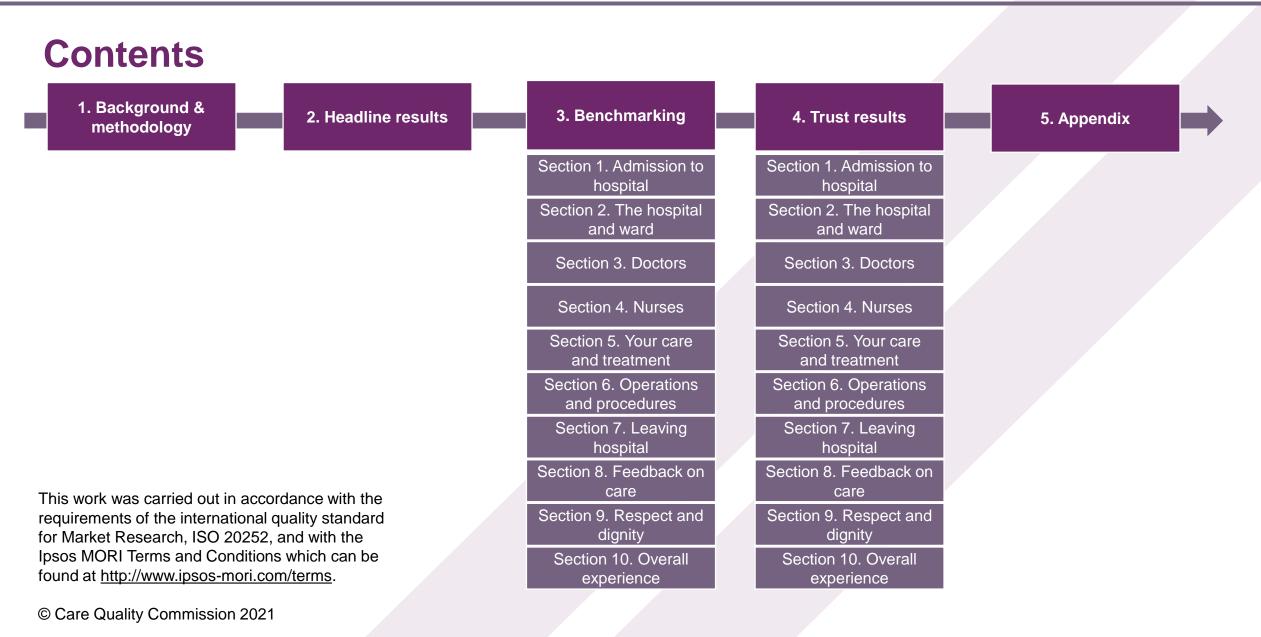
NHS Adult Inpatient Survey 2020 Benchmark Report

Mid and South Essex NHS Foundation Trust





Background and methodology

This section includes:

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



Background and methodology

The NHS Patient Survey Programme

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

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

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

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

The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

Trend data

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

Further information about the survey

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

Key terms used in this report

The 'expected range' technique

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

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

More information can be found in the Appendix.

Standardisation

Demographic characteristics, such as age and gender, can influence patients' experience of care and the way they report it. For example, research shows that men tend to report more positive experiences than women, and older people more so than younger people.

Since trusts have differing profiles of patients, this could make fair trust comparisons difficult. To account for this, we 'standardise' the results, which means we apply a weight to individual patient responses to account for differences in demographic profile between trusts.

For each trust, results have been standardised by the age, sex and method of admission (emergency or elective) of respondents to reflect the 'national' age, sex, and method of admission distribution (based on all respondents to the survey). This helps ensure that no trust will appear better or worse than another because of its profile, and enables a fairer and more useful comparison of results across trusts. In most cases this standardisation will not have a large impact on trust results. Site level results are standardised in the same way.

Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale of 0 to 10. A score of 10 represents the best possible result and a score of 0 the worst. The higher the score for each question, the better the trust is performing. Only evaluative questions in the questionnaire are scored. Some questions are

descriptive (for example Q1) and others are 'routing questions', which are designed to filter out respondents to whom the following questions do not apply (for example Q6). These questions are not scored. Section scoring is computed as the arithmetic mean of question scores for the section after weighting is applied.

Trust average

The 'trust average' mentioned in this report is the arithmetic mean of all trusts' scores after weighting is applied.

Suppressed data

If fewer than 30 respondents have answered a question, no score will be displayed for that question (or the corresponding section the question contributes to).

Further information about the methods

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

Using the survey results

Navigating this report

This report is split into five sections:

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

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

How to interpret the graphs in this report

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

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

Other data sources

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

- Full national results; A-Z list to view the results for each trust; technical document: 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?

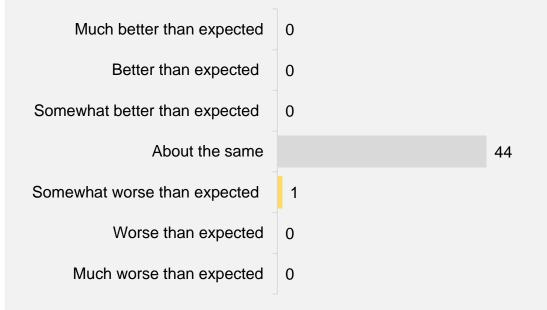
This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.

