
|  |     |   |     |  |
| Salisbury NHS<br>Foundation Trust                      | 8.3 | Royal United<br>Hospitals Bath NHS<br>Foundation Trust                | 7.9 |  |
|  |     |   |     |  |

# 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 wor<br>than expect |          | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better than expected |
|-------------------------|----------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|---------------------------|
|                         |          |                     | -                            | all other tr      |                               |                      |                           |
| This ben                | chma     | arking compa        | ares the ques                | tion score for    | r your trust ag               | gainst all othe      | er trusts.                |
| Your<br>Trust           | 6.6      |                     |                              |                   |                               |                      |                           |
| Breakd                  | own      | of scores           | for sites w                  | vithin your       | trust:                        |                      |                           |
|                         |          |                     |                              | -                 | ts for sites wit              | thin your trus       | t with all                |
| other site              | s ac     | ross trusts.        |                              |                   |                               |                      |                           |
|                         |          |                     |                              |                   |                               |                      |                           |
|                         |          |                     |                              |                   |                               |                      |                           |
|                         |          |                     |                              |                   |                               |                      |                           |
| Site #1                 | 6.6      |                     |                              |                   |                               |                      |                           |
|                         |          |                     |                              |                   |                               |                      |                           |
|                         |          |                     |                              |                   |                               |                      |                           |
|                         |          |                     |                              |                   |                               |                      |                           |
| Site 1                  |          |                     |                              |                   |                               |                      |                           |
| The Great We            | estern I | Hospital (143)      |                              |                   |                               |                      |                           |
|                         |          |                     |                              |                   |                               |                      |                           |
|                         |          |                     |                              |                   |                               |                      |                           |
|                         |          |                     |                              |                   |                               |                      |                           |

| Top five trusts   |     | Bottom five trusts                                     | 5   |
|---|-----|--|-----|
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.1 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   | 6.1 |
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 8.1 | Great Western<br>Hospitals NHS<br>Foundation Trust     | 6.6 |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 8.0 | University Hospitals<br>Dorset NHS<br>Foundation Trust | 6.9 |
| North Bristol NHS<br>Trust  | 7.9 | Royal Cornwall<br>Hospitals NHS Trust                  | 6.9 |
| Salisbury NHS<br>Foundation Trust                                     | 7.9 | University Hospitals<br>Plymouth 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<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
| ·                           | •                   |                              |                   |                               |                      |                              |
|                             |                     | pared with                   |                   |                               |                      |                              |
| his benchm                  | arking compa        | ares the ques                | tion score for    | r your trust aç               | gainst all othe      | er trusts.                   |
| Your<br>Trust <b>9.0</b>    |                     |                              |                   |                               |                      |                              |
| Trust 9.0                   |                     |                              |                   |                               |                      |                              |
| reakdowr                    | n of scores         | for sites w                  | vithin your       | trust:                        |                      |                              |
|                             |                     |                              |                   | ts for sites wit              | thin vour trus       | t with all                   |
| her sites ac                |                     | you to comp                  |                   |                               | ann your a'do        | t with an                    |
| 7                           |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| ite #1 9.0                  |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| te 1                        |                     |                              |                   |                               |                      |                              |
| e Great Western             | Hospital (560)      |                              |                   |                               |                      |                              |
|                             | ,                   |                              |                   |                               |                      |                              |
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|                             |                     |                              |                   |                               |                      |                              |

| Top five trusts   | Top five trusts |  |  | S   |
|---|-----------------|--|--|-----|
| North Bristol NHS<br>Trust  | 9.5             |  | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   | 8.9 |
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 9.5             |  | Great Western<br>Hospitals NHS<br>Foundation Trust     | 9.0 |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 9.5             |  | Salisbury NHS<br>Foundation Trust                      | 9.0 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.4             |  | University Hospitals<br>Dorset NHS<br>Foundation Trust | 9.2 |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust                     | 9.4             |  | Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 9.2 |

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

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

| Much worse<br>than expected       Worse than<br>expected       Somewhat worse<br>than expected       About<br>the same       Somewhat better<br>than expected       Better than<br>expected       Much better<br>than expected         Somewhat worse<br>than expected       About<br>the same       Somewhat better<br>than expected       Better than<br>expected       Much better<br>than expected         Somewhat better<br>than expected       Better than<br>expected       Much better<br>than expected         Somewhat better<br>than expected       Better than<br>expected       Much better<br>than expected         Somewhat better tusts         Somewhat better tusts         About<br>the same         About<br>than expected         About<br>Trust         Somewhat better tusts         About trust against all other trusts         About trust         Better than expected         About trust         About trust         About trust         About trust         About trust         About trust         Better than expected         About trust         About trust         About trust <td colspa<="" th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th></td> | <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> |                   |               |                |                 |                 |            |  |
|---|---|-------------------|---------------|----------------|-----------------|-----------------|------------|--|
| than expected expected than expected than expected expected than expected <b>Your Trust score compared with all other trusts:</b> This benchmarking compares the question score for your trust against all other trusts. <b>Your Trust 8.2 Breakdown of scores for sites within your trust:</b> This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site #1   |   |                   |               |                |                 |                 |            |  |
| Your trust score compared with all other trusts:         This benchmarking compares the question score for your trust against all other trusts.         Your Trust         8.2         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.2   |   |                   |               |                |                 |                 |            |  |
| This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.2 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site #1 8.2  |   |                   |               |                |                 | •               |            |  |
| Your<br>Trust       8.2         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.2  |   |                   | -             |                |                 |                 |            |  |
| Trust       8.2         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.2  | This bench  | marking comp      | ares the ques | tion score for | r your trust aç | gainst all othe | er trusts. |  |
| This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site 1  | 0   | 2                 |               |                |                 |                 |            |  |
| This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site #1   | Breakdov  | vn of scores      | for sites w   | vithin your    | trust.          |                 |            |  |
| Site #1 8.2   |   |                   |               | -              |                 | thin your trus  | t with all |  |
| Site 1  |   |                   | you to comp   |                | 13 101 51105 WI | unin your trus  |            |  |
| Site 1  |   |                   |               |                |                 |                 |            |  |
| Site 1  |   |                   |               |                |                 |                 |            |  |
| Site 1  |   |                   |               |                |                 |                 |            |  |
| ite 1   |   |                   |               |                |                 |                 |            |  |
|   | Site #1 8   | .2                |               |                |                 |                 |            |  |
|   |   |                   |               |                |                 |                 |            |  |
|   |   |                   |               |                |                 |                 |            |  |
|   |   |                   |               |                |                 |                 |            |  |
| The Great Western Hospital (362)  | J<br>Site 1   |                   |               |                |                 |                 |            |  |
|   | The Great Weste   | rn Hospital (362) |               |                |                 |                 |            |  |
|   |   | ,                 |               |                |                 |                 |            |  |
|   |   |                   |               |                |                 |                 |            |  |
|   |   |                   |               |                |                 |                 |            |  |

| Top five trusts  | Top five trusts |  |  | S   |
|--|-----------------|--|--|-----|
| Northern Devon<br>Healthcare NHS<br>Trust              | 9.0             |  | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   | 8.1 |
| University Hospitals<br>Plymouth NHS Trust             | 8.9             |  | Great Western<br>Hospitals NHS<br>Foundation Trust     | 8.2 |
| Dorset County<br>Hospital NHS<br>Foundation Trust      | 8.8             |  | Yeovil District<br>Hospital NHS<br>Foundation Trust    | 8.4 |
| Royal Cornwall<br>Hospitals NHS Trust                  | 8.7             |  | University Hospitals<br>Dorset NHS<br>Foundation Trust | 8.5 |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 8.6             |  | Somerset NHS<br>Foundation Trust                       | 8.5 |

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

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

| Much worse               | Worse than       | Somewhat worse | About          | Somewhat better | Better than     | Much better   |
|--------------------------|------------------|----------------|----------------|-----------------|-----------------|---------------|
| than expected            | expected         | than expected  | the same       | than expected   | expected        | than expected |
| Your trust               | score com        | pared with     | all other ti   | rusts:          |                 |               |
|                          | narking compa    | -              |                |                 | nainst all othe | ar truete     |
| _                        |                  |                |                |                 | ganist an otric |               |
| Your<br>Trust <b>7.8</b> | 1                |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
| Breakdow                 | n of scores      | for sites v    | vithin your    | trust:          |                 |               |
|                          | narking allows   |                | -              |                 | thin your trus  | t with all    |
|                          | cross trusts.    | you to comp    | are the result |                 | unin your trus  | t with an     |
|                          | 0033 110313.     |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
| Site #1 7.               | R                |                |                |                 |                 |               |
|                          | 0                |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
| lite 1                   |                  |                |                |                 |                 |               |
| he Great Westerr         | n Hospital (340) |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |
|                          |                  |                |                |                 |                 |               |

| Top five trusts   |     | Bottom five trusts                                  | 5   |
|---|-----|---|-----|
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust                | 8.7 | Great Western<br>Hospitals NHS<br>Foundation Trust  | 7.8 |
| Salisbury NHS<br>Foundation Trust                                     | 8.6 | Yeovil District<br>Hospital NHS<br>Foundation Trust | 8.0 |
| Somerset NHS<br>Foundation Trust                                      | 8.5 | Dorset County<br>Hospital NHS<br>Foundation Trust   | 8.1 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.5 | Royal Cornwall<br>Hospitals NHS Trust               | 8.2 |
| North Bristol NHS<br>Trust  | 8.4 | Torbay and South<br>Devon NHS<br>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 worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|
|                             |                     |                              | - 11 - 41 4       |                               | ·                       | ·                            |
|                             |                     | pared with                   |                   |                               |                         |                              |
| his benchm                  | arking compa        | ares the ques                | tion score for    | r your trust aç               | gainst all othe         | r trusts.                    |
| Your<br>Trust <b>8.2</b>    |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
| reakdowr                    | n of scores         | for sites w                  | vithin your       | trust:                        |                         |                              |
| his benchma                 | arking allows       | you to comp                  | are the result    | ts for sites wit              | thin your trust         | with all                     |
| ther sites ac               | ross trusts.        |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
| te #1 8.2                   | 1                   |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
| ite 1                       |                     |                              |                   |                               |                         |                              |
| ne Great Western            | Hospital (293)      |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |

| Top five trusts                                   |     | Bottom five trust   | S   |
|---|-----|---|-----|
| Salisbury NHS<br>Foundation Trust                 | 9.0 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  | 7.9 |
| Northern Devon<br>Healthcare NHS<br>Trust         | 8.9 | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 7.9 |
| Royal Cornwall<br>Hospitals NHS Trust             | 8.7 | North Bristol NHS<br>Trust  | 8.1 |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust | 8.7 | Great Western<br>Hospitals NHS<br>Foundation Trust                    | 8.2 |
| University Hospitals<br>Plymouth NHS Trust        | 8.6 | University Hospitals<br>Dorset NHS<br>Foundation Trust                | 8.3 |

