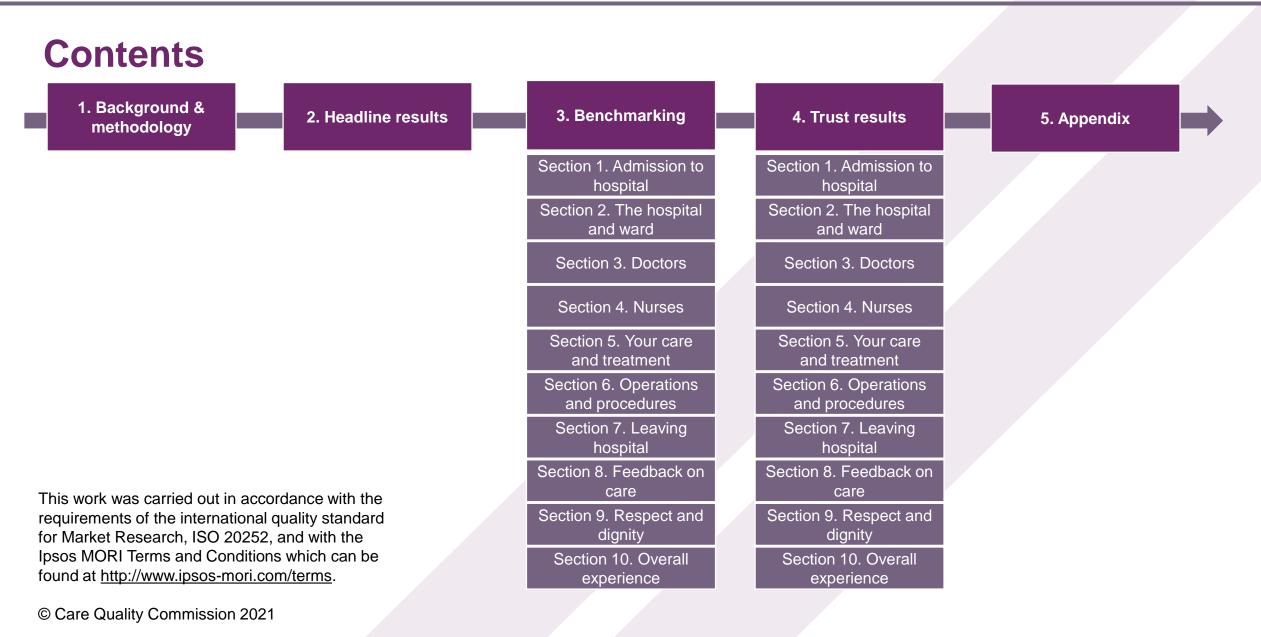
NHS Adult Inpatient Survey 2020 Benchmark Report

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

Further information about the methods

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

Using the survey results

Navigating this report

This report is split into five sections:

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

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

How to interpret the graphs in this report

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

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

Other data sources

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

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

Headline results

This section includes:

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



Who took part in the survey?

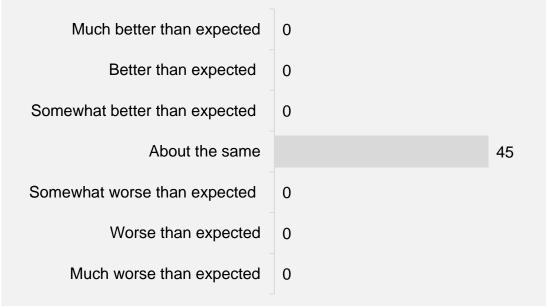
This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.

1,250 invited to take part	Ethnicity	Religion					
 556 completed 74% urgent/emergency admission 26% planned admission 47% response rate 46% average response rate for all trusts 49% response rate for your trust last year 	White94%Mixed1%Asian or Asian British3%Black or Black British1%Arab or other ethnic group<0.5%Not known1%	No religion22%Buddhist<0.5%Christian73%Hindu1%Jewish0%Muslim1%Sikh<0.5%Other1%Prefer not to say2%					
Long-term conditions Long-term conditions of participants said they have physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").	Sex At birth were you registered as Female 53% Male 47% Intersex 0% O% of participants said their gender is different from the sex they were registered with at birth.	Age 6% 11% 56% 27% Age -16-35 -36-50 -51-65 -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.



Benchmarking

This section includes:

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



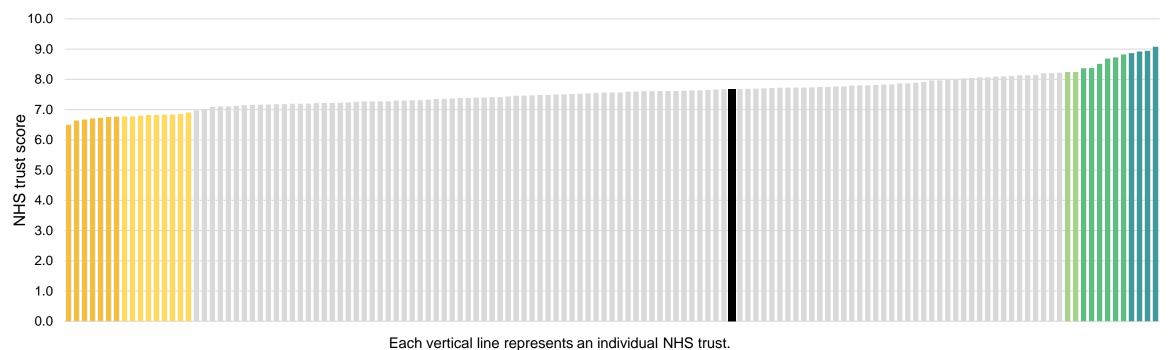
Section 1. Admission to hospital

Section score

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

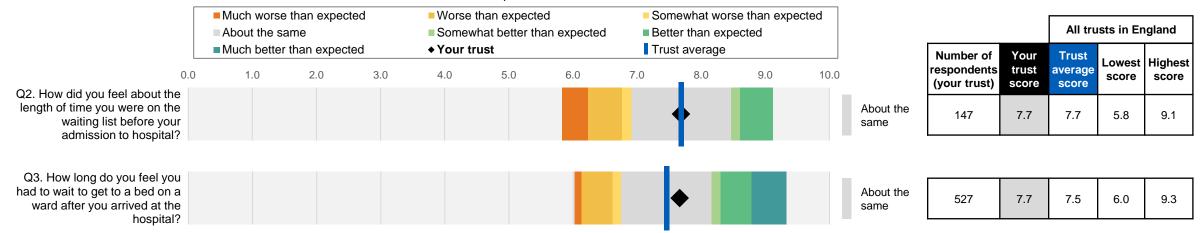
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 7.7 (About the same)



Section 1. Admission to hospital (continued)

Question scores



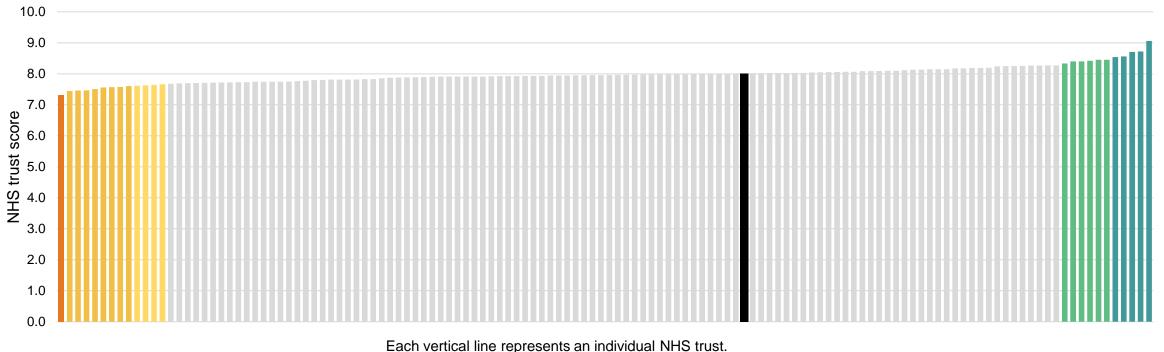
Section 2. The hospital and ward

Section score

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



Your trust section score = 8.0 (About the same)

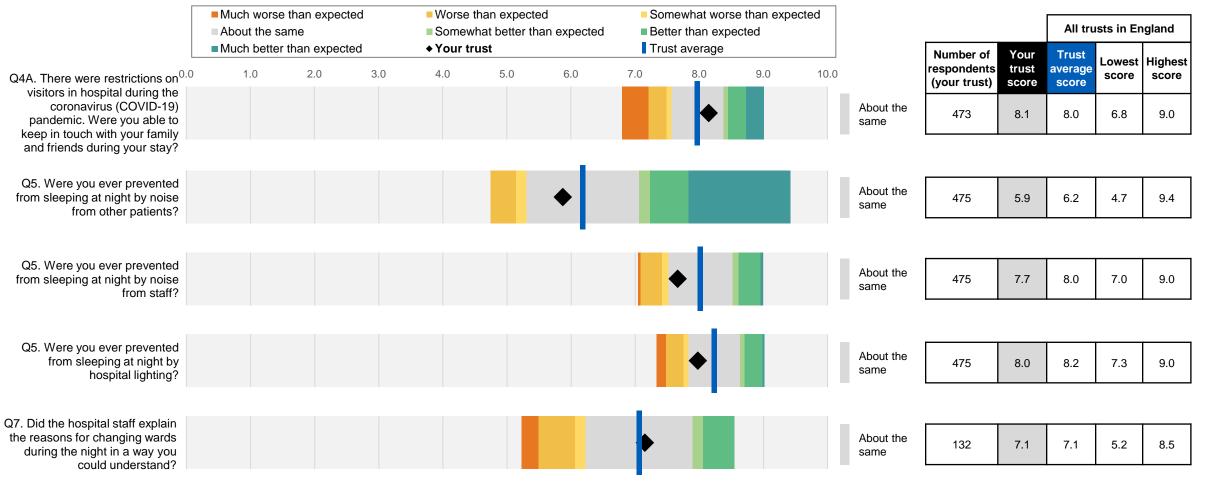


Trust score is not shown when there are fewer than 30 respondents.