1,250 invited to take part	Ethnicity	Religion
 482 completed 77% urgent/emergency admission 23% planned admission 41% response rate 46% average response rate for all trusts 44% response rate for your trust last year 	White94%Mixed1%Asian or Asian British1%Black or Black British2%Arab or other ethnic group0%Not known2%	No religion 21% Buddhist 1% Christian 73% Hindu <0.5% Jewish 1% Muslim 0% Sikh <0.5% Other 1% Prefer not to say 3%
Example 1 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 49% Male 51% Intersex 0% 1% of participants said their gender is different from the sex they were registered with at birth.	Age 6% 61% 61% 61% 61% 61% 61% 61%

Summary of findings for your trust

Comparison with other trusts

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



Comparison with last year's results

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

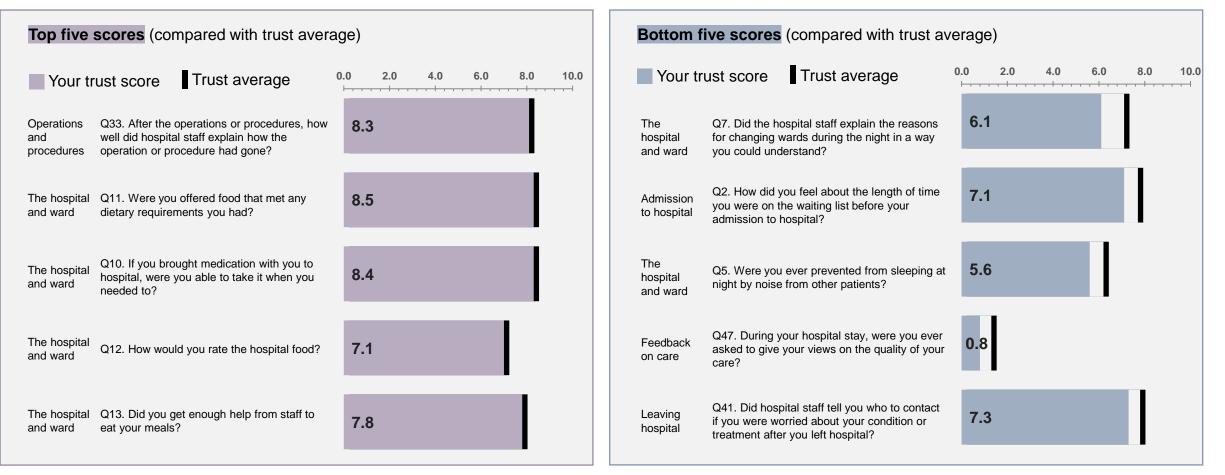
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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

Best and worst performance relative to the trust average

These five questions are calculated by comparing your trust's results to the trust average.

- Top five scores: These are the five results for your trust that are highest compared with the trust average. If none of the results for your trust are above the trust average, then the results that are closest to the trust average have been chosen, meaning a trust's best performance may be worse than the trust average.
- Bottom five scores: These are the five results for your trust that are lowest compared with the trust average. If none of the results for your trust are below the trust average, then the results that are closest to the trust average have been chosen, meaning a trust's worst performance may be better than the trust average.



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Benchmarking

This section includes:

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



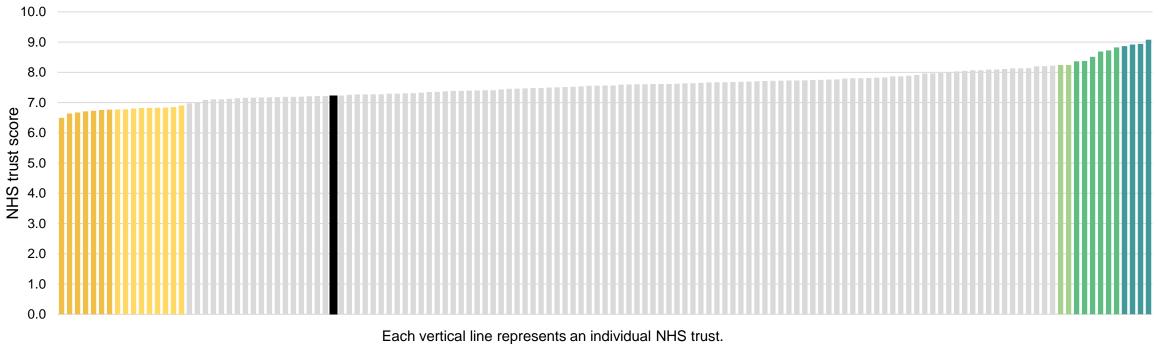
Section 1. Admission to hospital

Section score

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

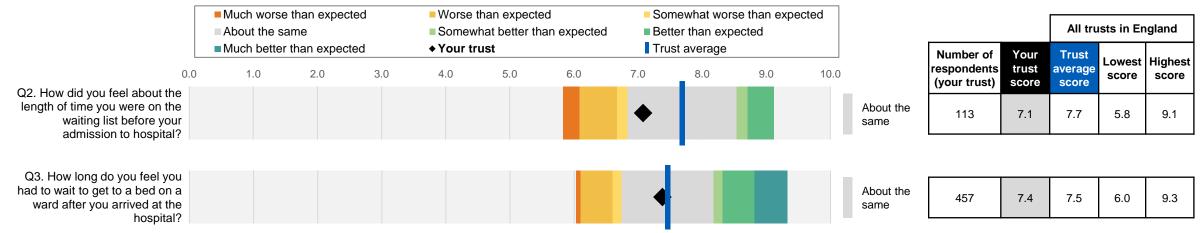
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