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

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

| Much v<br>than exp |         | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
|--------------------|---------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
| than on            |         | oxpoolou            | and expected                 |                   |                               | oxpoolou             |                              |
| Your t             | rust    | score com           | pared with                   | all other to      | usts:                         |                      |                              |
| This be            | nchm    | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe       | er trusts.                   |
| Your               | • •     |                     |                              |                   |                               |                      |                              |
| Trust              | 6.8     |                     |                              |                   |                               |                      |                              |
| Break              | dowr    | n of scores         | s for sites v                | vithin vour       | trust:                        |                      |                              |
|                    |         |                     |                              | -                 | ts for sites wit              | hin your true        | t with all                   |
|                    |         | ross trusts.        | you to comp                  | are the result    |                               | inin your trus       | i wiin an                    |
|                    |         | 1033 110313.        |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
| Site #1            | 6.8     | •                   |                              |                   |                               |                      |                              |
|                    | ••••    |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
| Site 1             |         |                     |                              |                   |                               |                      |                              |
| The Great V        | Vestern | Hospital (539)      |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |
|                    |         |                     |                              |                   |                               |                      |                              |

| Top five trusts                                     |     | Bottom five trusts  |
|---|-----|---|
| Salisbury NHS<br>Foundation Trust                   | 7.5 | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust |
| Northern Devon<br>Healthcare NHS Trust              | 7.5 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  |
| Yeovil District<br>Hospital NHS<br>Foundation Trust | 7.4 | Great Western<br>Hospitals NHS<br>Foundation Trust                    |
| University Hospitals<br>Plymouth NHS Trust          | 7.4 | Royal United<br>Hospitals Bath NHS<br>Foundation Trust                |
| North Bristol NHS<br>Trust                          | 7.3 | Royal Cornwall<br>Hospitals NHS Trust <b>7.1</b>                      |

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

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

|                       |          | -                   |                              |                   |                               |                         |                              |
|-----------------------|----------|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|
|                       |          |                     |                              |                   |                               |                         |                              |
| Much wo<br>than expe  |          | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |
|                       |          | ·                   |                              |                   |                               | ·                       | ·                            |
|                       |          |                     | pared with                   |                   |                               |                         |                              |
| This ben              | nchm     | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe          | er trusts.                   |
| Your                  | 7.2      |                     |                              |                   |                               |                         |                              |
| Trust                 |          |                     |                              |                   |                               |                         |                              |
| Breakd                | lowr     | n of scores         | for sites w                  | ithin your        | trust:                        |                         |                              |
|                       |          |                     |                              | -                 | s for sites wit               | hin your trus           | t with all                   |
|                       |          | ross trusts.        | , ,                          |                   |                               |                         |                              |
| _                     | ]        |                     |                              |                   |                               |                         |                              |
|                       |          |                     |                              |                   |                               |                         |                              |
|                       |          |                     |                              |                   |                               |                         |                              |
|                       |          |                     |                              |                   |                               |                         |                              |
| Site #1               | 7.2      |                     |                              |                   |                               |                         |                              |
|                       |          |                     |                              |                   |                               |                         |                              |
|                       |          |                     |                              |                   |                               |                         |                              |
|                       |          |                     |                              |                   |                               |                         |                              |
|                       |          |                     |                              |                   |                               |                         |                              |
|                       | ]        |                     |                              |                   |                               |                         |                              |
| Site 1                | J        |                     |                              |                   |                               |                         |                              |
| Site 1<br>The Great W | estern l | Hospital (129)      |                              |                   |                               |                         |                              |
|                       | estern I | Hospital (129)      |                              |                   |                               |                         |                              |
|                       | estern I | Hospital (129)      |                              |                   |                               |                         |                              |

| Top five trusts                                   |     | Bottom five trusts                                     |
|---|-----|--|
| Royal Devon and<br>Exeter NHS<br>Foundation Trust | 8.5 | Great Western<br>Hospitals NHS<br>Foundation Trust     |
| Somerset NHS<br>Foundation Trust                  | 8.3 | Torbay and South<br>Devon NHS<br>Foundation Trust      |
| Northern Devon<br>Healthcare NHS<br>Trust         | 8.3 | University Hospitals<br>Dorset NHS<br>Foundation Trust |
| Dorset County<br>Hospital NHS<br>Foundation Trust | 8.2 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   |
| Royal Cornwall<br>Hospitals NHS Trust             | 8.2 | North Bristol NHS<br>Trust <b>7.9</b>                  |

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

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

| and the second |                     |                              |                   |                               |                      |                              |
|--|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
|  |                     |                              |                   |                               |                      |                              |
| Much worse than expected   | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
|  |                     |                              |                   |                               |                      |                              |
| our trust s  | score com           | pared with                   | all other t       | rusts:                        |                      |                              |
| his benchma  | arking compa        | ares the quest               | tion score fo     | r your trust ag               | ainst all othe       | er trusts.                   |
| Your   |                     |                              |                   |                               |                      |                              |
| Trust 9.1  |                     |                              |                   |                               |                      |                              |
| ) rookdown   |                     | for sites w                  | lithin vour       | 47.1.01.                      |                      |                              |
|  |                     | s for sites w                | -                 |                               |                      |                              |
|  |                     | you to compa                 | are the resul     | ts for sites wit              | hin your trus        | t with all                   |
| her sites acr  | oss trusts.         |                              |                   |                               |                      |                              |
|  |                     |                              |                   |                               |                      |                              |
|  |                     |                              |                   |                               |                      |                              |
|  |                     |                              |                   |                               |                      |                              |
|  |                     |                              |                   |                               |                      |                              |
|  |                     |                              |                   |                               |                      |                              |
|  |                     |                              |                   |                               |                      |                              |
| ite #1 9 1   |                     |                              |                   |                               |                      |                              |
| Site #1 9.1  |                     |                              |                   |                               |                      |                              |
| Site #1 9.1  |                     |                              |                   |                               |                      |                              |
| ite #1 <b>9.1</b>  |                     |                              |                   |                               |                      |                              |
| ite #1 9.1   |                     |                              |                   |                               |                      |                              |
| ite #1 9.1   |                     |                              |                   |                               |                      |                              |
|  |                     |                              |                   |                               |                      |                              |
| ite 1  | Joopital (512)      |                              |                   |                               |                      |                              |
|  | łospital (512)      |                              |                   |                               |                      |                              |
| te 1   | łospital (512)      |                              |                   |                               |                      |                              |
| te 1   | łospital (512)      |                              |                   |                               |                      |                              |

| Top five trusts   |     | Bottom five trusts                                     |
|---|-----|--|
| Northern Devon<br>Healthcare NHS<br>Trust                             | 9.7 | Great Western<br>Hospitals NHS<br>Foundation Trust     |
| Somerset NHS<br>Foundation Trust                                      | 9.7 | University Hospitals<br>Dorset NHS<br>Foundation Trust |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust                     | 9.6 | Salisbury NHS<br>Foundation Trust <b>9.3</b>           |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.6 | Torbay and South<br>Devon NHS<br>Foundation Trust      |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust                | 9.5 | North Bristol NHS<br>Trust 9.4                         |

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

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

| Much wors<br>than expect         |        | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |  |  |  |
|----------------------------------|--------|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|--|--|--|
| Va                               |        |                     |                              |                   |                               | ·                       |                              |  |  |  |
|                                  |        |                     | pared with                   |                   |                               |                         |                              |  |  |  |
| This benc                        | chma   | arking compa        | ares the ques                | stion score fo    | r your trust ag               | gainst all othe         | er trusts.                   |  |  |  |
| Your<br>Trust                    | 8.6    |                     |                              |                   |                               |                         |                              |  |  |  |
| Breakdo                          | owr    | ) of scores         | for sites w                  | vithin vour       | trust:                        |                         |                              |  |  |  |
|                                  |        |                     | you to comp                  | -                 |                               | thin vour trus          | t with all                   |  |  |  |
|                                  |        | ross trusts.        | yeu te comp                  |                   |                               | ann your a'do           |                              |  |  |  |
| ٦                                |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
| Site #1                          | 8.6    |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
| Site 1                           | Site 1 |                     |                              |                   |                               |                         |                              |  |  |  |
| The Great Western Hospital (518) |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |
|                                  |        |                     |                              |                   |                               |                         |                              |  |  |  |

| Top five trusts   |     | Bottom five true                                     | sts |
|---|-----|--|-----|
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust                | 9.1 | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 8.6 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.0 | Great Western<br>Hospitals NHS<br>Foundation Trust   | 8.6 |
| Somerset NHS<br>Foundation Trust                                      | 8.9 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 8.7 |
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 8.9 | North Bristol NHS<br>Trust                           | 8.7 |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust                     | 8.8 | Torbay and South<br>Devon NHS<br>Foundation Trust    | 8.8 |

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

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

|                                  | -                   |                              |                   |                               |                         |                              |  |  |
|----------------------------------|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|--|--|
|                                  |                     | 1                            |                   |                               |                         |                              |  |  |
| Much worse<br>than expected      | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |  |  |
| our trust                        | score com           | pared with                   | all other tr      | usts:                         |                         |                              |  |  |
|                                  |                     | ares the ques                |                   |                               | gainst all othe         | er trusts.                   |  |  |
| Your                             |                     |                              |                   |                               |                         |                              |  |  |
| rust <b>9.2</b>                  |                     |                              |                   |                               |                         |                              |  |  |
| reakdowi                         | n of scores         | for sites w                  | ithin your        | trust:                        |                         |                              |  |  |
|                                  |                     | you to comp                  | -                 |                               | thin your trus          | t with all                   |  |  |
| ner sites ac                     | ross trusts.        |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
| e #1 9.2                         |                     |                              |                   |                               |                         |                              |  |  |
| #1 9.2                           | -                   |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
| Site 1                           |                     |                              |                   |                               |                         |                              |  |  |
| The Great Western Hospital (566) |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |

|   |     | _ |  |     |
|---|-----|---|--|-----|
| Top five trusts   |     |   | Bottom five trus                                     | sts |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 9.4 |   | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 9.1 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.3 |   | Great Western<br>Hospitals NHS<br>Foundation Trust   | 9.2 |
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 9.3 |   | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 9.2 |
| University Hospitals<br>Plymouth NHS Trust                            | 9.3 |   | Torbay and South<br>Devon NHS<br>Foundation Trust    | 9.2 |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust                | 9.3 |   | Salisbury NHS<br>Foundation Trust                    | 9.2 |