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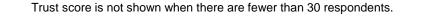
Section 2. The hospital and ward (continued)

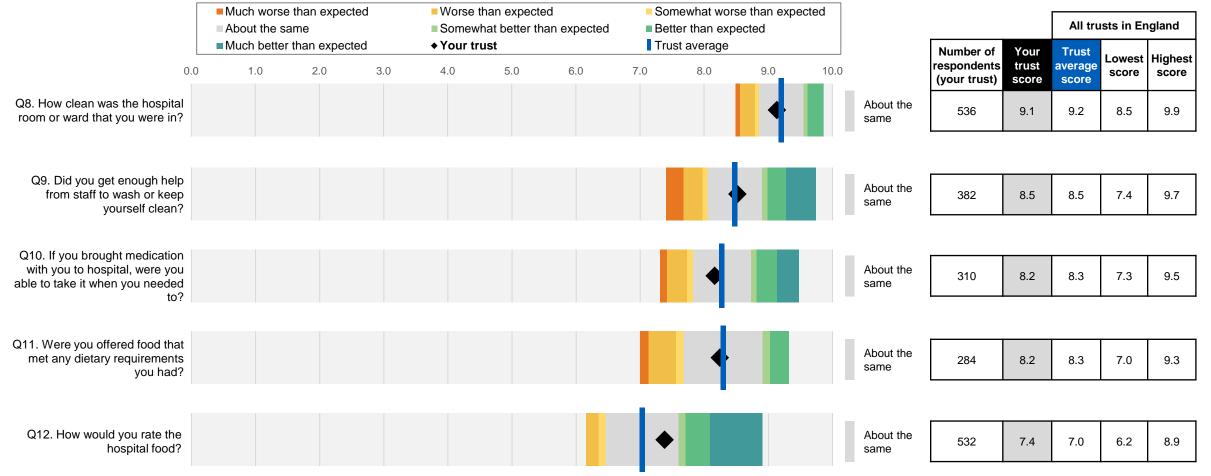
Question scores



Section 2. The hospital and ward (continued)

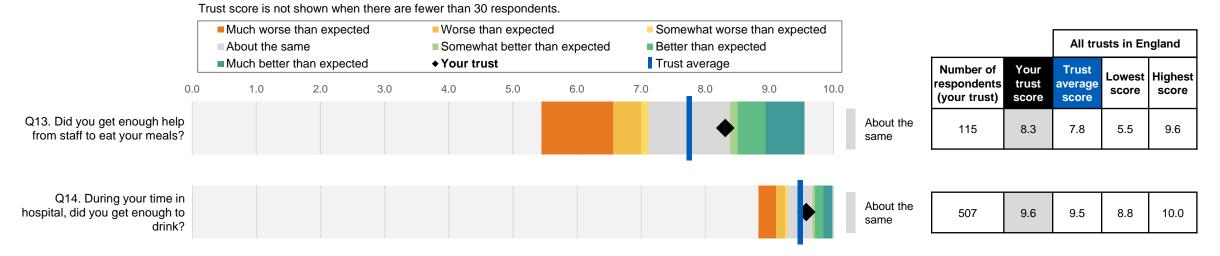
Question scores





Section 2. The hospital and ward (continued)

Question scores



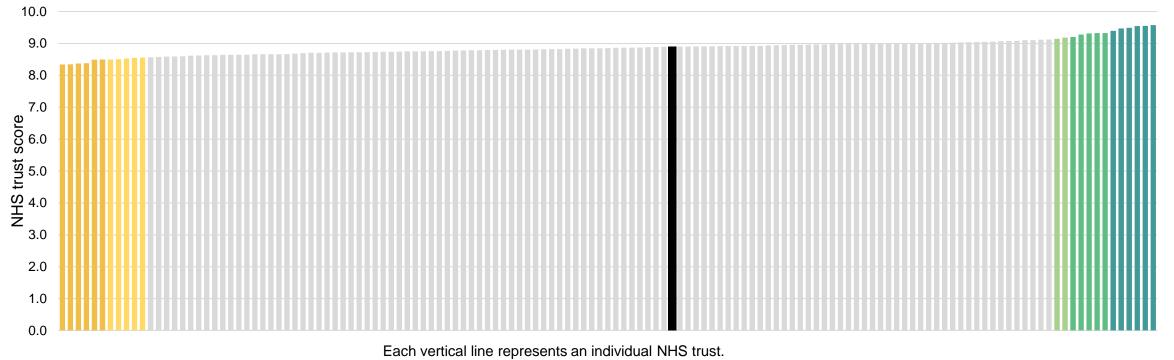
Section 3. Doctors

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.

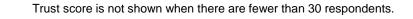
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

Your trust section score = 8.9 (About the same)



Section 3. Doctors (continued)

Question scores



	luch worse bout the sa	e than expec ame	ted	 Worse than expected Somewhat better than expected Your trust 				newhat wors er than expe	e than expected				All tru	sts in En	Igland
0.0	 1.0	than expec	ted 3.0	 ◆ Your tr 4.0 	ust 5.0	6.0	Tru : 7.0	st average 8.0	9.0 10	.0	Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q15. When you asked doctors questions, did you get answers you could understand?									•	About the same	516	8.9	8.8	8.2	9.6
Q16. Did you have confidence and trust in the doctors treating you?									•	About the same	552	9.2	9.2	8.7	9.9
Q17. When doctors spoke about your care in front of you, were you included in the conversation?								·		About the same	545	8.7	8.6	7.9	9.6

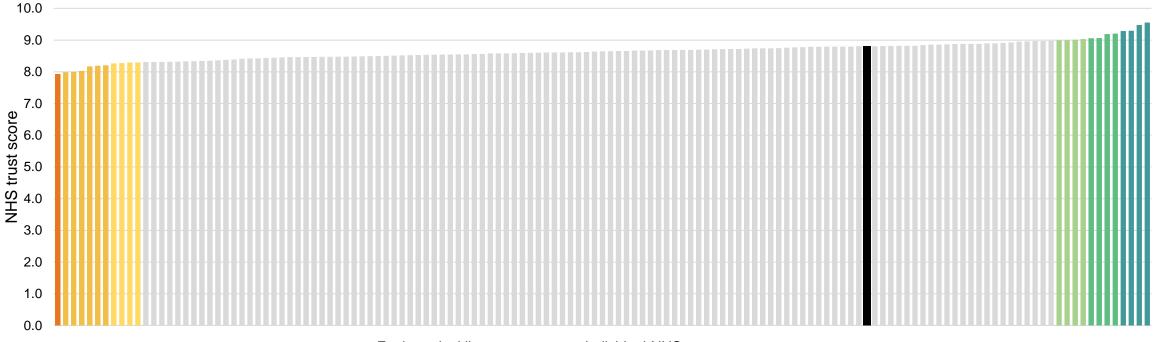
Section 4. Nurses

Section score

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

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

Your trust section score = 8.8 (About the same)



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

Section 4. Nurses (continued)

Question scores

	About the			 Worse than expected Somewhat better than expected Your trust 			Bet	er than expe	e than expecte	ed				All tru	sts in En	gland
0.0	 Much be	tter than exp 2.0	.0	♦ Your tru 4.0	1st 5.0	6.0	7.0	8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?									•		About the same	517	9.0	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?									•		About the same	552	9.1	9.1	8.6	9.7
Q20. When nurses spoke about your care in front of you, were you included in the conversation?									•		About the same	542	9.0	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?								•			About the same	543	8.1	7.9	6.4	9.3