Your trust section score = 7.2 (About the same)



Section 1. Admission to hospital (continued)

Question scores



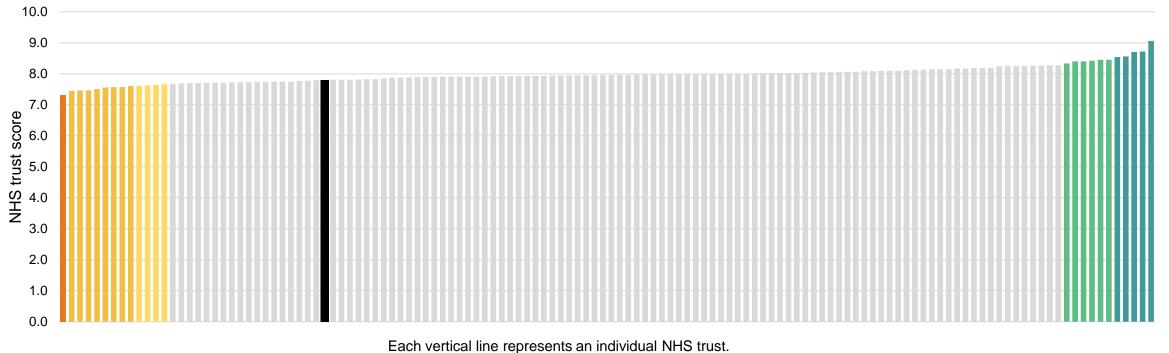
Section 2. The hospital and ward

Section score

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



Your trust section score = 7.8 (About the same)

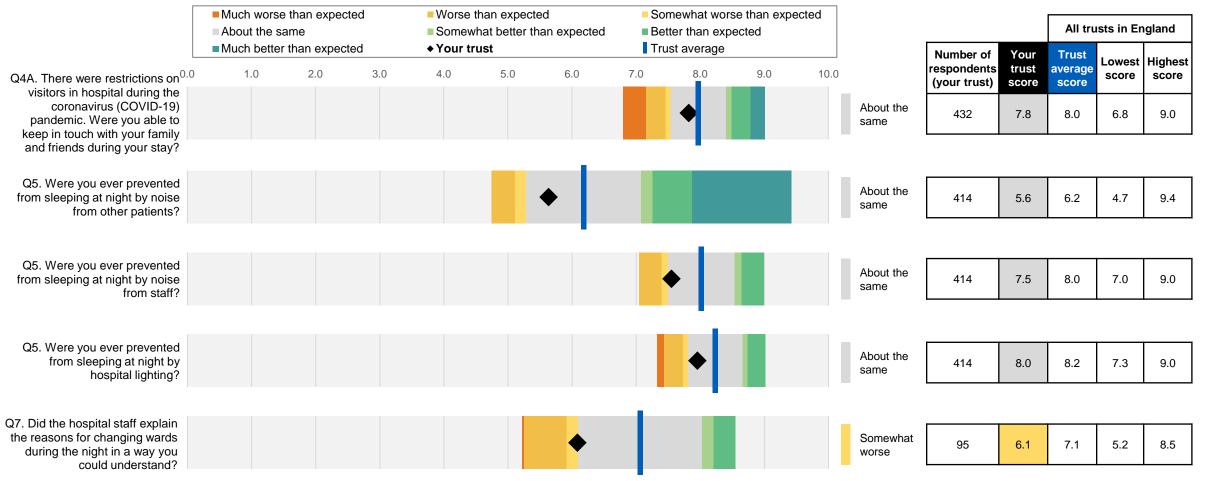


Trust score is not shown when there are fewer than 30 respondents.

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Section 2. The hospital and ward (continued)