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

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

| Much worse<br>than expected      | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |  |  |
|----------------------------------|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|--|--|
|                                  |                     |                              |                   |                               |                         |                              |  |  |
| Your trust                       | score com           | pared with                   | all other ti      | rusts:                        |                         |                              |  |  |
| This benchm                      | narking compa       | ares the ques                | tion score fo     | r your trust ag               | gainst all othe         | er trusts.                   |  |  |
| Your<br>Trust 8.5                |                     |                              |                   |                               |                         |                              |  |  |
| Trust 8.3                        |                     |                              |                   |                               |                         |                              |  |  |
| Breakdow                         | n of scores         | for sites v                  | vithin your       | trust:                        |                         |                              |  |  |
|                                  | arking allows       |                              | •                 |                               | thin vour trus          | t with all                   |  |  |
| other sites ad                   |                     | )                            |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
| Site #1 8.5                      | 5                   |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
| Site 1                           |                     |                              |                   |                               |                         |                              |  |  |
| The Great Western Hospital (563) |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |
|                                  |                     |                              |                   |                               |                         |                              |  |  |

| Top five trusts  | Top five trusts |  |   | ;   |
|--|-----------------|--|---|-----|
| Royal Cornwall<br>Hospitals NHS Trust                  | 9.0             |  | Northern Devon<br>Healthcare NHS<br>Trust                             | 8.4 |
| University Hospitals<br>Dorset NHS<br>Foundation Trust | 8.9             |  | Great Western<br>Hospitals NHS<br>Foundation Trust                    | 8.5 |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 8.9             |  | Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  | 8.5 |
| Somerset NHS<br>Foundation Trust                       | 8.9             |  | University Hospitals<br>Plymouth NHS Trust                            | 8.5 |
| Torbay and South<br>Devon NHS<br>Foundation Trust      | 8.8             |  | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.6 |

### 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<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |  |  |
|                                 |                     | l<br>mana di sesteta         |                   |                               |                         |                              |  |  |
|                                 | score com           | -                            |                   |                               |                         |                              |  |  |
| his benchr                      | narking comp        | ares the ques                | tion score fo     | r your trust ag               | ainst all othe          | er trusts.                   |  |  |
| Your<br>Trust 8.7               | 7                   |                              |                   |                               |                         |                              |  |  |
| Trust <b>6.</b>                 |                     |                              |                   |                               |                         |                              |  |  |
| reakdow                         | n of scores         | s for sites w                | vithin your       | trust:                        |                         |                              |  |  |
|                                 | narking allows      |                              | -                 |                               | hin vour trus           | t with all                   |  |  |
|                                 | cross trusts.       | you to comp                  |                   | to for Sites wit              | unit your trus          |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
| ite #1 8.                       | 7                   |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
| te 1                            |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
| he Great Western Hospital (529) |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |
|                                 |                     |                              |                   |                               |                         |                              |  |  |

| Top five trusts  |     | Bottom five trusts  |   |
|--|-----|---|---|
| Northern Devon<br>Healthcare NHS<br>Trust              | 9.3 | Yeovil District<br>Hospital NHS<br>Foundation Trust                   | 7 |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 9.1 | Great Western<br>Hospitals NHS<br>Foundation Trust                    | 7 |
| Royal Cornwall<br>Hospitals NHS Trust                  | 9.1 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  | 8 |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust      | 9.0 | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9 |
| University Hospitals<br>Plymouth NHS Trust             | 9.0 | Somerset NHS<br>Foundation Trust <b>8.9</b>                           | 9 |

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

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

| Much v   |  | Worse than    | Somewhat worse | About          | Somewhat better  | Better than    | Much better   |  |  |  |  |  |
|--|--|---------------|----------------|----------------|------------------|----------------|---------------|--|--|--|--|--|
| than exp   | ected  | expected      | than expected  | the same       | than expected    | expected       | than expected |  |  |  |  |  |
| Your t   | Your trust score compared with all other trusts: |               |                |                |                  |                |               |  |  |  |  |  |
| This benchmarking compares the question score for your trust against all other trusts. |  |               |                |                |                  |                |               |  |  |  |  |  |
| Your<br>Trust  | 8.9  |               |                |                |                  |                |               |  |  |  |  |  |
| Break  | dowr   | n of scores   | for sites w    | vithin your    | trust:           |                |               |  |  |  |  |  |
| This be  | nchma  | arking allows | you to comp    | are the result | ts for sites wit | thin your trus | t with all    |  |  |  |  |  |
| other sit  | es ac  | ross trusts.  |                |                |                  |                |               |  |  |  |  |  |
|  | ]  |               |                |                |                  |                |               |  |  |  |  |  |
|  |  |               |                |                |                  |                |               |  |  |  |  |  |
|  |  |               |                |                |                  |                |               |  |  |  |  |  |
| 0:1.1.114  |  |               |                |                |                  |                |               |  |  |  |  |  |
| Site #1  | 8.9  |               |                |                |                  |                |               |  |  |  |  |  |
|  |  |               |                |                |                  |                |               |  |  |  |  |  |
|  |  |               |                |                |                  |                |               |  |  |  |  |  |
|  |  |               |                |                |                  |                |               |  |  |  |  |  |
| Site 1   |  |               |                |                |                  |                |               |  |  |  |  |  |
|  | Site 1 The Great Western Hospital (567)          |               |                |                |                  |                |               |  |  |  |  |  |
| The Great V  | 10010111   |               |                |                |                  |                |               |  |  |  |  |  |
|  |  |               |                |                |                  |                |               |  |  |  |  |  |
|  |  |               |                |                |                  |                |               |  |  |  |  |  |
|  |  |               |                |                |                  |                |               |  |  |  |  |  |

|   |     |  | _   |
|---|-----|--|-----|
| Top five trusts   |     | Bottom five trus                                     | sts |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 9.5 | Great Western<br>Hospitals NHS<br>Foundation Trust   | 8.9 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.3 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 9.0 |
| Salisbury NHS<br>Foundation Trust                                     | 9.3 | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 9.1 |
| Royal Cornwall<br>Hospitals NHS Trust                                 | 9.3 | Torbay and South<br>Devon NHS<br>Foundation Trust    | 9.1 |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust                | 9.3 | Royal Devon and<br>Exeter NHS<br>Foundation Trust    | 9.1 |

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

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

|                                  |       | -                   |                              |                   |                               |                         |                              |  |  |
|----------------------------------|-------|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|--|--|
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
| Much wor<br>than expect          |       | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     | pared with                   |                   |                               |                         |                              |  |  |
| This ben                         | chm   | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe          | er trusts.                   |  |  |
| Your                             | 0 6   |                     |                              |                   |                               |                         |                              |  |  |
| Trust                            | 8.6   |                     |                              |                   |                               |                         |                              |  |  |
| Breakd                           | owr   | n of scores         | for sites w                  | vithin your       | trust:                        |                         |                              |  |  |
|                                  |       |                     |                              | -                 | s for sites wit               | hin vour trus           | t with all                   |  |  |
|                                  |       | ross trusts.        | you to comp                  |                   |                               | ann your auo            | t with an                    |  |  |
| ٦                                |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
| Site #1                          | 8.6   |                     |                              |                   |                               |                         |                              |  |  |
|                                  | 0.0   | '                   |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
| Site 1                           |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  | otoro | Hoopital (EG1)      |                              |                   |                               |                         |                              |  |  |
| The Great Western Hospital (561) |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |
|                                  |       |                     |                              |                   |                               |                         |                              |  |  |

| Top five trusts  | 1   | Bottom five trusts  |  |
|--|-----|---|--|
| North Bristol NHS<br>Trust                             | 9.1 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  |  |
| Royal Cornwall<br>Hospitals NHS Trust                  | 9.1 | Great Western<br>Hospitals NHS<br>Foundation Trust                    |  |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 9.0 | Yeovil District<br>Hospital NHS<br>Foundation Trust                   |  |
| Dorset County<br>Hospital NHS<br>Foundation Trust      | 9.0 | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust |  |
| Salisbury NHS<br>Foundation Trust                      | 8.9 | Royal Devon and<br>Exeter NHS<br>Foundation Trust                     |  |

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

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

|                             | -                   |                              |                   |                               |                         |                              |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|
|                             |                     |                              |                   |                               |                         |                              |
| Much worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |
|                             |                     |                              | - 11 - 41 4-      |                               |                         |                              |
|                             |                     | pared with                   |                   |                               |                         |                              |
| his benchm                  | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe          | er trusts.                   |
| Your<br>Trust <b>7.6</b>    |                     |                              |                   |                               |                         |                              |
| Trust 7.0                   |                     |                              |                   |                               |                         |                              |
| 3reakdowr                   | of scores           | for sites w                  | vithin your       | trust:                        |                         |                              |
|                             |                     |                              | -                 | ts for sites wit              | hin vour trus           | t with all                   |
| ther sites ac               | •                   | , <u>.</u>                   |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
| Site #1 <b>7.6</b>          |                     |                              |                   |                               |                         |                              |
| Site #1 7.6                 | ·                   |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
| Site 1                      |                     |                              |                   |                               |                         |                              |
| he Great Western            | Hospital (566)      |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |

| Top five trusts   |     | Bottom five trusts                                 | 5   |
|---|-----|--|-----|
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 8.4 | North Bristol NHS<br>Trust                         | 7.6 |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 8.3 | Great Western<br>Hospitals NHS<br>Foundation Trust | 7.6 |
| Somerset NHS<br>Foundation Trust                                      | 8.2 | Royal Devon and<br>Exeter NHS<br>Foundation Trust  | 7.6 |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 8.2 | Royal Cornwall<br>Hospitals NHS Trust              | 7.6 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.0 | University Hospitals<br>Plymouth NHS 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 worse<br>than expected | Worse than expected   | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |  |  |  |  |  |
|-----------------------------|---|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|--|--|--|--|--|
| our trust                   | score com   | pared with                   | all other ti      | rusts:                        |                      |                              |  |  |  |  |  |
|                             | <b>Your trust score compared with all other trusts:</b><br>This benchmarking compares the question score for your trust against all other trusts. |                              |                   |                               |                      |                              |  |  |  |  |  |
| Your                        | · ·   |                              |                   |                               |                      |                              |  |  |  |  |  |
| Trust 7.6                   |   |                              |                   |                               |                      |                              |  |  |  |  |  |
| Breakdowr                   | of scores   | for sites w                  | vithin your       | trust.                        |                      |                              |  |  |  |  |  |
|                             |   |                              | -                 |                               | thin your true       | t with all                   |  |  |  |  |  |
| ther sites ac               | -   | you to comp                  | are the result    | IS IOF SITES WI               | unin your trus       | i with all                   |  |  |  |  |  |
|                             | 1055 110515.  |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
| Site #1 7.6                 |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
| Site 1                      |   |                              |                   |                               |                      |                              |  |  |  |  |  |
| The Great Western           | Hospital (513)  |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |
|                             |   |                              |                   |                               |                      |                              |  |  |  |  |  |

| Top five trusts   |     | Bottom five trusts                                     | 5   |
|---|-----|--|-----|
| Northern Devon<br>Healthcare NHS<br>Trust                             | 8.6 | Great Western<br>Hospitals NHS<br>Foundation Trust     | 7.6 |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust                | 8.4 | Torbay and South<br>Devon NHS<br>Foundation Trust      | 7.8 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.3 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   | 7.9 |
| Royal Cornwall<br>Hospitals NHS Trust                                 | 8.2 | University Hospitals<br>Plymouth NHS Trust             | 7.9 |
| Somerset NHS<br>Foundation Trust                                      | 8.2 | University Hospitals<br>Dorset NHS<br>Foundation Trust | 7.9 |

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

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

| Much worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
| ′our trus                   | t score com         | pared with                   | all other ti      | rusts:                        |                      |                              |
|                             | marking comp        | -                            |                   |                               | ainst all othe       | er trusts.                   |
| Your <b>7.</b>              | n                   |                              |                   |                               |                      |                              |
| Trust 1.                    | 0                   |                              |                   |                               |                      |                              |
| 3reakdov                    | vn of scores        | s for sites v                | vithin your       | trust:                        |                      |                              |
| This bench                  | marking allows      | you to comp                  | are the result    | ts for sites wit              | hin your trus        | t with all                   |
| other sites                 | across trusts.      |                              |                   |                               |                      |                              |
| 7                           |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| Site #1 7                   | .0                  |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| Site 1                      |                     |                              |                   |                               |                      |                              |
| he Great Weste              | rn Hospital (547)   |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |

| Top five trusts                                   | 1   | Bottom five trusts                                     | 5   |
|---|-----|--|-----|
| Northern Devon<br>Healthcare NHS<br>Trust         | 7.7 | Great Western<br>Hospitals NHS<br>Foundation Trust     | 7.0 |
| Dorset County<br>Hospital NHS<br>Foundation Trust | 7.5 | University Hospitals<br>Dorset NHS<br>Foundation Trust | 7.0 |
| Royal Cornwall<br>Hospitals NHS Trust             | 7.5 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   | 7.0 |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust | 7.4 | University Hospitals<br>Plymouth NHS Trust             | 7.1 |
| North Bristol NHS<br>Trust                        | 7.4 | Torbay and South<br>Devon NHS<br>Foundation Trust      | 7.2 |

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

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

| Much worse<br>than expected | Worse than expected                     | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |
|-----------------------------|---|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|
|                             |   |                              |                   |                               |                         |                              |
| our trus                    | t score com                             | pared with                   | all other ti      | rusts:                        |                         |                              |
| his bench                   | marking comp                            | ares the ques                | stion score for   | r your trust ag               | ainst all othe          | er trusts.                   |
| Your                        | •                                       |                              |                   |                               |                         |                              |
| Trust 8.                    | 0                                       |                              |                   |                               |                         |                              |
| reakdov                     | vn of scores                            | s for sites v                | vithin vour       | trust:                        |                         |                              |
|                             | narking allows                          |                              | -                 |                               | hin your true           | t with all                   |
|                             | across trusts.                          | s you to comp                | ale life lesui    |                               | unin your trus          | t with all                   |
|                             | 100000000000000000000000000000000000000 |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
| ite #1 8                    | .6                                      |                              |                   |                               |                         |                              |
|                             | .0                                      |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
| e 1                         |   |                              |                   |                               |                         |                              |
| e Great Weste               | rn Hospital (547)                       |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |
|                             |   |                              |                   |                               |                         |                              |

| Top five trusts   | Top five trusts |  |  | 5   |
|---|-----------------|--|--|-----|
| Somerset NHS<br>Foundation Trust                                      | 9.2             |  | Great Western<br>Hospitals NHS<br>Foundation Trust   | 8.6 |
| Salisbury NHS<br>Foundation Trust                                     | 9.2             |  | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 8.7 |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 9.2             |  | Dorset County<br>Hospital NHS<br>Foundation Trust    | 8.8 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.1             |  | Torbay and South<br>Devon NHS<br>Foundation Trust    | 8.9 |
| North Bristol NHS<br>Trust  | 9.1             |  | Royal Cornwall<br>Hospitals NHS Trust                | 8.9 |

# 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 wo<br>than expe |                                  | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |  |  |
|----------------------|----------------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|--|--|
|                      |                                  | ·                   |                              |                   | ·                             |                      |                              |  |  |
|                      |                                  |                     | pared with                   |                   |                               |                      |                              |  |  |
| This ben             | chm                              | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe       | er trusts.                   |  |  |
| Your<br>Trust        | 7.6                              |                     |                              |                   |                               |                      |                              |  |  |
| Breakd               | lowr                             | of scores           | for sites w                  | vithin vour       | trust:                        |                      |                              |  |  |
|                      |                                  |                     |                              | -                 | ts for sites wit              | hin vour true        | t with all                   |  |  |
|                      |                                  | ross trusts.        | you to comp                  |                   |                               | inin your trus       |                              |  |  |
|                      |                                  |                     |                              |                   |                               |                      |                              |  |  |
| Site #1              | Site #1 <b>7.6</b>               |                     |                              |                   |                               |                      |                              |  |  |
| Site 1               |                                  |                     |                              |                   |                               |                      |                              |  |  |
| The Great W          | The Great Western Hospital (477) |                     |                              |                   |                               |                      |                              |  |  |
|                      |                                  |                     |                              |                   |                               |                      |                              |  |  |
|                      |                                  |                     |                              |                   |                               |                      |                              |  |  |
|                      |                                  |                     |                              |                   |                               |                      |                              |  |  |
|                      |                                  |                     |                              |                   |                               |                      |                              |  |  |

| Top five trusts   |     | Bottom five trusts                                   | 5   |  |
|---|-----|--|-----|--|
| Northern Devon<br>Healthcare NHS<br>Trust                             | 8.3 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 7.4 |  |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.2 | Great Western<br>Hospitals NHS<br>Foundation Trust   | 7.6 |  |
| University Hospitals<br>Plymouth NHS Trust                            | 8.1 | Torbay and South<br>Devon NHS<br>Foundation Trust    | 7.8 |  |
| North Bristol NHS<br>Trust  | 8.1 | Royal Cornwall<br>Hospitals NHS Trust                | 7.8 |  |
| Salisbury NHS<br>Foundation Trust                                     | 8.1 | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 7.8 |  |

### 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<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
|                             |                     |                              |                   |                               |                      |                              |
|                             | score com           | -                            |                   |                               |                      |                              |
| This benchr                 | narking compa       | ares the ques                | tion score for    | r your trust ag               | ainst all othe       | er trusts.                   |
| Your <b>5.9</b>             |                     |                              |                   |                               |                      |                              |
| Trust <b>3.8</b>            |                     |                              |                   |                               |                      |                              |
| Breakdow                    | n of scores         | s for sites w                | vithin your       | trust:                        |                      |                              |
|                             | narking allows      |                              | -                 |                               | hin vour trus        | t with all                   |
|                             | cross trusts.       | ,                            |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| Site #1 5.                  | 9                   |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| Site 1                      |                     |                              |                   |                               |                      |                              |
| The Great Wester            | n Hospital (534)    |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |

| Top five trusts   |     | Bottom five trust                                      | S   |
|---|-----|--|-----|
| North Bristol NHS<br>Trust  | 8.4 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   | 5.9 |
| Somerset NHS<br>Foundation Trust                                      | 7.2 | Great Western<br>Hospitals NHS<br>Foundation Trust     | 5.9 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 7.0 | Salisbury NHS<br>Foundation Trust                      | 6.1 |
| Yeovil District<br>Hospital NHS<br>Foundation Trust                   | 6.8 | Dorset County<br>Hospital NHS<br>Foundation Trust      | 6.2 |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 6.8 | Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 6.3 |

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

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

|                             | -                   |                              |                   |                               |                      |                              |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
|                             |                     |                              |                   |                               |                      |                              |
| Much worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
| ·                           |                     |                              |                   | •                             | expected             | than expected                |
| our trust                   | score com           | pared with                   | all other tr      | usts:                         |                      |                              |
| his benchm                  | arking compa        | ares the ques                | tion score for    | r your trust ag               | gainst all othe      | er trusts.                   |
| Your                        |                     |                              |                   |                               |                      |                              |
| Trust <b>9.4</b>            |                     |                              |                   |                               |                      |                              |
| reakdow                     | n of scores         | for sites w                  | vithin your       | trust:                        |                      |                              |
|                             |                     |                              | -                 |                               | thin your true       | t with all                   |
| her sites ac                | -                   | you to comp                  | are the result    | s for sites wi                |                      | i willi all                  |
|                             | 1033 (10313).       |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| e #1 9.4                    | L .                 |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| te 1                        |                     |                              |                   |                               |                      |                              |
| ne Great Western            | Hospital (555)      |                              |                   |                               |                      |                              |
|                             | ,                   |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |

| Top five trusts   |     | Bottom five trust                                      | S   |
|---|-----|--|-----|
| North Bristol NHS<br>Trust  | 9.7 | Royal Devon and<br>Exeter NHS<br>Foundation Trust      | 9.3 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.6 | Salisbury NHS<br>Foundation Trust                      | 9.4 |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 9.6 | Great Western<br>Hospitals NHS<br>Foundation Trust     | 9.4 |
| Yeovil District<br>Hospital NHS<br>Foundation Trust                   | 9.6 | Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 9.4 |
| Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  | 9.5 | Somerset NHS<br>Foundation Trust                       | 9.4 |