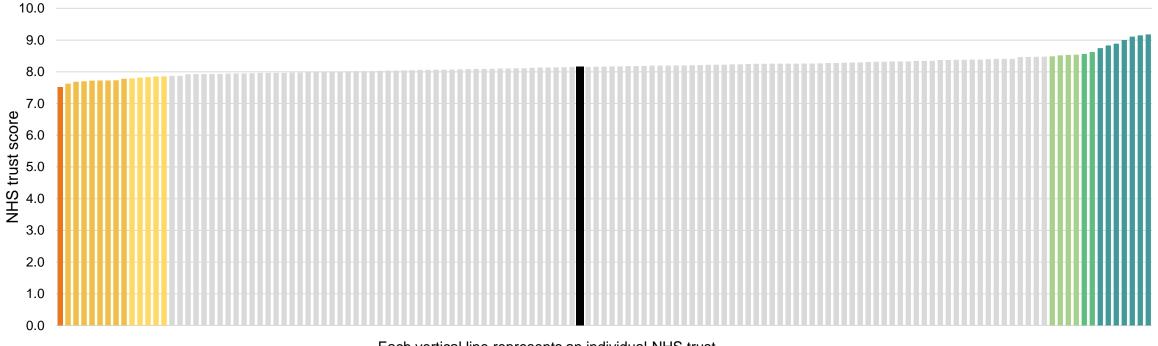
Section 5. Your care and treatment

Section score

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

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

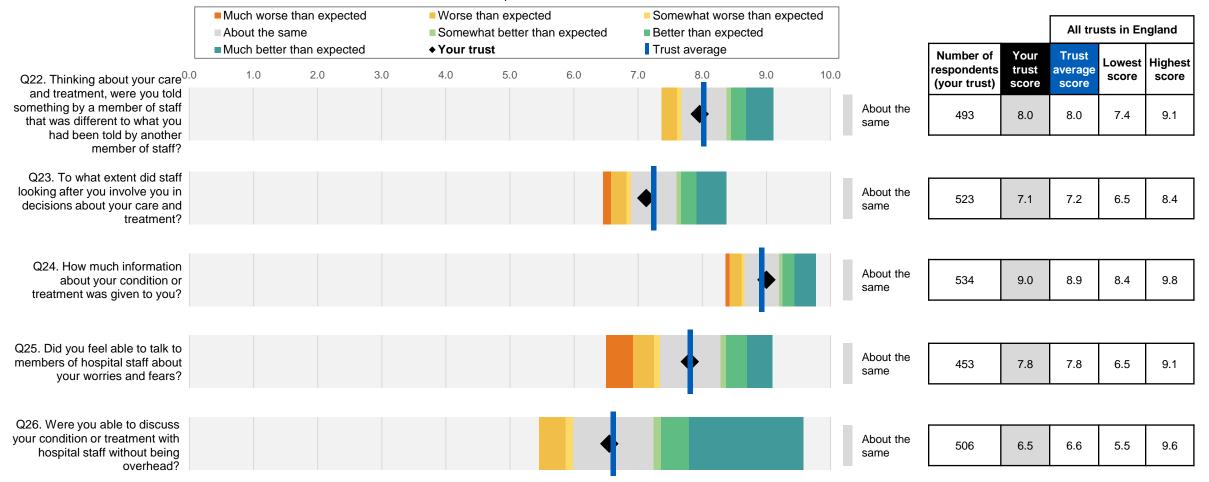
Your trust section score = 8.2 (About the same)



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

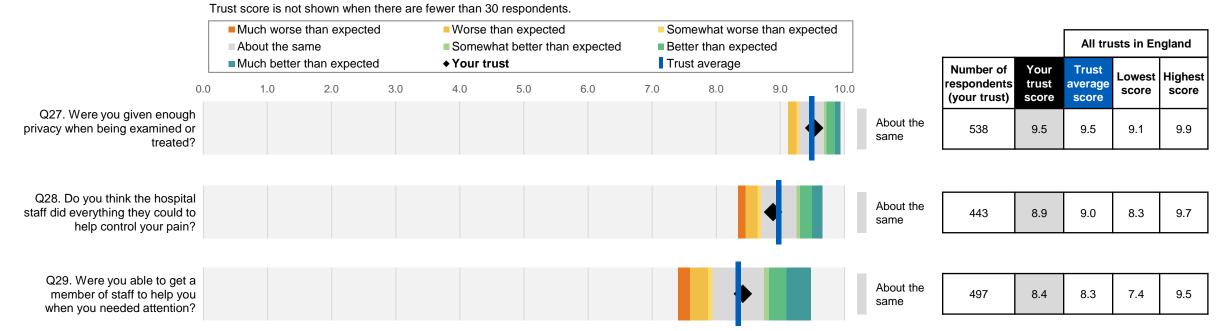
Section 5. Your care and treatment (continued)

Question scores



Section 5. Your care and treatment (continued)

Question scores



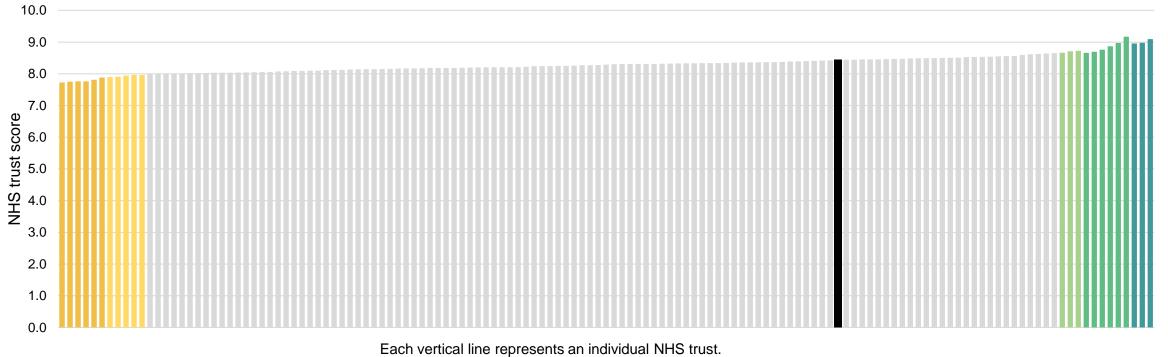
Section 6. Operations and procedures

Section score

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

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

Your trust section score = 8.4 (About the same)



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Section 6. Operations and procedures (continued)

Question scores



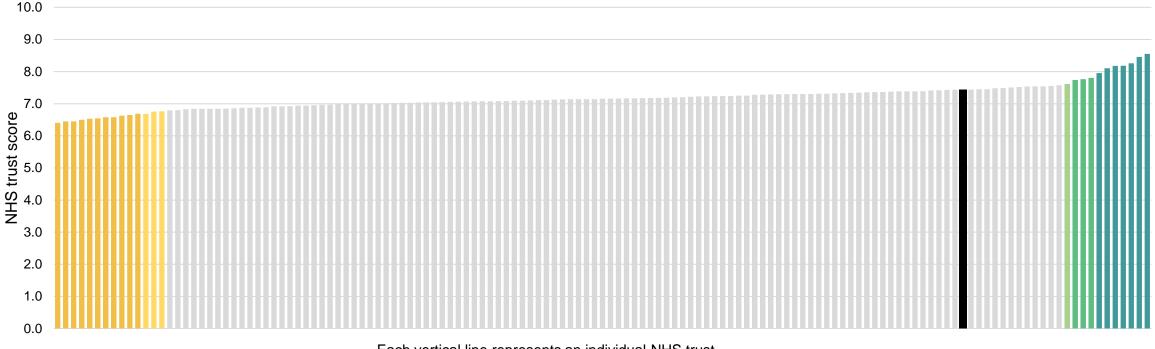
Section 7. Leaving hospital

Section score

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



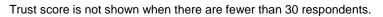
Your trust section score = 7.4 (About the same)

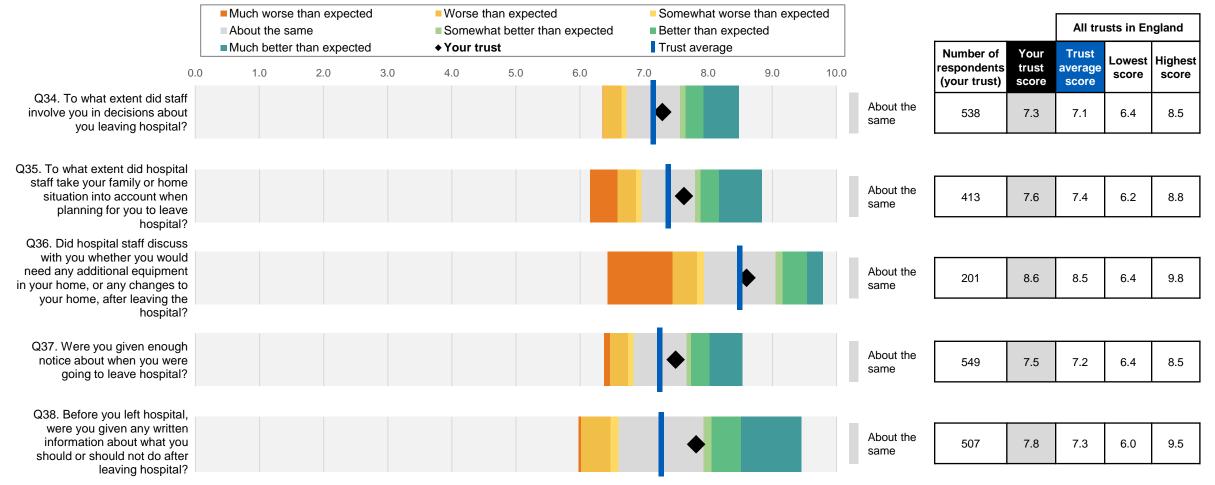


Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

Section 7. Leaving hospital (continued)