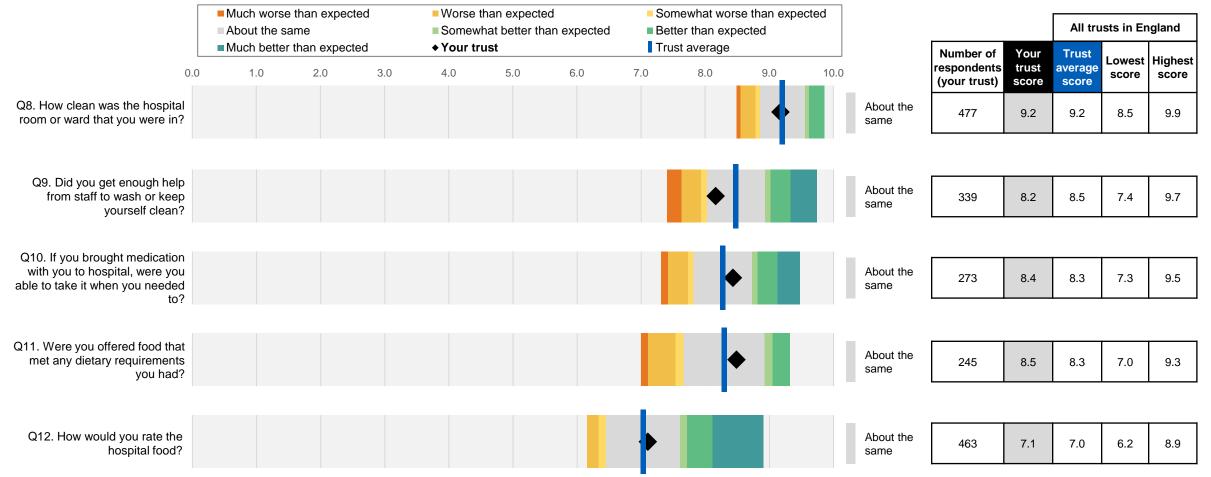
Question scores



Section 2. The hospital and ward (continued)

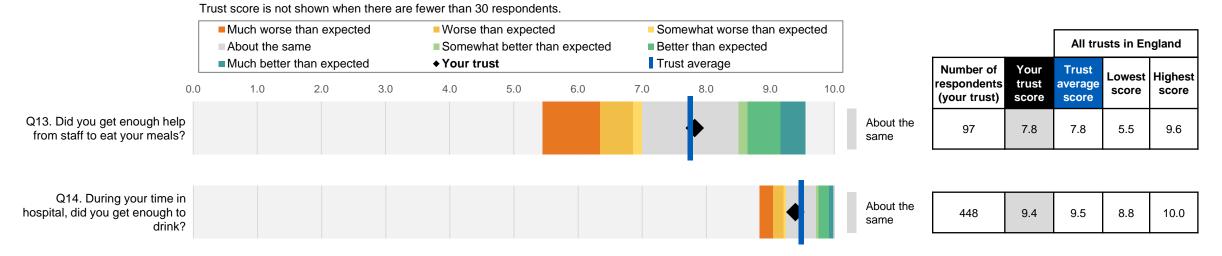
Question scores





Section 2. The hospital and ward (continued)

Question scores



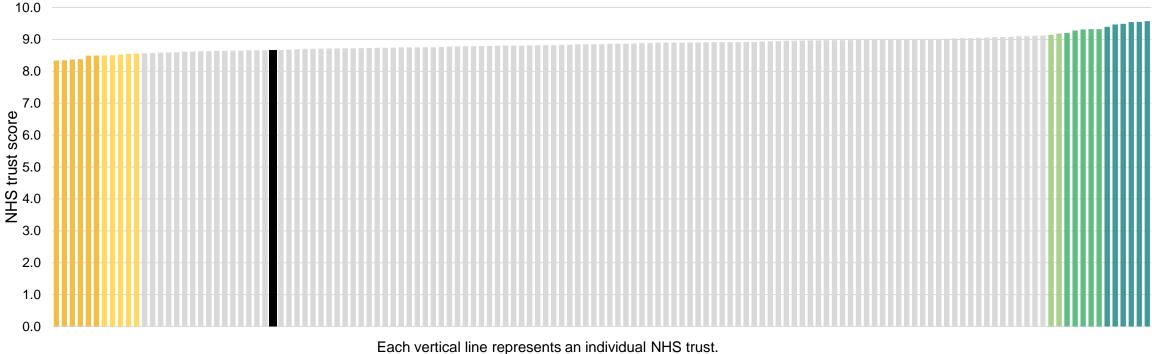
Section 3. Doctors

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 = 8.7 (About the same)



Highest

score

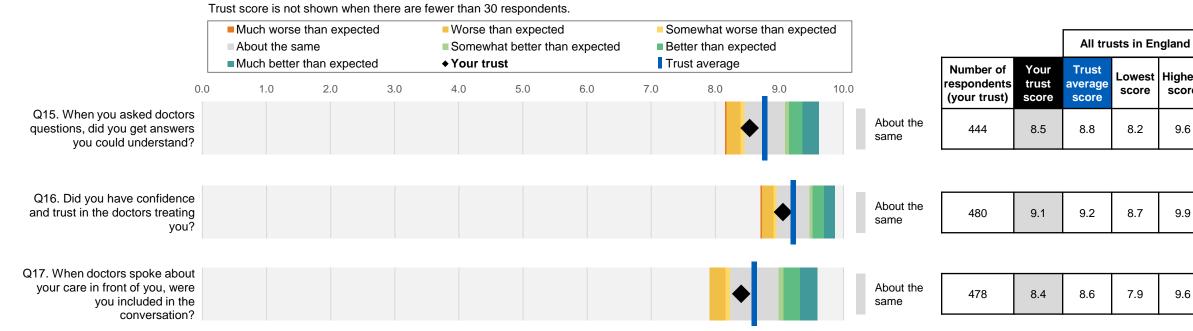
9.6

9.9

9.6

Section 3. Doctors (continued)