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

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

| Much we than expe |         | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |  |  |
|-------------------|---------|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|--|--|
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
|                   |         |                     | -                            | all other tr      |                               |                         |                              |  |  |
| This ber          | nchm    | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe          | r trusts.                    |  |  |
| Your<br>Trust     | 8.8     |                     |                              |                   |                               |                         |                              |  |  |
| Breako            | lowr    | n of scores         | for sites w                  | vithin your       | trust:                        |                         |                              |  |  |
|                   |         |                     |                              | -                 | s for sites wit               | hin your trus           | t with all                   |  |  |
|                   |         | ross trusts.        | , ,                          |                   |                               | ,                       |                              |  |  |
| -                 | 1       |                     |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
| Site #1           | 8.8     | }                   |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
|                   | Site 1  |                     |                              |                   |                               |                         |                              |  |  |
| The Great W       | /estern | Hospital (475)      |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |
|                   |         |                     |                              |                   |                               |                         |                              |  |  |

| Top five trusts   |     |  | Bottom five trusts                                 | 5   |
|---|-----|--|--|-----|
| Northern Devon<br>Healthcare NHS<br>Trust                             | 9.3 |  | Royal Cornwall<br>Hospitals NHS Trust              | 8.8 |
| Somerset NHS<br>Foundation Trust                                      | 9.1 |  | Great Western<br>Hospitals NHS<br>Foundation Trust | 8.8 |
| Salisbury NHS<br>Foundation Trust                                     | 9.1 |  | Royal Devon and<br>Exeter NHS<br>Foundation Trust  | 8.9 |
| University Hospitals<br>Plymouth NHS Trust                            | 9.1 |  | Torbay and South<br>Devon NHS<br>Foundation Trust  | 9.0 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.1 |  | Dorset County<br>Hospital NHS<br>Foundation Trust  | 9.0 |

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

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

| Much wo<br>than expe |  | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |  |  |
|----------------------|--|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|--|--|
|                      | Your trust score compared with all other trusts: |                     |                              |                   |                               |                         |                              |  |  |
|                      |  |                     | -                            |                   |                               |                         |                              |  |  |
| This ber             | nchm   | arking compa        | ares the ques                | tion score for    | r your trust aç               | gainst all othe         | er trusts.                   |  |  |
| Your<br>Trust        | 8.0  |                     |                              |                   |                               |                         |                              |  |  |
| Breakd               | lowr   | of scores           | for sites w                  | vithin vour       | trust:                        |                         |                              |  |  |
|                      |  |                     |                              | -                 | ts for sites wit              | hin your true           | t with all                   |  |  |
|                      |  | ross trusts.        | you to comp                  |                   |                               | unit your trus          | i will'i dii                 |  |  |
| -                    | ]  |                     |                              |                   |                               |                         |                              |  |  |
| Site #1              | 8.0  |                     |                              |                   |                               |                         |                              |  |  |
| Site 1               |  |                     |                              |                   |                               |                         |                              |  |  |
|                      | estern   | Hospital (508)      |                              |                   |                               |                         |                              |  |  |
|                      |  |                     |                              |                   |                               |                         |                              |  |  |
|                      |  |                     |                              |                   |                               |                         |                              |  |  |
|                      |  |                     |                              |                   |                               |                         |                              |  |  |
|                      |  |                     |                              |                   |                               |                         |                              |  |  |

| Top five trusts   |     | Bottom five trusts                                   | 5   |  |
|---|-----|--|-----|--|
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 8.8 | Great Western<br>Hospitals NHS<br>Foundation Trust   | 8.0 |  |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 8.7 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 8.1 |  |
| Somerset NHS<br>Foundation Trust                                      | 8.6 | Salisbury NHS<br>Foundation Trust                    | 8.2 |  |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.5 | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 8.3 |  |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 8.5 | Royal Cornwall<br>Hospitals NHS Trust                | 8.3 |  |

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

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

|                             | -                   |                              |                   |                               |                      |                              |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
|                             |                     |                              |                   |                               |                      |                              |
| Much worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
|                             | ·                   |                              |                   | •                             | CAPCOLOG             | than expected                |
| our trust                   | score com           | pared with                   | all other ti      | rusts:                        |                      |                              |
| This benchn                 | narking compa       | ares the ques                | tion score for    | r your trust aç               | gainst all othe      | er trusts.                   |
| Your                        |                     |                              |                   |                               |                      |                              |
| Trust 9.1                   |                     |                              |                   |                               |                      |                              |
| Breakdow                    | n of scores         | for sites w                  | vithin your       | trust:                        |                      |                              |
|                             | arking allows       |                              | -                 |                               | thin vour trus       | t with all                   |
|                             | cross trusts.       | you to comp                  |                   |                               | ann your a'do        |                              |
| 7                           |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| Site #1 9.                  | 1                   |                              |                   |                               |                      |                              |
| Jile // 1 J.                | •                   |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| ite 1                       |                     |                              |                   |                               |                      |                              |
| he Great Westerr            | Hospital (256)      |                              |                   |                               |                      |                              |
| ne Great Westell            |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |

|   |     | _ |  |     |
|---|-----|---|--|-----|
| Top five trusts   |     |   | Bottom five tru                                      | sts |
| Somerset NHS<br>Foundation Trust                                      | 9.4 |   | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 8.8 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.4 |   | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 8.9 |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 9.3 |   | Dorset County<br>Hospital NHS<br>Foundation Trust    | 9.0 |
| Torbay and South<br>Devon NHS<br>Foundation Trust                     | 9.2 |   | Royal Devon and<br>Exeter NHS<br>Foundation Trust    | 9.1 |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 9.2 |   | Salisbury NHS<br>Foundation Trust                    | 9.1 |

### 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<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |  |  |  |
|-------------------|--|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|--|--|--|
| ·                 |  |                     |                              |                   |                               |                      |                              |  |  |  |
| Your tr           | ust s  | score com           | pared with                   | all other tr      | rusts:                        |                      |                              |  |  |  |
| This ber          | This benchmarking compares the question score for your trust against all other trusts. |                     |                              |                   |                               |                      |                              |  |  |  |
| Your              | 0 0  |                     |                              |                   |                               |                      |                              |  |  |  |
| Trust             | 8.0  |                     |                              |                   |                               |                      |                              |  |  |  |
| Breako            | lowr   | of scores           | for sites w                  | ithin vour        | trust:                        |                      |                              |  |  |  |
|                   |  |                     |                              | -                 | ts for sites wit              | thin your true       | t with all                   |  |  |  |
|                   |  | ross trusts.        | you to comp                  |                   | 13 101 31163 WI               |                      |                              |  |  |  |
|                   |  | 1000 110010.        |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
| Site #1           | 8.0  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
| -                 |  |                     |                              |                   |                               |                      |                              |  |  |  |
| Site 1            |  |                     |                              |                   |                               |                      |                              |  |  |  |
| The Great W       | /estern I  | Hospital (270)      |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                   |  |                     |                              |                   |                               |                      |                              |  |  |  |

| Top five trusts   |     | Bottom five trusts                                   | 5   |
|---|-----|--|-----|
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.3 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 7.5 |
|   |     |  |     |
| Somerset NHS<br>Foundation Trust                                      | 8.2 | Dorset County<br>Hospital NHS<br>Foundation Trust    | 7.5 |
|   |     |  |     |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 8.2 | Royal Devon and<br>Exeter NHS<br>Foundation Trust    | 7.7 |
|   |     |  |     |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 8.2 | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 7.7 |
|   |     |  |     |
| Salisbury NHS<br>Foundation Trust                                     | 8.0 | University Hospitals<br>Plymouth NHS Trust           | 7.8 |
|   |     |  |     |

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<br>than expe |  | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |  |  |  |
|                      |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                      | our trust score compared with all other trusts:  |                     |                              |                   |                               |                      |                              |  |  |  |
| This ben             | This benchmarking compares the question score for your trust against all other trusts. |                     |                              |                   |                               |                      |                              |  |  |  |
| Your<br>Trust        | 70   |                     |                              |                   |                               |                      |                              |  |  |  |
| Breakd               | owr  | of scores           | for sites v                  | vithin your       | trust.                        |                      |                              |  |  |  |
|                      |  |                     |                              | -                 | ts for sites wit              | hin your true        | t with all                   |  |  |  |
|                      |  | ross trusts.        | you to comp                  |                   |                               | unit your trus       |                              |  |  |  |
|                      |  |                     |                              |                   |                               |                      |                              |  |  |  |
| Site #1              | 7.8  |                     |                              |                   |                               |                      |                              |  |  |  |
| Site 1               |  |                     |                              |                   |                               |                      |                              |  |  |  |
| The Great W          | estern   | Hospital (268)      |                              |                   |                               |                      |                              |  |  |  |
|                      |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                      |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                      |  |                     |                              |                   |                               |                      |                              |  |  |  |
|                      |  |                     |                              |                   |                               |                      |                              |  |  |  |

| Top five trusts  |     | Bottom five trus                                     | sts |
|--|-----|--|-----|
| University Hospitals<br>Dorset NHS<br>Foundation Trust | 8.6 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 7.6 |
| Somerset NHS<br>Foundation Trust                       | 8.5 | Great Western<br>Hospitals NHS<br>Foundation Trust   | 7.8 |
| Salisbury NHS<br>Foundation Trust                      | 8.4 | Torbay and South<br>Devon NHS<br>Foundation Trust    | 8.1 |
| Dorset County<br>Hospital NHS<br>Foundation Trust      | 8.4 | North Bristol NHS<br>Trust                           | 8.1 |
| Yeovil District<br>Hospital NHS<br>Foundation Trust    | 8.3 | Royal Devon and<br>Exeter NHS<br>Foundation Trust    | 8.2 |