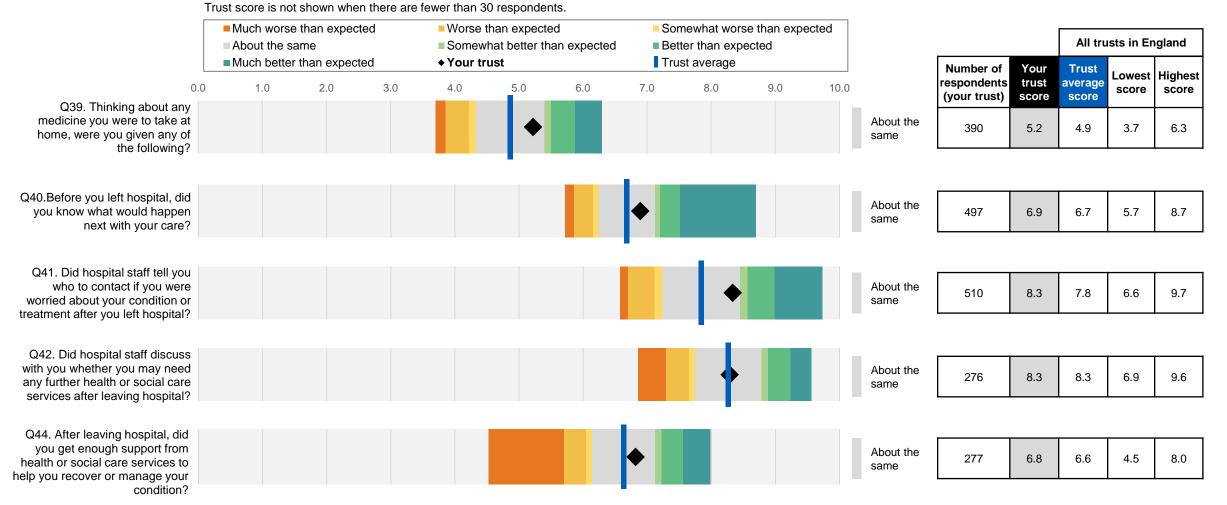
Question scores





Section 7. Leaving hospital (continued)

Question scores



Section 8. Feedback on the quality of your care

Section score

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

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

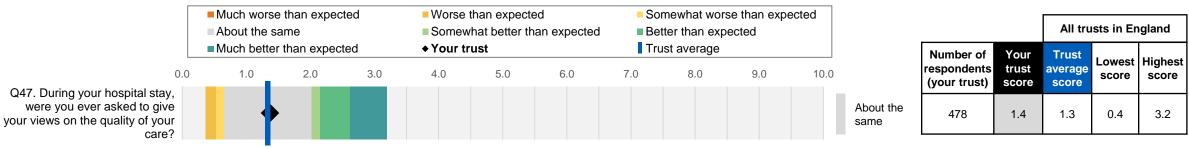
Your trust section score = 1.4 (About the same)

10.0	
9.0	
8.0	
7.0	
0.3 0.3 0.3 0.3 0.3 0.3 0.3 0.3 0.3 0.3	
0.5 nat	
₽ ₽ 4.0	
₹ 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



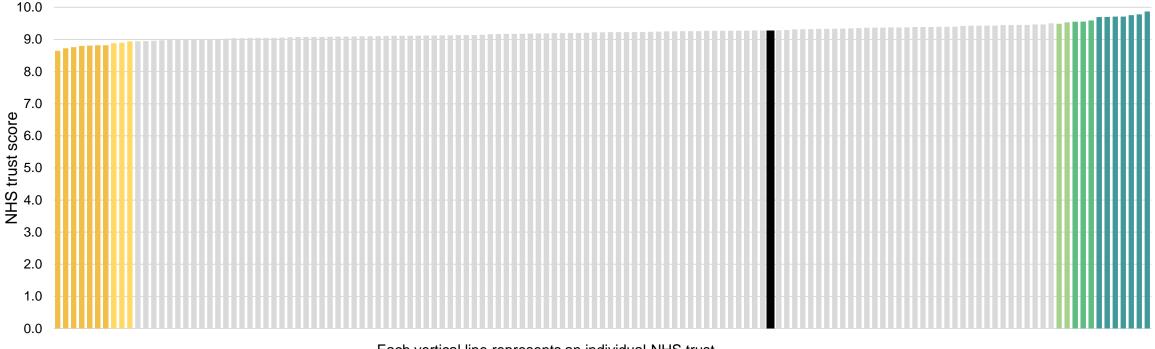
Section 9. Respect and dignity

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 higher score than a 'better than expected' trust.



Your trust section score = 9.3 (About the same)



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

Section 9. Respect and dignity (continued)

Question score

	Abc	ch worse th out the sam	e .		Worse than expectedSomewhat better than expected			■ Be	mewhat wors tter than exp	•	ected			All trusts in England			
0.0	Muc	1.0	2.0	ed 3.0	♦ Your tr 4.0	ust 5.0	6.0	7.0	8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?										•		About the same	546	9.3	9.2	8.6	9.9

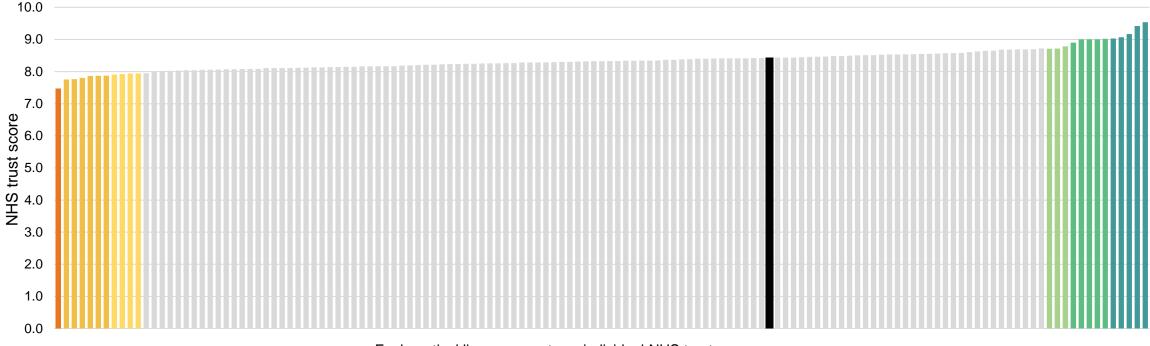
Section 10. Overall experience

Section score

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



Your trust section score = 8.4 (About the same)



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

Section 10. Overall experience (continued)

Question score

	 Much worse About the same 	•	cted		 Worse than expected Somewhat better than expected 			mewhat wor	se than expe	cted				All tru	ısts in Er	ngland
0.0	 Much better	2.0	sted 3.0	 ◆ Your tr 4.0 	5.0	6.0	7.0	ust average 8.0	9.0	10.0		Number of respondents (your trust)	trust	Trust average score	Lowest score	Highest score
Q46. Overall, how was your experience while you were in the hospital?											About the same	547	8.4	8.4	7.5	9.5

Trust results

This section includes:

• an overview of results for your trust for each question, including:

- the score for your trust
- \circ a comparison with other trusts in your region
- o a breakdown of scores across sites within your trust

Note: If fewer than 30 responses were received from patients discharged from a site, no scores will be displayed for that site.