Question scores



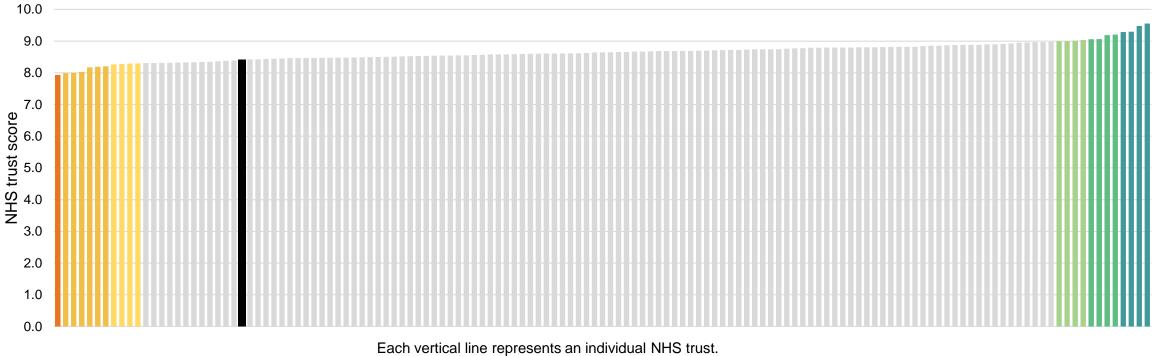
Section 4. Nurses

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 = 8.4 (About the same)



Section 4. Nurses (continued)

Question scores

			se than expectedSomewhat worse than expectednewhat better than expectedBetter than expected			ed				All tru	sts in En	gland					
0.0		1.0	han expecte	ed 3.0	◆ Your tr 4.0	ust 5.0	6.0	Tru	st average 8.0	9.0	10.0		Number of respondents		Trust average	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?									•			About the same	(your trust) 451	score 8.5	score 8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?										•	h	About the same	481	9.0	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	476	8.5	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?									•		h	About the same	481	7.7	7.9	6.4	9.3

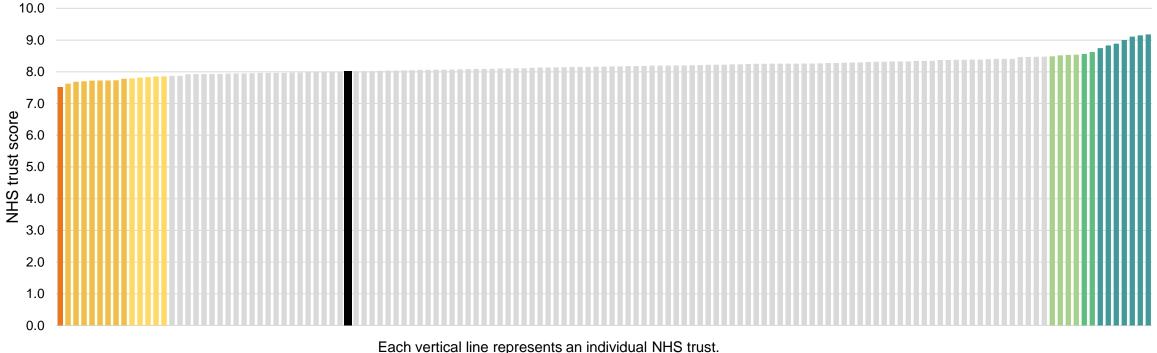
Section 5. Your care and treatment

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.

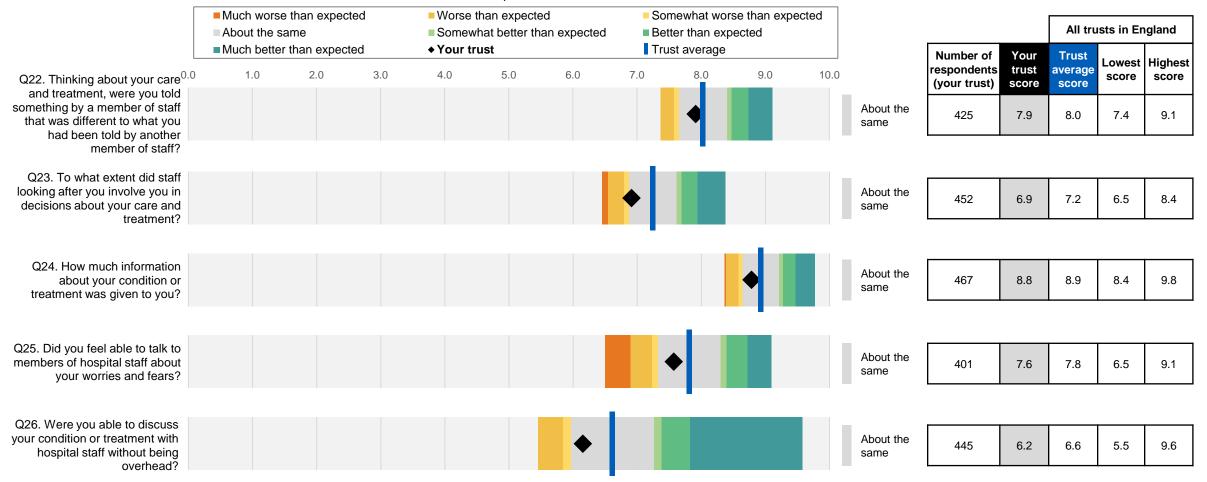
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 8.0 (About the same)



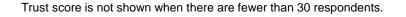
Section 5. Your care and treatment (continued)