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

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

| Much we than expe  |           | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better than expected |  |  |
|--|-----------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|---------------------------|--|--|
| 'our tr  | ust       | score com           | pared with                   | all other tr      | rusts:                        |                      |                           |  |  |
| Your trust score compared with all other trusts:<br>This benchmarking compares the question score for your trust against all other trusts. |           |                     |                              |                   |                               |                      |                           |  |  |
| Your   | 7.0       |                     |                              |                   |                               |                      |                           |  |  |
| Trust  | 1.0       |                     |                              |                   |                               |                      |                           |  |  |
| Breakc   | lowr      | n of scores         | for sites v                  | vithin your       | trust:                        |                      |                           |  |  |
|  |           |                     |                              | -                 | ts for sites wit              | hin vour trus        | t with all                |  |  |
|  |           | ross trusts.        | ,P                           |                   |                               | , <u> </u>           |                           |  |  |
|  | 1         |                     |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
| Site #1  | 7.0       |                     |                              |                   |                               |                      |                           |  |  |
|  | 7.0       | ,                   |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
| ite 1  |           |                     |                              |                   |                               |                      |                           |  |  |
| he Great W   | /estern l | Hospital (562)      |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |
|  |           |                     |                              |                   |                               |                      |                           |  |  |

| Top five trusts                                   |     | Bottom five trusts                                   | 5   |
|---|-----|--|-----|
| Northern Devon<br>Healthcare NHS<br>Trust         | 7.5 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 6.9 |
| Royal Cornwall<br>Hospitals NHS Trust             | 7.4 | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 6.9 |
| North Bristol NHS<br>Trust                        | 7.4 | Great Western<br>Hospitals NHS<br>Foundation Trust   | 7.0 |
| Somerset NHS<br>Foundation Trust                  | 7.3 | University Hospitals<br>Plymouth NHS Trust           | 7.0 |
| Dorset County<br>Hospital NHS<br>Foundation Trust | 7.3 | Royal Devon and<br>Exeter NHS<br>Foundation Trust    | 7.1 |

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

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

| Much worse<br>than expected  | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |  |  |  |  |
|--|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|--|--|--|--|
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
| Your trust   | score com           | pared with                   | all other tr      | usts:                         |                      |                              |  |  |  |  |
| This benchmarking compares the question score for your trust against all other trusts. |                     |                              |                   |                               |                      |                              |  |  |  |  |
| Your   |                     |                              |                   |                               |                      |                              |  |  |  |  |
| Trust <b>7.1</b>   |                     |                              |                   |                               |                      |                              |  |  |  |  |
| Breakdow   | n of scores         | for sites w                  | vithin vour       | trust:                        |                      |                              |  |  |  |  |
|  |                     |                              | -                 | s for sites wit               | hin vour true        | t with all                   |  |  |  |  |
| other sites ac   | -                   | you to comp                  | are the result    | S IOI SILES WIL               |                      | t with all                   |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
| Site #1 7.1  | 1                   |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
| Site 1   |                     |                              |                   |                               |                      |                              |  |  |  |  |
| The Great Western  | Hospital (431)      |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |
|  |                     |                              |                   |                               |                      |                              |  |  |  |  |

| Top five trusts                                   |     | Bottom five trusts  | 5   |
|---|-----|---|-----|
| Northern Devon<br>Healthcare NHS<br>Trust         | 7.9 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  | 7.1 |
|   |     |   |     |
| Salisbury NHS<br>Foundation Trust                 | 7.9 | Great Western<br>Hospitals NHS<br>Foundation Trust                    | 7.1 |
|   |     |   |     |
| Dorset County<br>Hospital NHS<br>Foundation Trust | 7.7 | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 7.2 |
|   |     |   |     |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust | 7.6 | Yeovil District<br>Hospital NHS<br>Foundation Trust                   | 7.2 |
|   |     |   |     |
| North Bristol NHS<br>Trust                        | 7.6 | University Hospitals<br>Plymouth NHS Trust                            | 7.3 |
|   |     |   |     |

Comparison with other trusts within your region

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

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

|                               |                        |                                       |                   |                                      |                      | 8                            |   |     |  | •   |
|-------------------------------|------------------------|---------------------------------------|-------------------|--------------------------------------|----------------------|------------------------------|---|-----|--|-----|
| Much worse<br>nan expected    | Worse than<br>expected | Somewhat worse than expected          | About<br>the same | Somewhat better<br>than expected     | Better than expected | Much better<br>than expected | Top five trusts   |     | Bottom five trust                                      | S   |
|                               |                        | <b>pared with</b><br>pares the ques   |                   | r <b>usts:</b><br>or your trust ag   | jainst all oth       | er trusts.                   | Northern Devon<br>Healthcare NHS<br>Trust                             | 9.0 | Great Western<br>Hospitals NHS<br>Foundation Trust     | 8.2 |
| our<br>rust <b>8.2</b>        |                        |                                       |                   |                                      |                      |                              |   |     |  |     |
|                               | arking allows          | <b>s for sites w</b><br>s you to comp | -                 | r <b>trust:</b><br>Its for sites wit | hin your trus        | st with all                  | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.8 | Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 8.3 |
| te #1 8.2                     | 2                      |                                       |                   |                                      |                      |                              | University Hospitals<br>Dorset NHS<br>Foundation Trust                | 8.8 | Somerset NHS<br>Foundation Trust                       | 8.3 |
|                               |                        |                                       |                   |                                      |                      |                              | University Hospitals<br>Plymouth NHS Trust                            | 8.7 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   | 8.3 |
| <b>e 1</b><br>e Great Western | Hospital (214)         |                                       |                   |                                      |                      |                              |   |     |  |     |
|                               | 100pital (2 14)        |                                       |                   |                                      |                      |                              | Royal Cornwall<br>Hospitals NHS Trust                                 | 8.7 | Yeovil District<br>Hospital NHS<br>Foundation Trust    | 8.4 |
| 71 Adult Innat                | tient Survey 202       | 0   RN3   Great W                     | estern Hospitals  | NHS Foundation                       | Trust                | ļ                            |   |     |  |     |

71 Adult Inpatient Survey 2020 | RN3 | Great Western Hospitals NHS Foundation Trust

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

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

| Much worse       | Worse than   | Somewhat worse | About          | Somewhat better  | Better than    | Much better   |  |  |  |  |
|------------------|--|----------------|----------------|------------------|----------------|---------------|--|--|--|--|
| than expected    |  | than expected  | the same       | than expected    | expected       | than expected |  |  |  |  |
|                  | t score com  | -              |                |                  |                |               |  |  |  |  |
| This bench       | This benchmarking compares the question score for your trust against all other trusts. |                |                |                  |                |               |  |  |  |  |
| Your<br>Trust 6. | 8  |                |                |                  |                |               |  |  |  |  |
| _                | up of ocoros   | for oitee y    | uithin your    | 4                |                |               |  |  |  |  |
|                  | wn of scores   |                | -              |                  |                |               |  |  |  |  |
|                  | marking allows   | you to comp    | are the result | ts for sites wit | thin your trus | t with all    |  |  |  |  |
|                  | across trusts.   |                |                |                  |                |               |  |  |  |  |
|                  |  |                |                |                  |                |               |  |  |  |  |
|                  |  |                |                |                  |                |               |  |  |  |  |
|                  |  |                |                |                  |                |               |  |  |  |  |
| Site #1 6        | .8   |                |                |                  |                |               |  |  |  |  |
|                  | .0   |                |                |                  |                |               |  |  |  |  |
|                  |  |                |                |                  |                |               |  |  |  |  |
|                  |  |                |                |                  |                |               |  |  |  |  |
| _                |  |                |                |                  |                |               |  |  |  |  |
| Site 1           |  |                |                |                  |                |               |  |  |  |  |
|                  | ern Hospital (566)   |                |                |                  |                |               |  |  |  |  |
| The Great Weste  | in rospital (500)  |                |                |                  |                |               |  |  |  |  |
|                  |  |                |                |                  |                |               |  |  |  |  |
|                  |  |                |                |                  |                |               |  |  |  |  |
|                  |  |                |                |                  |                |               |  |  |  |  |

| Top five trusts  |     | Bottom five trusts                                    |
|--|-----|---|
| Northern Devon<br>Healthcare NHS<br>Trust              | 7.7 | Great Western<br>Hospitals NHS<br>Foundation Trust    |
| University Hospitals<br>Dorset NHS<br>Foundation Trust | 7.5 | Yeovil District<br>Hospital NHS<br>Foundation Trust   |
| Salisbury NHS<br>Foundation Trust                      | 7.4 | University Hospitals<br>Plymouth NHS Trust <b>7.0</b> |
| Torbay and South<br>Devon NHS<br>Foundation Trust      | 7.4 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust  |
| Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 7.4 | North Bristol NHS<br>Trust <b>7.1</b>                 |

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

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

| Much worse than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
|--------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
| our trust s              | score com           | pared with                   | all other tr      | usts:                         |                      |                              |
| his benchma              | arking compa        | ares the ques                | tion score for    | r your trust ag               | gainst all othe      | er trusts.                   |
| Your<br>Trust <b>6.2</b> |                     |                              |                   |                               |                      |                              |
| _                        |                     |                              |                   |                               |                      |                              |
| 3reakdown                | of scores           | for sites w                  | ithin your        | trust:                        |                      |                              |
| his benchma              | arking allows       | you to comp                  | are the result    | s for sites with              | thin your trus       | t with all                   |
| ther sites ac            | ross trusts.        |                              |                   |                               |                      |                              |
| 7                        |                     |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |
| Site #1 6.2              |                     |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |
| lite 1                   |                     |                              |                   |                               |                      |                              |
| he Great Western I       | Hospital (523)      |                              |                   |                               |                      |                              |
|                          | ()                  |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |
|                          |                     |                              |                   |                               |                      |                              |

|   |     | <br>   |     |
|---|-----|--|-----|
| Top five trusts   |     | Bottom five trust                                      | S   |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust                     | 7.5 | Great Western<br>Hospitals NHS<br>Foundation Trust     | 6.2 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 7.4 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   | 6.2 |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 7.4 | Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 6.5 |
| Royal Cornwall<br>Hospitals NHS Trust                                 | 7.3 | Yeovil District<br>Hospital NHS<br>Foundation Trust    | 6.5 |
| Torbay and South<br>Devon NHS<br>Foundation Trust                     | 7.3 | Somerset NHS<br>Foundation Trust                       | 6.9 |