Ipsos MORI

lpsos

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 wor than expec		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your tru	Your trust score compared with all other trusts:							
			-		r your trust aç	ainst all othe	er trusts.	
Your		5			, er	,		
Trust	7.7							
Breakdo	own	of scores	for sites w	vithin your	trust:			
		•	you to comp	are the resul	ts for sites wit	hin your trus	t with all	
other sites	s ac	ross trusts.						
Site #1	7.6							
_								
Site #2								
Sile #2								
Site 1				Site 2				
Basingstoke a	nd Noi	rth Hampshire Hos	pital (86)	Royal Harring Royal Harris	ampshire County Ho ents)	ospital (Score not sl	nown as <30	
				ļ				

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

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

Results for your trust

Much worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Somewhat worse than expected Better than expected Much better than expected Somewhat better tusts. Your Trust 7.7 Bester than expected Some construct some arking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 Site 2 Site 2 Site 2 Basingstoke and North Hampshire Hospital (283)		-					
than expected expected than expected the same than expected expected than expected Your Trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.8 7.4 Site #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 7.7 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 Site #2 Site 1 Site 2							
This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.8 Site #2 7.4 Site 1						oxpoolog	than expected
Your Trust 7.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.8 Site #2 7.4 Site 1 Site 2			-				
Trust 7.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.8 Site #2 Site #2 Site 1 Site 2	This benchr	narking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.8 Site #2 5ite #2 5ite 1		7					
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.8 Site #2 7.4 Site 2 Site 2	Trust						
other sites across trusts. Site #1 7.8 Site #2 7.4 Site 1 Site 2 Site 3 Site 2	Breakdow	n of scores	s for sites w	vithin your	trust:		
Site #1 7.8 Site #2 7.4 Site 1 Site 2		•	you to comp	are the result	ts for sites wit	hin your trus	t with all
Site #2 7.4 Site 2	other sites a	cross trusts.					
Site #2 7.4 Site 2							
Site #2 7.4 Site 2	Site #1 7	8					
Site 1 Site 2		0					
Site 1 Site 2	-						
Site 1 Site 2							
	Site #2 7.	4					
Basingstoke and North Hampshire Hospital (283) Royal Hampshire County Hospital (195)	Site 1			Site 2			
	Basingstoke and I	North Hampshire Hos	pital (283)	Royal Ha	ampshire County Ho	ospital (195)	

Top five trusts		Bottom five trusts	5
Queen Victoria Hospital NHS Foundation Trust	9.1	Medway NHS Foundation Trust	6.0
University Hospital Southampton NHS Foundation Trust	8.3	Buckinghamshire Healthcare NHS Trust	6.8
Oxford University Hospitals NHS Foundation Trust	8.0	Brighton and Sussex University Hospitals NHS Trust	6.9
Royal Surrey NHS Foundation Trust	7.8	Ashford and St Peter's Hospitals NHS Foundation Trust	7.1
East Sussex Healthcare NHS Trust	7.8	East Kent Hospitals University NHS Foundation Trust	7.1

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			- 11 - 41 4-			
	t score com	-				
This bench	narking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 8.	1					
	-					
Breakdov	n of scores	s for sites w	vithin your	trust:		
	narking allows		-		hin your trus	t with all
	cross trusts.	,			,	
1						
Site #1 8	4					
_						
Site #2 7	2					
	.3					
ite 1			Site 2			
	latth Llamachita Llaa		1		anital (170)	
sasingstoke and	North Hampshire Hos	pital (257)	Royal Ha	ampshire County Ho	ospital (179)	

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vour tr			norod with	all other to			ļ
			pared with		usis. r your trust ag	nainst all othe	ar truete
_	CIIII	arking compa	ales life ques		your trust ag	jainst an othe	51 11 11 515.
Your Trust	5.9						
_ Drooled			for oitee w		1		
			for sites w	-			
		•	you to comp	are the result	s for sites wit	inin your trus	t with all
	s ac	ross trusts.					
Site #1	6.1						
Sile #1	0.1						
_							
Site #2	5.8						
J Site 1				Site 2			
Basingstoke a	and No	rth Hampshire Hos	oital (258)	Roval Ha	ampshire County Ho	ospital (172)	
Juenigetene e			, (<u> ((((</u>			op.iai (112)	

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

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

Results for your trust

Much worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Your trust score compared with all other trusts: Your Trust 7.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.6 Site #2 7.9 Site 42 Site 2 Basingstoke and North Hampshire Hospital (258) Site 2							
than expected expected than expected the same than expected expected than expected Your Trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.9 Site #2 7.9 Site 1 Site 2							
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.6 Site #2 7.9							
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Your Trust 7.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.6 Site #2 Site 1 Site 2			-				
Trust 7.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.6 Site #2 7.9 Site 1 Site 2	This benchn	narking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.6 Site #2 7.9 Site 1 Site 2		,					
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.6 Site #2 7.9 Site 1 Site 2	Trust _ • •						
Site #1 7.6 Site #2 7.9 Site 1 Site 2	Breakdow	n of scores	for sites w	ithin your/	trust:		
Site #1 7.6 Site #2 7.9 Site 1 Site 2		-	you to comp	are the result	ts for sites wit	hin your trus	t with all
Site #2 7.9 Site 1 Site 2	other sites a	cross trusts.					
Site #2 7.9 Site 1 Site 2							
Site #2 7.9 Site 1 Site 2	Sito #1 7	e					
Site 1 Site 2		0					
Site 1 Site 2	_						
Site 1 Site 2							
Site 1 Site 2	Site #2 7	٥					
	0.00 //2 /.	5					
Basingstoke and North Hampshire Hospital (258) Royal Hampshire County Hospital (172)	Site 1			Site 2			
	Basingstoke and N	lorth Hampshire Hos	pital (258)	Royal Ha	ampshire County Ho	ospital (172)	

		_			
Top five trusts			Bottom five trusts	5	
Queen Victoria Hospital NHS Foundation Trust	8.9		East Kent Hospitals University NHS Foundation Trust	7.6	
Maidstone and Tunbridge Wells NHS Trust	8.5		Buckinghamshire Healthcare NHS Trust	7.6	
Royal Surrey NHS Foundation Trust	8.5		Hampshire Hospitals NHS Foundation Trust	7.7	
Western Sussex Hospitals NHS Foundation Trust	8.2		Isle of Wight NHS Trust	7.7	
Surrey and Sussex Healthcare NHS Trust	8.0		Dartford and Gravesham NHS Trust	7.8	

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

Results for your trust

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			•	all other tr			
This ber	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.0						
	-	-	.				
				vithin your			
		-	you to comp	are the result	s for sites wit	hin your trus	t with all
other site	es ac	ross trusts.					
Site #1							
Site #1	7.7						
-							
Site #2	8.2						
Site 1				Site 2			
	and No	rth Hampshire Hos	nital (258)	1	ampshire County Ho	spital (172)	
Jashigstoke			51101 (200)	Koyarra		(172)	

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

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

Results for your trust

Much wors than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tru	Your trust score compared with all other trusts:									
This benc	hmarking comp	ares the ques	tion score fo	r your trust aç	ainst all othe	er trusts.				
Your Trust 7	.1									
This benc	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.									
Site #1	7.1									
Site #2	7.3									
Site 1			Site 2							
Basingstoke an	d North Hampshire Hos	spital (80)	Royal H	ampshire County Ho	ospital (50)					

Top five trusts		Bottom five trust	S
East Sussex Healthcare NHS Trust	8.1	Dartford and Gravesham NHS Trust	6.5
University Hospital Southampton NHS Foundation Trust	8.0	Medway NHS Foundation Trust	6.6
Oxford University Hospitals NHS Foundation Trust	7.8	Buckinghamshire Healthcare NHS Trust	6.6
Western Sussex Hospitals NHS Foundation Trust	7.7	Portsmouth Hospitals University NHS Trust	6.7
Royal Surrey NHS Foundation Trust	7.5	Isle of Wight NHS Trust	6.9

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trust	score com	pared with	all other tr	rusts:					
This benchr	narking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.			
Your Trust 9. 1									
This benchn	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 9.2									
Site #2 8.	9								
Site 1			Site 2						
Basingstoke and №	lorth Hampshire Hos	pital (284)	Royal Ha	ampshire County Ho	ospital (202)				

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

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

Results for your trust

			-					
than expected expected than expected the same than expected expected than expected Your Trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.5 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 8.8 Site #2 8.8 Site 1 Site 2								
This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.5 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site #2 8.8 Site 2								
Your Trust 8.5 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site #2 8.8 site 1 Site #2	Your tr	usts	score com	pared with	all other ti	rusts:		
Trust 8.5 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site #2 8.8 Site 1 Site 2	This ben	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst 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 #2 8.8 Site #2 Site #2 Site 1 Site 2 Site 1 Site 2 Site 3 Site 2 Site 3 Site 4 Site 3 Site 4 Site 3 Site 4 Site 3 Site 4		8.5						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site #2 8.8 Site #2 Site #2 Site 1 Site 2 Site 1 Site 2 Site 3 Site 2 Site 3 Site 4 Site 3 Site 4 Site 3 Site 4 Site 3 Site 4	Breakd	lowr	of scores	for sites v	vithin your	trust:		
Site #1 8.2 Site #2 8.8 Site 1 Site 2					-		hin your trus	t with all
Site #2 8.8	other site	es ac	ross trusts.					
Site #2 8.8								
Site #2 8.8	Site #1	82						
Site 1 Site 2		0.2						
Site 1 Site 2								
Site 1 Site 2								
	Site #2	8.8						
	Site 1				Site 2			
		and No	rth Hampshire Hos	pital (211)	1	ampshire County Ho	ospital (135)	
	Ū						/	