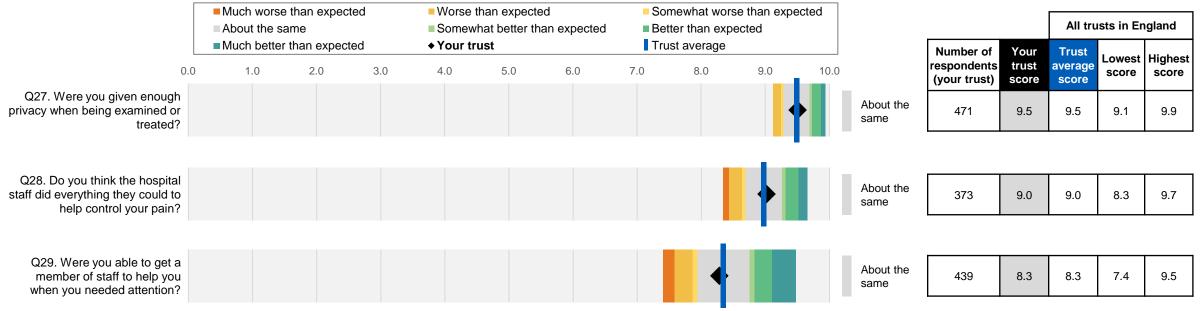
Question scores



Section 5. Your care and treatment (continued)

Question scores





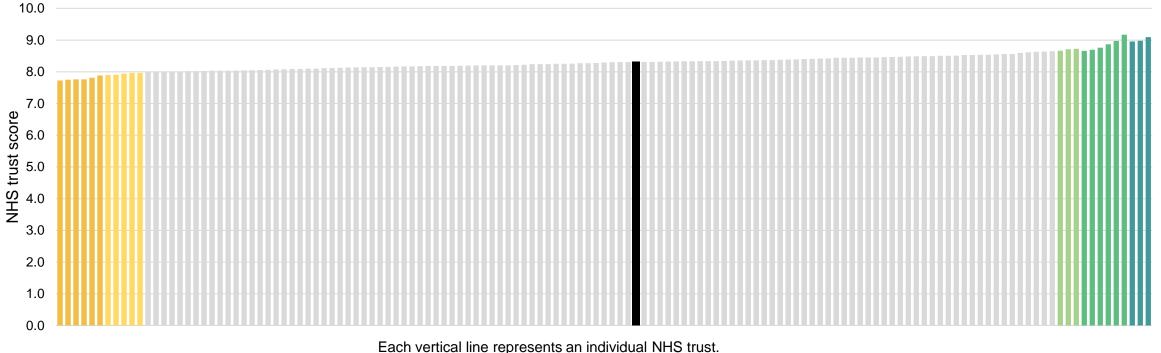
Section 6. Operations and procedures

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

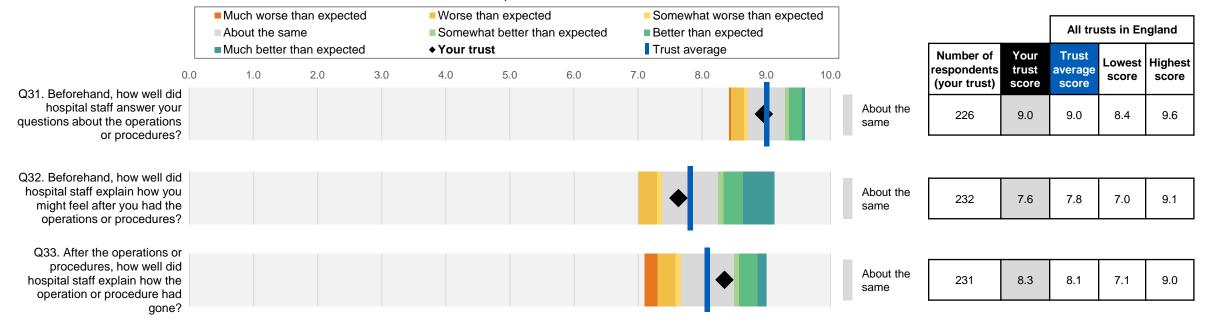
Your trust section score = 8.3 (About the same)





Section 6. Operations and procedures (continued)

Question scores



Section 7. Leaving hospital

Your trust section score = 6.9 (About the same)

Section score

7.0

3.0

0.0

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.

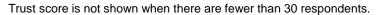
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