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

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

| Much w<br>than exp |           | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better than expected |
|--------------------|-----------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|---------------------------|
| our tr             | ust s     | score com           | pared with                   | all other ti      | rusts:                        |                      |                           |
| This ber           | nchma     | arking compa        | ares the ques                | tion score for    | r your trust ag               | gainst all othe      | er trusts.                |
| Your<br>Trust      | 4.6       |                     |                              |                   |                               |                      |                           |
|                    |           |                     |                              |                   |                               |                      |                           |
| 3reakc             | lowr      | of scores           | s for sites w                | vithin your       | trust:                        |                      |                           |
| his ber            | nchma     | arking allows       | you to comp                  | are the result    | ts for sites wit              | thin your trus       | t with all                |
| other site         | es ac     | ross trusts.        |                              |                   |                               |                      |                           |
|                    | 1         |                     |                              |                   |                               |                      |                           |
| Site #1            | 4.6       |                     |                              |                   |                               |                      |                           |
| Site 1             |           |                     |                              |                   |                               |                      |                           |
| The Great M        |           |                     |                              |                   |                               |                      |                           |
|                    | /estern l | Hospital (415)      |                              |                   |                               |                      |                           |
| ne Great W         | /estern   | Hospital (415)      |                              |                   |                               |                      |                           |
| me Great M         | /estern   | Hospital (415)      |                              |                   |                               |                      |                           |
| ne Great M         | /estern   | Hospital (415)      |                              |                   |                               |                      |                           |

|     | -                 |  |   |  |
|-----|-------------------|--|---|--|
|     |                   | Bottom five trusts                                 | 5   |  |
| 5.4 |                   | University Hospitals<br>Plymouth NHS Trust         | 4.4   |  |
| 5.3 |                   | Great Western<br>Hospitals NHS<br>Foundation Trust | 4.6   |  |
|     |                   |  |   |  |
| 5.2 |                   | Somerset NHS<br>Foundation Trust                   | 4.7   |  |
|     |                   |  |   |  |
| 5.1 |                   | Royal Devon and<br>Exeter NHS<br>Foundation Trust  | 4.8   |  |
|     |                   |  |   |  |
| 5.1 |                   | North Bristol NHS<br>Trust                         | 4.8   |  |
|     | 5.3<br>5.2<br>5.1 | <ul> <li>5.3</li> <li>5.2</li> <li>5.1</li> </ul>  | 5.4University Hospitals<br>Plymouth NHS Trust5.3Great Western<br>Hospitals NHS<br>Foundation Trust5.2Somerset NHS<br>Foundation Trust5.1Royal Devon and<br>Exeter NHS<br>Foundation Trust5.1North Bristol NHS | 5.4     Plymouth NHS Trust     4.4       5.3     Great Western<br>Hospitals NHS<br>Foundation Trust     4.6       5.2     Somerset NHS<br>Foundation Trust     4.7       5.1     Royal Devon and<br>Exeter NHS<br>Foundation Trust     4.8       6     North Bristol NHS     4.8 |

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

### **Results for your trust**

|               |          | -                             |                              |                   |                               |                      |                              |
|---------------|----------|-------------------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
|               |          |                               |                              |                   |                               |                      |                              |
| Much wo       |          | Worse than expected           | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
| our tr        | ust      | score com                     | pared with                   | all other tr      | usts:                         |                      |                              |
| This ber      | nchma    | arking compa                  | ares the ques                | tion score for    | r your trust ag               | gainst all othe      | er trusts.                   |
| Your<br>Trust | 6.4      |                               |                              |                   |                               |                      |                              |
|               | lowr     | of scores                     | for sites y                  | vithin your       | truct                         |                      |                              |
|               |          |                               |                              | -                 |                               |                      | tudith all                   |
|               |          | arking allows<br>ross trusts. | you to comp                  | are the result    | s for sites wit               | inin your trus       | t with all                   |
|               | 55 aC    | 1055 110515.                  |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
| Site #1       | 6.4      |                               |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
| Site 1        |          |                               |                              |                   |                               |                      |                              |
| he Great W    | estern l | Hospital (497)                |                              |                   |                               |                      |                              |
|               |          | ,                             |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |
|               |          |                               |                              |                   |                               |                      |                              |

| Top five trusts   |     | Bottom five trusts                                   |     |  |  |  |
|---|-----|--|-----|--|--|--|
| Salisbury NHS<br>Foundation Trust                                     | 7.2 | Great Western<br>Hospitals NHS<br>Foundation Trust   | 6.4 |  |  |  |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 6.9 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 6.4 |  |  |  |
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 6.9 | Royal Cornwall<br>Hospitals NHS Trust                | 6.5 |  |  |  |
| Yeovil District<br>Hospital NHS<br>Foundation Trust                   | 6.8 | University Hospitals<br>Plymouth NHS Trust           | 6.5 |  |  |  |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 6.8 | North Bristol NHS<br>Trust                           | 6.7 |  |  |  |

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

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

| Much worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than<br>expected | Much better<br>than expected |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|-------------------------|------------------------------|
|                             |                     |                              | - 11 - 41 4-      |                               |                         |                              |
|                             |                     | pared with                   |                   |                               |                         |                              |
| his benchm                  | arking compa        | ares the ques                | tion score for    | r your trust ag               | ainst all othe          | er trusts.                   |
| Your                        |                     |                              |                   |                               |                         |                              |
| Trust <b>7.4</b>            |                     |                              |                   |                               |                         |                              |
| reakdowr                    | of scores           | for sites w                  | vithin vour       | trust:                        |                         |                              |
|                             |                     |                              | -                 | ts for sites wit              | hin your true           | t with all                   |
| her sites ac                |                     | you to comp                  |                   |                               |                         | i willi all                  |
|                             | 1035 110315.        |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
| ite #1 7.4                  | •                   |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
| _                           |                     |                              |                   |                               |                         |                              |
| e 1                         |                     |                              |                   |                               |                         |                              |
| e Great Western             | Hospital (521)      |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |
|                             |                     |                              |                   |                               |                         |                              |

|   |     | <br>   |     |
|---|-----|--|-----|
| Top five trusts   |     | Bottom five trusts                                   | 5   |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 8.2 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 7.4 |
| Torbay and South  | _   | Great Western  |     |
| Devon NHS<br>Foundation Trust   | 8.2 | Hospitals NHS<br>Foundation Trust                    | 7.4 |
|   |     |  |     |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 8.2 | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 7.7 |
|   |     |  |     |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.2 | Royal Devon and<br>Exeter NHS<br>Foundation Trust    | 7.8 |
|   |     |  |     |
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 8.0 | Royal Cornwall<br>Hospitals NHS Trust                | 7.8 |
|   |     |  |     |

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

### **Results for your trust**

|                             | -                   |                              |                   |                               |                      |                              |
|-----------------------------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
|                             |                     |                              |                   |                               |                      |                              |
| Much worse<br>than expected | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
|                             |                     |                              | - 11 - 41 41      |                               | •                    |                              |
|                             | score com           | -                            |                   |                               |                      |                              |
| This benchr                 | narking compa       | ares the ques                | tion score for    | r your trust ag               | gainst all othe      | er trusts.                   |
| Your<br>Trust <b>8.0</b>    | )                   |                              |                   |                               |                      |                              |
| Breakdow                    | n of scores         | s for sites v                | vithin your       | trust:                        |                      |                              |
|                             | narking allows      |                              | -                 |                               | thin your trus       | t with all                   |
|                             | cross trusts.       | <i>,</i> 1                   |                   |                               | <b>,</b>             |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| Site #1 8.                  | 0                   |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
| 0                           |                     |                              |                   |                               |                      |                              |
| Site 1                      |                     |                              |                   |                               |                      |                              |
| The Great Wester            | n Hospital (287)    |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |
|                             |                     |                              |                   |                               |                      |                              |

|   |                 | _ |  |     |
|---|-----------------|---|--|-----|
| Top five trusts   | Top five trusts |   |  | 5   |
| Salisbury NHS<br>Foundation Trust                                     | 8.9             |   | Gloucestershire<br>Hospitals NHS<br>Foundation Trust   | 7.7 |
|   |                 |   |  |     |
| University Hospitals<br>Dorset NHS<br>Foundation Trust                | 8.7             |   | University Hospitals<br>Plymouth NHS Trust             | 7.9 |
|   |                 |   |  |     |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.5             |   | Great Western<br>Hospitals NHS<br>Foundation Trust     | 8.0 |
|   |                 |   |  |     |
| Royal Devon and<br>Exeter NHS<br>Foundation Trust                     | 8.5             |   | Yeovil District<br>Hospital NHS<br>Foundation Trust    | 8.1 |
|   |                 |   |  |     |
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 8.5             |   | Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 8.2 |
|   |                 |   |  |     |

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

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

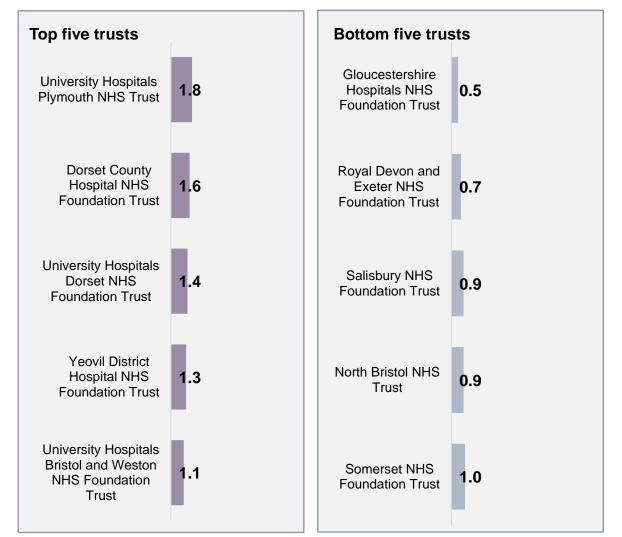
| Much worse<br>than expected | Worse than expected | Somewhat worse than expected           | About<br>the same | Somewhat better<br>than expected | Better than expected | Much better<br>than expected |    | Top five trusts  |     | Bottom five trusts  | S   |
|-----------------------------|---------------------|--|-------------------|----------------------------------|----------------------|------------------------------|----|--|-----|---|-----|
| This benchm                 |                     | pared with a bares the quest           |                   |                                  | ainst all othe       | er trusts.                   |    | Dorset County<br>Hospital NHS<br>Foundation Trust      | 7.1 | University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 6.3 |
| Your<br>Trust 6.8           |                     |  |                   |                                  |                      |                              | i. |  |     |   |     |
| nis benchm                  |                     | <b>s for sites w</b><br>s you to compa | -                 |                                  | hin your trus        | t with all                   |    | Royal United<br>Hospitals Bath NHS<br>Foundation Trust | 7.0 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust                  | 6.4 |
|                             |                     |  |                   |                                  |                      |                              |    |  |     |   |     |
| te #1 6.8                   | ł                   |  |                   |                                  |                      |                              |    | Yeovil District<br>Hospital NHS<br>Foundation Trust    | 7.0 | Somerset NHS<br>Foundation Trust                                      | 6.7 |
|                             |                     |  |                   |                                  |                      |                              |    |  |     |   |     |
|                             |                     |  |                   |                                  |                      |                              |    | Salisbury NHS<br>Foundation Trust                      | 7.0 | University Hospitals<br>Plymouth NHS Trust                            | 6.7 |
| e 1                         |                     |  |                   |                                  |                      |                              |    |  |     |   |     |
| e Great Western             | Hospital (282)      |  |                   |                                  |                      |                              |    |  |     |   |     |
|                             |                     |  |                   |                                  |                      |                              |    | University Hospitals<br>Dorset NHS<br>Foundation Trust | 7.0 | Royal Cornwall<br>Hospitals NHS Trust                                 | 6.7 |
| 70                          |                     |  |                   |                                  | _                    |                              | ·  |  |     |   |     |