Bottom five trusts
Medway NHS Foundation Trust 7.7
Dartford and Gravesham NHS Trust 7.8
East Kent Hospitals University NHS Foundation Trust
Portsmouth Hospitals University NHS Trust
Frimley Health NHS Foundation Trust 8.3

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
/our tr	uet d	scoro com	pared with	all other to	uete:		1
			-		r your trust ag	nainet all othe	or tructo
_			ales life ques		your trust ag	jainst all othe	
Your Trust	8.2						
			6	-41 -			
			for sites w	-			
		-	you to comp	are the result	ts for sites wit	thin your trus	t with all
other site	es aci	ross trusts.					
Site #1	7.9						
Site #1	7.9						
Site #2	8.4						
Site 1				Site 2			
Basingstoke :	and No	rth Hampshire Hos	pital (162)	Royal Ha	ampshire County Ho	ospital (116)	
0			()	,		,	

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

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

Results for your trust

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	t score com	-				
This bench	marking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8. 2	2					
Breakdov	n of scores	s for sites v	vithin your	trust:		
	narking allows across trusts.	you to comp	are the result	s for sites wit	thin your trus	t with all
1						
Site #1 8	.2					
_						
Site #2 8	.3					
Site 1			Site 2			
Basingstoke and	North Hampshire Hos	pital (150)	Royal Ha	ampshire County Ho	ospital (107)	

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	uet d	score com	pared with	all other to	uete:		
			-		r your trust ag	nainst all othe	or trusts
Your					your nuor ag		
Trust	7.4						
Brookd	owr	of scores	for sites w	vithin your	truct		
				-			t with all
		ross trusts.	you to comp	are the result	ts for sites wit	unin your trus	
Site #1	7.1						
						_	
Site #2	7.7	,					
0:4- 4				0:4- 0			
Site 1			in L (000)	Site 2		(100)	
Basingstoke	and No	rth Hampshire Hos	pital (289)	Royal Ha	ampshire County Ho	ospital (193)	

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

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
			-	all other tr					
This ber	nchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your	8.3								
Trust	0.5								
Breako	dowr	n of scores	for sites v	vithin your	trust:				
				•	s for sites wit	hin vour trus	t with all		
		ross trusts.	,			,			
	1								
Site #1	8.2	1							
	-								
Site #2	8.2								
	•								
Site 1				Site 2					
Basingstoke	asingstoke and North Hampshire Hospital (65) Royal Hampshire County Hospital (42)								

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

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Vour 4	our trust score compared with all other trusts:								
			-						
I his be	nchma	arking compa	ares the ques	stion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust	9.6								
_			, ,						
				vithin your					
		-	you to comp	are the result	s for sites wit	hin your trus	t with all		
other sit	es ac	ross trusts.							
Site #1	9.5								
	-								
Site #2	9.5								
Site 1				Site 2					
Basingstoke	asingstoke and North Hampshire Hospital (281) Royal Hampshire County Hospital (178)								

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

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

Results for your trust

		-						
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
		·			•	expected	than expected	
Your tru	usts	score com	pared with	all other tr	usts:			
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.	
Your Trust	8.9							
TTUST								
Breakd	own	of scores	for sites w	vithin your	trust:			
		-	you to comp	are the result	s for sites wit	thin your trus	t with all	
other site	s ac	ross trusts.						
Site #1	8.7							
	• • •							
-								
Site #2	8.9							
				.				
Site 1			· · · (070)	Site 2				
Basingstoke a	asingstoke and North Hampshire Hospital (273) Royal Hampshire County Hospital (196)							

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

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your trust	score com	pared with	all other tr	usts:				
This benchn	narking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.		
Your Trust 9.2								
	n of scores harking allows		-		thin your trus	t with all		
other sites a	cross trusts.				-			
Site #1 9.3	3							
Site #2 8.	9							
Site 1			Site 2					
Basingstoke and North Hampshire Hospital (297) Royal Hampshire County Hospital (204)								

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

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	our trust score compared with all other trusts:								
		-							
This benchm	arking comp	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.			
Your Trust 8.7									
Breakdowr	n of scores	s for sites w	ithin your	trust:					
	-	you to comp	are the resul	ts for sites wit	thin your trus	t with all			
other sites ac	ross trusts.								
Site #1 8.7	,								
Sile #1 0.1									
Cite #2 0 0									
Site #2 8.3	•								
Site 1			Site 2						
Basingstoke and No	orth Hampshire Hos	pital (292)	Royal H	ampshire County Ho	ospital (202)				
			ļ						

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tru	ust s	score com	pared with	all other tr	usts:		
his ben	chma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	9.0						
Frust	3.0						
reakd	own	of scores	for sites w	vithin your	trust:		
nis ben	chma	arking allows	you to comp	are the result	s for sites wit	thin your trus	t with all
		ross trusts.				-	
	• •						
ite #1	9.0						
Site #2	0 0						
nte #2	8.9						
ite 1				Site 2			
Basingstoke and North Hampshire Hospital (277) Royal Hampshire County Hospital (191)							

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

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

Results for your trust

Much 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 9.1 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 9.2 Site #2 8.9 Site 1 Site 2 Basingstoke and North Hampshire Hospital (297) Site 2							
than expectedexpectedthan expectedthan expectedexpectedexpectedthan expectedYour Trust score compared with all other trusts:This benchmarking compares the question score for your trust against all other trusts.Your Trust9.1Breakdown 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 #19.2Site 2							
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 9.1 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 9.2 Site #2 8.9 Site 1							Much better
This benchmarking compares the question score for your trust against all other trusts. Your Trust 9.1 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 9.2 Site #2 8.9 Site 2						oxpooled	than expected
Your Trust 9.1 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 9.2 Site #2 8.9 Site 1 Site 2			-				
9.1 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 9.2 Site #2 8.9 ite 1 Site 2	This benc	hmarking com	pares the ques	stion score for	r your trust ag	gainst all othe	er trusts.
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 9.2 Site #2 8.9 Site #2 Site 1 Site 2		9.1					
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 9.2 Site #2 8.9 Site 2 Site 2	TTUST						
Site #1 9.2 Site #2 8.9 Site 1 Site 2	3reakdo	own of score	es for sites v	vithin your	trust:		
Site #1 9.2 Site #2 8.9 Site 1 Site 2				are the result	ts for sites wit	thin your trus	t with all
Site #2 8.9	other sites	s across trusts.					
Site #2 8.9 ite 1 Site 2							
Site #2 8.9	Sito #1	0.2					
ite 1 Site 2		J.Z					
Site 1 Site 2	_						
site 1 Site 2							
site 1 Site 2	Site #2	8 0					
		0.5					
	- J.						
Basingstoke and North Hampshire Hospital (297) Royal Hampshire County Hospital (205)	Site 1			Site 2			
	Basingstoke ar	nd North Hampshire H	ospital (297)	Royal Ha	ampshire County Ho	ospital (205)	

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

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

Results for your trust

Much worse than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
				·		
	st score com	-				
This bencl	marking comp	ares the ques	stion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 9	.0					
Trust						
Breakdo	wn of scores	s for sites v	vithin your	trust:		
This bench	marking allows	you to comp	are the result	s for sites wit	thin your trus	t with all
other sites	across trusts.					
	_					
Site #1	8.9					
-						
Site #2	0.0					
Site 1			Site 2			
	North Hampshire Hos	pital (200)		ampshire County Ho	spital (202)	
basingstoke and	norm nampshire nos	pital (290)	Royal Ha	ampshire County Ho	ospital (202)	

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

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

Results for your trust

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			pared with				
This ben	chma	arking compa	ares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Your Trust	8.1						
This bend	chma		f or sites w you to comp	-	trust: ts for sites wit	hin your trus	t with all
Site #1	8.0						
Site #2	8.0						
Site 1				Site 2			
Basingstoke a	and No	rth Hampshire Hos	pital (290)	Royal H	ampshire County Ho	ospital (202)	

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

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

Results for your trust

Much wor than expec		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ıst s	score com	pared with	all other tr	rusts:		
This bend	chma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust	8.0						
			for sites w	-			6 141 H
		arking allows ross trusts.	you to comp	are the result	ts for sites wit	thin your trus	t with all
	0 00						
Site #1	7.9						
Site #2	7.9						
	7.5						
Site 1				Site 2			
asingstoke and North Hampshire Hospital (263) Royal Hampshire County Hospital (181)							

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

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

Results for your trust

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		·			•	oxpoolog	than expected
			pared with				
This ben	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	7.1						
Trust							
Breakd	lowr	of scores	for sites w	ithin your	trust:		
		-	you to comp	are the result	s for sites wit	thin your trus	t with all
other site	es ac	ross trusts.					
Site #1	7.1						
	1.1						
Site #2	6.9						
	•.•						
Site 1				Site 2			
Basingstoke	and No	rth Hampshire Hos	pital (283)	Royal Ha	ampshire County Ho	ospital (191)	

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

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your ti	rust	score com	pared with	all other tr	usts:			
This bei	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.	
Your	9.0							
Trust	0.0							
Breako	dowr	of scores	for sites w	ithin your	trust:			
		arking allows ross trusts.	you to comp	are the result	s for sites wit	thin your trus	t with all	
Juner Sit		1055 110515.						
Site #1	8.8							
	-							
0:44 //0	• •							
Site #2	9.0							
Site 1				Site 2				
Basingstoke	singstoke and North Hampshire Hospital (287) Royal Hampshire County Hospital (196)							

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

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

Results for your trust

	-								
Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trus	our trust score compared with all other trusts:								
This bench	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust 7	8								
Breakdo	wn of scores	s for sites v	vithin vour	trust:					
This bench	marking allows across trusts.		-		hin your trus	t with all			
Site #1	7. 7								
_									
Site #2	7.6								
Site 1			Site 2						
Basingstoke and	North Hampshire Hos	pital (243)	Royal Ha	ampshire County Ho	ospital (170)				
			ļ.						