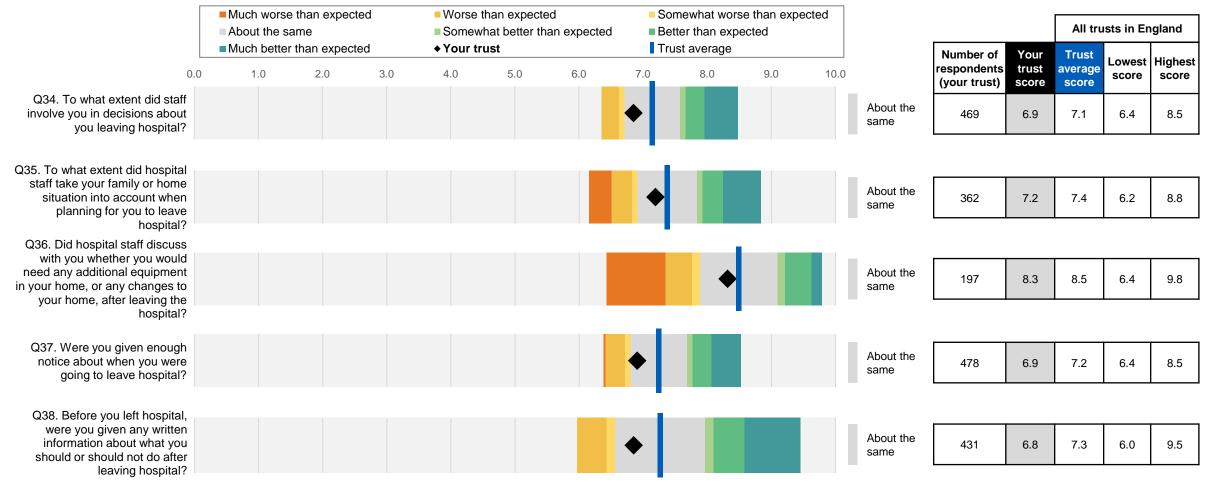
10.0 9.0 8.0 2.0 1.0

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)

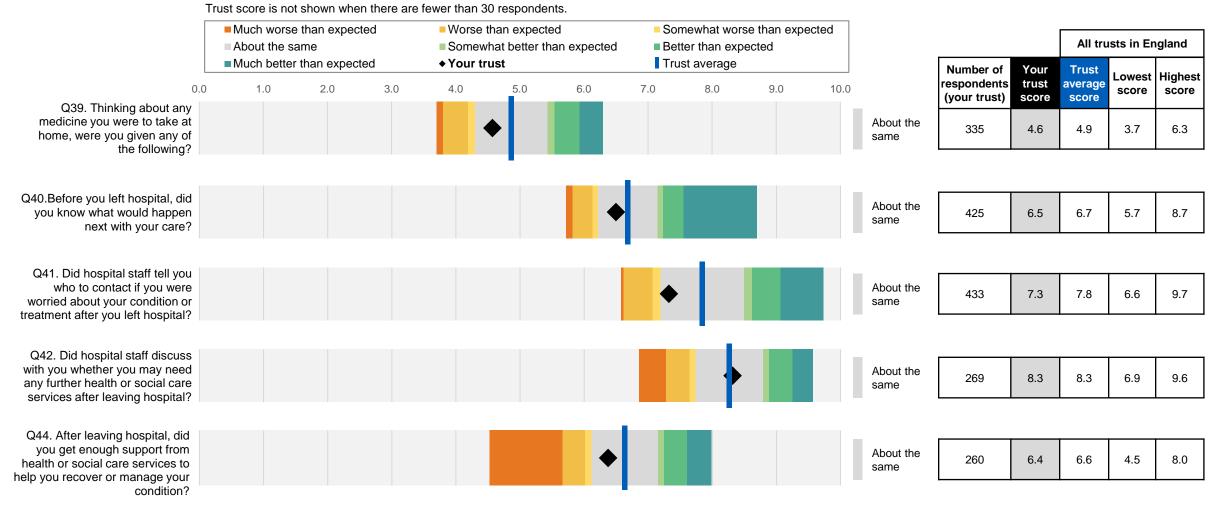
Question scores





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	

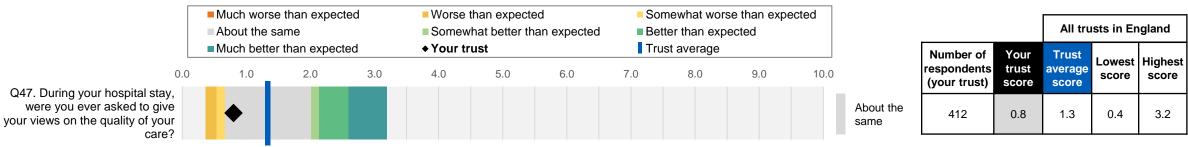
Your trust section score = 0.8 (About the same)

10.0	
9.0	
8.0	
7.0	
0.0 0 0 0	
st so	
0.0 0.2 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
	lltr
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



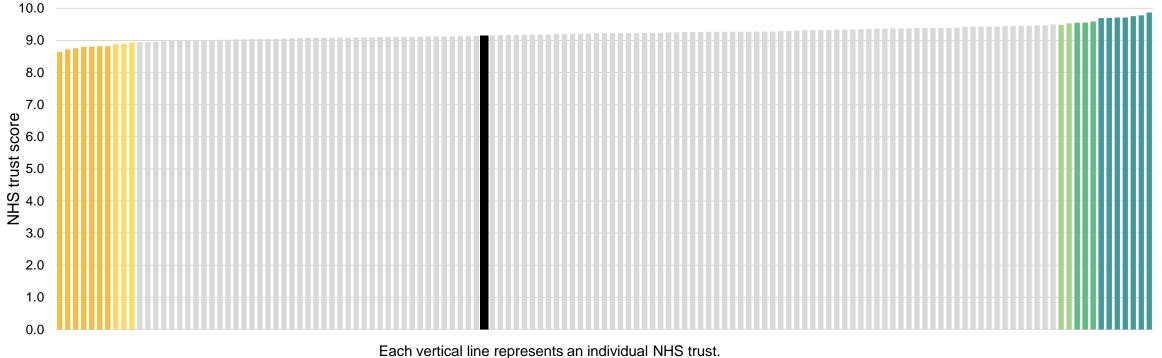
Section 9. Respect and dignity

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 = 9.1 (About the same)