# 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 wor<br>than expect |             | orse than | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better than expected |
|-------------------------|-------------|-----------|------------------------------|-------------------|-------------------------------|----------------------|---------------------------|
| our tru                 | ist sco     | re com    | pared with                   | all other ti      | rusts:                        |                      |                           |
| This ben                | chmarkii    | ng compa  | ares the ques                | tion score for    | r your trust ag               | gainst all othe      | er trusts.                |
| Your                    |             |           |                              |                   |                               |                      |                           |
| Trust                   | 1.1         |           |                              |                   |                               |                      |                           |
| Breakd                  | own of      | scores    | s for sites v                | vithin vour       | trust:                        |                      |                           |
|                         |             |           | you to comp                  | -                 |                               | thin your trus       | t with all                |
| ther site               |             | -         | you to comp                  |                   | 13 101 31163 WI               | unit your trus       |                           |
|                         |             | ,         |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
| Site #1                 | 1.1         |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
| ite 1                   |             |           |                              |                   |                               |                      |                           |
| he Great We             | stern Hospi | tal (499) |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |
|                         |             |           |                              |                   |                               |                      |                           |

79 Adult Inpatient Survey 2020 | RN3 | Great Western Hospitals NHS Foundation Trust



# 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 wors<br>than expect   | -    | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |
|--|------|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|
|  |      | ·                   |                              |                   |                               |                      |                              |
| 'our tru   | st s | core com            | pared with                   | all other tr      | rusts:                        |                      |                              |
| This benchmarking compares the question score for your trust against all other trusts. |      |                     |                              |                   |                               |                      |                              |
| Your   |      |                     |                              |                   |                               |                      |                              |
| Trust 9  | 0.0  |                     |                              |                   |                               |                      |                              |
| Breakdo  | wn   | of scores           | for sites w                  | vithin your       | trust:                        |                      |                              |
|  |      |                     |                              | •                 |                               | thin your true       | t with all                   |
|  |      | -                   | you to comp                  | are the result    | is for sites wit              | thin your trus       | t with all                   |
|  | acr  | oss trusts.         |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
| Site #1  | 9.0  |                     |                              |                   |                               |                      |                              |
|  | 5.0  |                     |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
| ite 1  |      |                     |                              |                   |                               |                      |                              |
| The Great Western Hospital (567)   |      |                     |                              |                   |                               |                      |                              |
|  |      | ,                   |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |
|  |      |                     |                              |                   |                               |                      |                              |

| Top five trusts   |     | Bottom five trusts                                   | 5   |
|---|-----|--|-----|
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 9.5 | Great Western<br>Hospitals NHS<br>Foundation Trust   | 9.0 |
| North Bristol NHS<br>Trust  | 9.4 | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 9.1 |
| Dorset County<br>Hospital NHS<br>Foundation Trust                     | 9.4 | Royal Cornwall<br>Hospitals NHS Trust                | 9.2 |
| Northern Devon<br>Healthcare NHS<br>Trust                             | 9.4 | University Hospitals<br>Plymouth NHS Trust           | 9.2 |
| Salisbury NHS<br>Foundation Trust                                     | 9.4 | Torbay and South<br>Devon NHS<br>Foundation Trust    | 9.2 |

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

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

| Much wor<br>than expec           |  | Worse than expected | Somewhat worse than expected | About<br>the same | Somewhat better than expected | Better than expected | Much better<br>than expected |  |
|----------------------------------|--|---------------------|------------------------------|-------------------|-------------------------------|----------------------|------------------------------|--|
| Your tru                         | st   | score com           | pared with                   | all other tr      | usts:                         |                      |                              |  |
| This bend                        | This benchmarking compares the question score for your trust against all other trusts. |                     |                              |                   |                               |                      |                              |  |
| Your<br>Trust                    | Your   |                     |                              |                   |                               |                      |                              |  |
| Breakdo                          | owr  | of scores           | for sites w                  | vithin your       | trust:                        |                      |                              |  |
|                                  |  |                     |                              | -                 | ts for sites wit              | thin vour trus       | t with all                   |  |
|                                  |  | ross trusts.        | you to comp                  |                   | 13 101 31163 WI               | unin your trus       |                              |  |
| 7                                |  |                     |                              |                   |                               |                      |                              |  |
|                                  |  |                     |                              |                   |                               |                      |                              |  |
| Site #1                          | 8.1  |                     |                              |                   |                               |                      |                              |  |
|                                  | -  |                     |                              |                   |                               |                      |                              |  |
|                                  |  |                     |                              |                   |                               |                      |                              |  |
|                                  |  |                     |                              |                   |                               |                      |                              |  |
|                                  |  |                     |                              |                   |                               |                      |                              |  |
| Site 1                           |  |                     |                              |                   |                               |                      |                              |  |
| The Great Western Hospital (566) |  |                     |                              |                   |                               |                      |                              |  |
|                                  |  |                     |                              |                   |                               |                      |                              |  |
|                                  |  |                     |                              |                   |                               |                      |                              |  |
|                                  |  |                     |                              |                   |                               |                      |                              |  |

| Top five trusts   |     |  | Bottom five trus                                     | sts |
|---|-----|--|--|-----|
| Northern Devon<br>Healthcare NHS<br>Trust                             | 8.7 |  | Great Western<br>Hospitals NHS<br>Foundation Trust   | 8.1 |
| North Bristol NHS<br>Trust  | 8.6 |  | Gloucestershire<br>Hospitals NHS<br>Foundation Trust | 8.1 |
| University Hospitals<br>Bristol and Weston<br>NHS Foundation<br>Trust | 8.6 |  | Royal Devon and<br>Exeter NHS<br>Foundation Trust    | 8.3 |
| University Hospitals<br>Plymouth NHS Trust                            | 8.5 |  | Torbay and South<br>Devon NHS<br>Foundation Trust    | 8.3 |
| Somerset NHS<br>Foundation Trust                                      | 8.5 |  | Yeovil District<br>Hospital NHS<br>Foundation Trust  | 8.3 |

## 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  |  |  |
|--|--|--|--|
| Q5. Were you ever prevented from sleeping at night by hospital lighting? | <ul> <li>Q5. Were you ever prevented from sleeping at night by noise from staff?</li> <li>Q14. During your time in hospital, did you get enough to drink?</li> <li>Q38. Before you left hospital, were you given any written information about what you should or should not do after leaving 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>Q10. If you brought medication with you to hospital, were you able to take it when you needed to?</li> <li>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?</li> <li>Q26. Were you able to discuss your condition or treatment with hospital staff without being overheard?</li> <li>Q37. Were you given enough notice about when you were going to leave 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 Great Western Hospitals NHS Foundation Trust**

### Where patient experience is best

- Keeping in touch during the COVID-19 pandemic: patients being able to keep in touch with family and friends during their stay in hospital
- Support from health or social care services: patients being given enough support from health or social care services to help them recover or manage their condition after leaving hospital
- Expectations after the operation or procedure: patients being given an explanation from staff, before their operation or procedure, of how they might feel afterwards
- Answers to questions: hospital staff answering patients' questions before the operation or procedure
- ✓ Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital

### Where patient experience could improve

- Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- Disturbance from hospital lighting: patients not being bothered at night from hospital lighting
- Noise from staff: patients not being bothered by noise at night from staff
- Privacy for discussions: patients being able to discuss their condition or treatment with hospital staff without being overheard
- Help with eating: patients being given enough help from staff to eat meals, if needed

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 Great Western Hospitals NHS Foundation Trust who had attended in late 2020. Responses were received from 570 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].



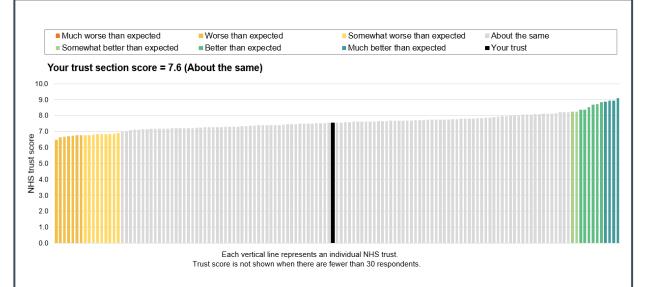
## How to interpret benchmarking in this report

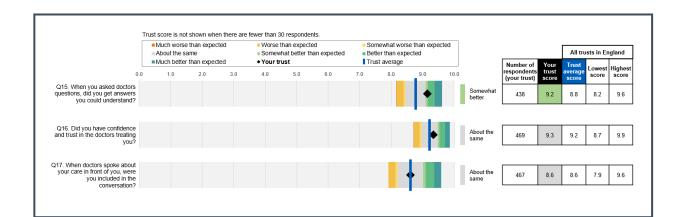
#### **Trust level benchmarking**

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

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

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





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

#### **Trust level benchmarking**

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

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

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

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

#### Site level benchmarking

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

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

### An example of scoring

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

#### Calculating an individual respondent's score

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

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

#### Calculating the trust score for each question

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

#### Calculating the section score

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