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

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

Results for your trust

Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
	our trust score compared with all other trusts: his benchmarking compares the question score for your trust against all other trusts.							
Your Trust 6	5							
This bench	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 (.6							
Site #2 (.4							
Site 1			Site 2					
Basingstoke and	North Hampshire Hos	pital (270)	Royal Ha	ampshire County Ho	ospital (189)			

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		·					
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	0 F						
Trust	9.5						
Breakd	lowr	of scores	for sites w	vithin your	trust:		
				-	ts for sites wit	hin your true	t with all
		ross trusts.	you to comp			inin your trus	i willi all
Site #1	9.5						
	9.5						
Site #2	9.6						
Site 1				Site 2			
Basingstoke a	stoke and North Hampshire Hospital (289) Royal Hampshire County Hospital (198)						

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

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

Results for your trust

Much wors than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	•				onpoolou	
	st score com	•				
This bencl	nmarking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8	.9					
	•	,				
	wn of scores		-			
	marking allows	s you to comp	are the result	s for sites wit	thin your trus	t with all
other sites	across trusts.					
Site #1	3.8					
	5.0					
044 40						
Site #2	3.7					
Site 1			Site 2			
Basingstoke an	North Hampshire Hos	spital (250)	Royal Ha	ampshire County Ho	ospital (151)	

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

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

Results for your trust

		-								
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	our trust score compared with all other trusts:									
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.			
Your Trust	8.4									
				vithin your						
		•	you to comp	are the result	s for sites wit	thin your trus	t with all			
other site	es ac	ross trusts.								
Site #1	8.4									
Site #2	8.2									
Site 1				Site 2						
Basingstoke a	and No	rth Hampshire Hos	pital (275)	Royal Ha	ampshire County Ho	ospital (178)				

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

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

Results for your trust

	-							
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your trust	score com	pared with	all other ti	usts:				
This benchm	his benchmarking compares the question score for your trust against all other trusts.							
Your Trust 9.0								
		, .,						
	n of scores		•			6 - 10 - 11		
This benchm other sites a	arking allows	you to comp	are the result	is for sites wil	inin your trus	t with all		
Site #1 9.0	D							
-								
Site #2 8.3	3							
Site 1			Site 2					
Basingstoke and N	orth Hampshire Hos	pital (156)	Royal Ha	ampshire County Ho	ospital (50)			
			ļ.					

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

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

Results for your trust

Much worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Store compared with all other trusts: Your Trust 8.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.7 Site #2 7.4 Site 2 Basingstoke and North Hampshire Hospital (170)								
than expected expected than expected than expected expected than expected Your Trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.7 Site #2 Site 1 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 8.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.7 Site #2 7.4 Site 1								
This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.7 Site #2 7.4 Site 2	than expe	ecieu	expected	than expected	ule same	inan expected	expected	than expected
Your Trust 8.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.7 Site #2 7.4 Site 1 Site 2	Your tr	ust	score com	pared with	all other tr	usts:		
Trust 8.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.7 Site #2 7.4 Site 1	This ben	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.7 Site #2 7.4 Site 1		0 N						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.7 Site #2 7.4 Site 2	Trust	0.0						
other sites across trusts. Site #1 7.7 Site #2 7.4 Site #2 Sit	Breakd	lowr	n of scores	for sites w	vithin your	trust:		
Site #1 7.7 Site #2 7.4 Site 1 Site 2	This ben	chma	arking allows	you to comp	are the result	s for sites wit	thin your trus	t with all
Site #2 7.4 Site 1 Site 2	other site	es ac	ross trusts.					
Site #2 7.4 Site 1 Site 2								
Site #2 7.4 Site 1 Site 2	0:4.4							
Site 1 Site 2	Site #1	1.1						
Site 1 Site 2								
Site 1 Site 2								
Site 1 Site 2	Sito #2	7 4						
		7.4						
Basingstoke and North Hampshire Hospital (170) Royal Hampshire County Hospital (52)	Site 1				Site 2			
	Basingstoke	and No	rth Hampshire Hos	pital (170)	Royal Ha	ampshire County Ho	ospital (52)	

		Bottom five trust	S
8.8		East Kent Hospitals University NHS Foundation Trust	7.4
8.0		Portsmouth Hospitals University NHS Trust	7.4
7.9		Buckinghamshire Healthcare NHS Trust	7.4
7.9		Isle of Wight NHS Trust	7.5
7.9		Medway NHS Foundation Trust	7.5
	8.0 7.9 7.9	8.0 7.9 7.9	 8.8 University NHS Foundation Trust 8.0 Portsmouth Hospitals University NHS Trust 7.9 Buckinghamshire Healthcare NHS Trust 7.9 Isle of Wight NHS Trust Medway NHS

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 wors than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	st score com	-				
This benc	nmarking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 8	.3					
Breakdo	wn of scores	s for sites w	vithin your	trust:		
	marking allows across trusts.	you to comp	are the result	ts for sites wit	hin your trus:	t with all
Site #1	3.3					
Site #2	7.2					
Site 1			Site 2			
Basingstoke an	d North Hampshire Hos	pital (170)	Royal Ha	ampshire County Ho	ospital (53)	

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

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust	score com	pared with	all other tr	usts:		
This ber	nchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	7.3						
			(
			for sites w	-		hin vour truc	t with all
		arking allows ross trusts.	you to comp	are the result	ts for sites wit	nin your trus	t with all
Site #1	7.2	1					
Site #2	6.9	1					
0.00	0.0						
Site 1				Site 2			
Basingstoke	and No	rth Hampshire Hos	pital (291)	Royal Ha	ampshire County Ho	ospital (196)	

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

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

Results for your trust

		-					
Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tr	usts	score com	pared with	all other t	rusts:		
nis ber	nchma	arking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
′our rust	7.6						
	_	-					
			for sites w	-			
		-	you to compa	are the resul	ts for sites wit	hin your trus	t with all
her site	es aci	ross trusts.					
te #1	7.6						
	1.0						
	_						
te #2	7.8						
	1.0						
-							
e 1				Site 2			
ingstoke	and No	rth Hampshire Hos	pital (232)	Royal H	ampshire County Ho	spital (143)	

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

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

Results for your trust

									-	-
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	Top five trusts		Bottom five trus	ts
		pared with bares the quest			gainst all oth	er trusts.	Queen Victoria Hospital NHS Foundation Trust	9.4	Frimley Health NHS Foundation Trust	
Your Trust 8.6										
his benchm		s for sites w s you to compa	-		hin your trus	st with all	Western Sussex Hospitals NHS Foundation Trust	9.2	Medway NHS Foundation Trust	
ite #1 8.(6						Maidstone and Tunbridge Wells NHS Trust	9.0	Dartford and Gravesham NHS Trust	
te #2 7.9	Ð						East Sussex Healthcare NHS Trust	9.0	Isle of Wight NHS Trust	1
ite 1	orth Hampshire Ho	spital (130)	Site 2	ampshire County Ho	spital (58)					C
SUNC AND N		ομπαι (130)					Ashford and St Peter's Hospitals NHS Foundation Trust	9.0	Royal Berkshire NHS Foundation Trust	4
71 Adult Inna	tient Survey 202	0 RN5 Hamoshi	e Hospitals NH	S Foundation True	et					

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

Results for your trust

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other ti	rusts:		
This ben	chma	arking compa	ares the ques	tion score fo	r your trust aç	ainst all othe	er trusts.
Your Trust	7.5						
			for sites w	-			
			you to comp	are the result	ts for sites wit	hin your trus	t with all
other site	es aci	ross trusts.					
Site #1	7.4						
Site #2	7.8						
Site 1				Site 2			
Basingstoke	and Nor	th Hampshire Hos	pital (297)	Royal Ha	ampshire County Ho	ospital (201)	

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

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

Results for your trust

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
	Your trust score compared with all other trusts:							
			-					
This ben	nchma	arking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.	
Your Trust	7.8							
Breakd	lown	of scores	for sites w	ithin your	trust:			
		•	you to comp	are the resul	ts for sites wit	hin your trus	t with all	
other site	es aci	ross trusts.						
Site #1	7.8							
_								
Site #2	7.4							
_								
Site 1				Site 2				
Basingstoke	and Nor	rth Hampshire Hos	pital (270)	Royal H	ampshire County Ho	ospital (189)		

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

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 wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tru	our trust score compared with all other trusts:								
This ben	chm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust	5.2								
	owr	of scores	for sites w	vithin your	truct				
				-	is for sites wit	hin vour trus	t with all		
		ross trusts.	, ea to comp						
Site #1	5.1								
	• • •								
-									
0.1 10									
Site #2	5.6	j							
Site 1				Site 2					
Basingstoke a	and No	rth Hampshire Hos	pital (222)	Royal Ha	ampshire County Ho	ospital (137)			
				ļ					

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

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

Results for your trust

		-								
Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	Your trust score compared with all other trusts:									
Your Trust	C 0									
Breakd This ben	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.									
Site #1	6.9)								
Site #2	6.2									
Site 1 Basingstoke	Site 2 Ingstoke and North Hampshire Hospital (277) Royal Hampshire County Hospital (173)									

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

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

Results for your trust

Much wo than exped		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	usts	score com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	8.3						
			for sites y	lithin vour	11.01.		
				/ithin your	trust: is for sites wit	hin your true	t with all
		ross trusts.	you to comp		3 101 31163 WI	unit your dus	
٦							_
Site #1	8.2						
Sile #1	ð.2						
-							
Site #2	8.1						
Site 1				Site 2			
Basingstoke a	ngstoke and North Hampshire Hospital (277) Royal Hampshire County Hospital (183)						

Top five trusts		Bottom five true	sts	
Queen Victoria Hospital NHS Foundation Trust	9.7	Medway NHS Foundation Trust	6.6	
Oxford University Hospitals NHS Foundation Trust	8.8	Isle of Wight NHS Trust	7.2	
Hampshire Hospitals NHS Foundation Trust	8.3	Dartford and Gravesham NHS Trust	7.2	
University Hospital Southampton NHS Foundation Trust	8.3	Maidstone and Tunbridge Wells NHS Trust	7.4	
Royal Berkshire NHS Foundation Trust	8.3	Ashford and St Peter's Hospitals NHS Foundation Trust	7.5	

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 wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
						expected	than expected
Your tr	ust	score com	pared with	all other ti	usts:		
This ben	nchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	0 2						
Trust	8.3						
Breakd	lowr	n of scores	for sites w	vithin your	trust:		
			you to comp	-		thin your trus	t with all
		ross trusts.	,			,	
_							
Site #1	8.1						
_							
Site #2	8.3	i					
Site 1				Site 2			
	and No	rth Hampshire Hos	nital (162)		ampshire County Ho	ospital (95)	
Duoingotoko				i toyai i t			

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

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

Results for your trust

Much wors than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·	•					
Your tru	st score con	npared with	all other ti	rusts:		
This benc	hmarking com	pares the ques	stion score for	r your trust ag	gainst all othe	er trusts.
Your	• •					
Trust	.8					
Breakdo	wn of score	s for sites v	vithin vour	trust:		
	nmarking allow		-		thin your trus	t with all
	across trusts.				ann your duo	
1						
Site #1	7.0					
-						
Site #2	6.2					
	0.2					
Site 1			Site 2			
Basingstoke an	d North Hampshire Ho	ospital (166)	Royal Ha	ampshire County Ho	ospital (88)	

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

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

Results for your trust

Much worse than expecte			About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust score compared with all other trusts:						
This benchmarking compares the question score for your trust against all other trusts.						
Your Trust 1	.4					
Breakdo	wn of sco	ores for sites v	vithin vour	trust:		
This bench		llows you to comp	-		hin your trus	t with all
Site #1	.6					
-						
Site #2	.2					
Site 1			Site 2			
Basingstoke and	I North Hampsh	ire Hospital (261)	Royal H	ampshire County Ho	ospital (173)	

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

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

Results for your trust

	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
usts	score com	pared with	all other tr	usts:		
chma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
9.3						
Trust 9.3 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 9.3						
9.1						
			Site 2			
and No	rth Hampshire Hos	pital (294)	Royal Ha	ampshire County Ho	ospital (201)	
	chma 9.3 owr chma s ac 9.3 9.1	expected exp	expected than expected than expected expected than expected ust score compared with chmarking compares the ques 9.3 own of scores for sites we chmarking allows you to compare across trusts.	ctedexpectedthan expectedthe sameust score compared with all other the chmarking compares the question score for9.39.3own of scores for sites within your chmarking allows you to compare the result is across trusts.9.39.39.39.1	cted expected than expected the same than expected ust score compared with all other trusts: chmarking compares the question score for your trust age 9.3 9.3 own of scores for sites within your trust: chmarking allows you to compare the results for sites with a cross trusts. 9.3 9.3 9.3 9.3 9.3 Site 2	expected than expected the same than expected expected ust score compared with all other trusts: chmarking compares the question score for your trust against all other 9.3 own of scores for sites within your trust: chmarking allows you to compare the results for sites within your trusts: 9.3 9.3 9.3 own of scores for sites within your trust: chmarking allows you to compare the results for sites within your trusts across trusts. 9.3 9.3 9.3 9.3 9.3

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

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

Results for your trust

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
					onpoolou	
Your trust		-				
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8.4						
Trust 0.4						
Breakdow	n of scores	for sites w	vithin your	trust:		
This benchm		you to comp	are the result	s for sites wit	thin your trus	t with all
other sites ac	cross trusts.					
Oite #4 0						
Site #1 8.4	•					
Site #2 8.3						
Sile #2 8.3						
Site 1			Site 2			
Basingstoke and North Hampshire Hospital (295) Royal Hampshire County Hospital (201)						
			ļ			

Top five trusts		Bottom five trusts	6
Queen Victoria Hospital NHS Foundation Trust	9.4	Medway NHS Foundation Trust	7.5
University Hospital Southampton NHS Foundation Trust	8.7	East Kent Hospitals University NHS Foundation Trust	7.9
Oxford University Hospitals NHS Foundation Trust	8.6	Dartford and Gravesham NHS Trust	8.0
Royal Surrey NHS Foundation Trust	8.5	Buckinghamshire Healthcare NHS Trust	8.1
East Sussex Healthcare NHS Trust	8.5	Isle of Wight NHS Trust	8.1

For further information

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



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Appendix



Comparison to other trusts

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

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

Comparison to other trusts

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

Somewhat worse than expected	Somewhat better than expected
Your trust has not performed "somewhat worse than expected" for any questions.	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 Hampshire Hospitals NHS Foundation Trust

Where patient experience is best

- Help with eating: patients being given enough help from staff to eat meals, if needed
- Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- Contact: patients being given information about who to contact if they were worried about their condition or treatment after leaving hospital
- Information about medicines to take at home: patients being given information about medicines they were to take at home
- ✓ Quality of food: patients describing the hospital food as good

Where patient experience could improve

- Noise from staff: patients not being bothered by noise at night from staff
- Noise from other patients: patients not being bothered by noise at night from other patients
- Disturbance from hospital lighting: patients not being bothered at night from hospital lighting
- Involvement in decisions: staff involving patients in decisions about their care and treatment
- Taking medication: patients being able to take medication they brought to hospital when 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 Hampshire Hospitals NHS Foundation Trust who had attended in late 2020. Responses were received from 556 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].



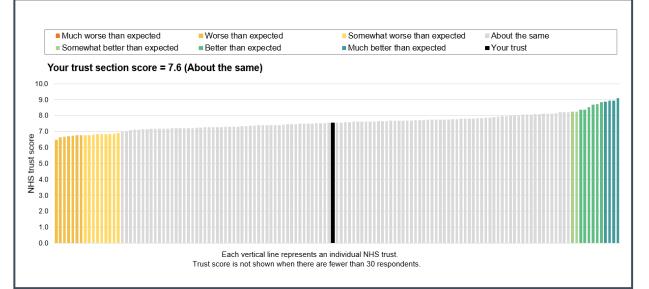
How to interpret benchmarking in this report

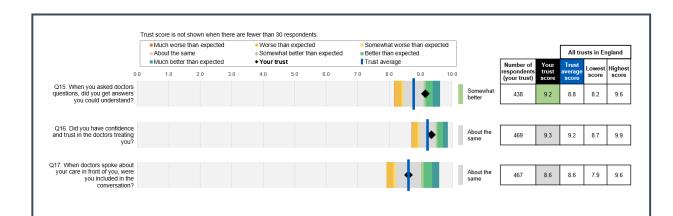
Trust level benchmarking

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.