Section 9. Respect and dignity (continued)

Question score

	About the s	 Much worse than expected About the same Much better than expected 			 Worse than expected Somewhat better than expected Your trust 			 Somewhat worse than expected Better than expected Trust average 				Number of	Your	
0.0 Q45. Overall, did you feel you	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents (your trust)		
were treated with respect and dignity while you were in the hospital?											About the same	475	9.1	

			All tru	sts in En	gland
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
the	475	9.1	9.2	8.6	9.9

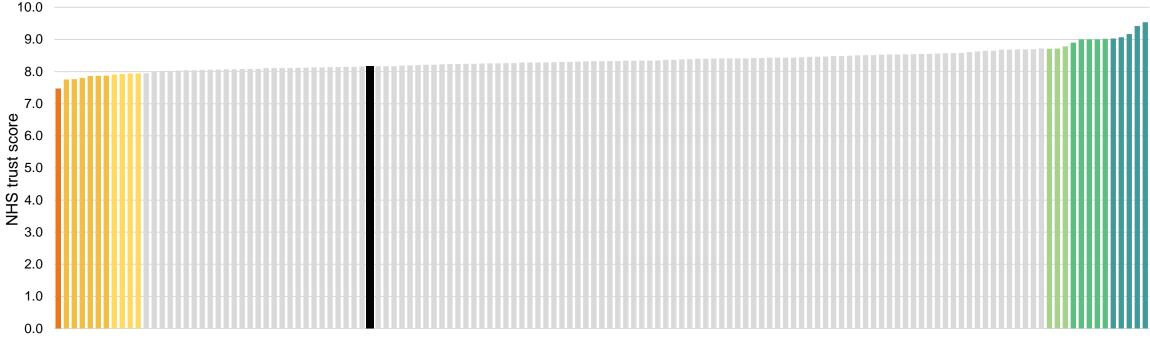
Section 10. Overall experience

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 = 8.2 (About the same)



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

Section 10. Overall experience (continued)

Question score

	Much worse About the set	•	cted	 Worse than expected Somewhat better than expected 			Somewhat worse than expectedBetter than expected							All trusts in England		
0.	Much better than expected 1.0 2.0 3.0		 ◆ Your trust 4.0 5.0 6.0 		6.0	Trust average7.08.0		9.0 10.0			Number of respondents (your trust)	trust	average	Lowest score	Highest score	
Q46. Overall, how was your experience while you were in the hospital?								•			About the same	471	8.2	8.4	7.5	9.5

Trust results

This section includes:

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



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

Results for your trust

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	·			·	expected	than expected
Your trust s	score com	pared with	all other tr	usts:		
This benchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 7.1						
Trust 1.1						
Breakdown	of scores	for sites w	ithin your/	trust:		
This benchma	-	you to comp	are the result	s for sites wit	hin your trus	t with all
other sites ac	ross trusts.					
Site #1 5.7						
Site #2						
_						
Site #3						
-						
Site #4 7.4						
04-4	0.11-	•	0:4- 0		011-1	
Site 1	Site		Site 3		Site 4	
Southend Hospital (3	(Sco	ldon University Hos re not shown as <3 ondents)		ex Cardiothoracic Score not shown as ents)	<30 Broomfield H	Hospital (40)

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	8.9	James Paget University Hospitals NHS Foundation Trust	5.8
North West Anglia NHS Foundation Trust	8.5	West Hertfordshire Hospitals NHS Trust	6.5
East and North Hertfordshire NHS Trust	8.1	Milton Keynes University Hospital NHS Foundation Trust	7.0
Norfolk and Norwich University Hospitals NHS Foundation Trust	7.6	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.0
Cambridge University Hospitals NHS Foundation Trust	7.5	East Suffolk and North Essex NHS Foundation Trust	7.0

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score con	pared with	all other tr	usts:		
This ben	chma	arking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	7.4						
	own	ofscore	s for sites w	vithin your	truet:		
This ben	chma		s you to comp	•		hin your trus	t with all
Site #1	7.1						
Site #2	7.1						
Site #3	8.9						
Site #4	8.0						
Site 1		Sit	e 2	Site 3		Site 4	
Southend Ho	spital (1	57) Ba (11	sildon University Hos 8)	pital The Ess Centre (3	ex Cardiothoracic 31)	Broomfield I	Hospital (148)
				ļ		i	

Top five trusts		Bottom five trusts	5	
Royal Papworth Hospital NHS Foundation Trust	9.2	Bedfordshire Hospitals NHS Foundation Trust	6.5	
James Paget University Hospitals NHS Foundation Trust	7.8	North West Anglia NHS Foundation Trust	6.7	
West Suffolk NHS Foundation Trust	7.7	The Princess Alexandra Hospital NHS Trust	6.8	
Mid and South Essex NHS Foundation Trust	7.4	East and North Hertfordshire NHS Trust	6.9	
East Suffolk and North Essex NHS Foundation Trust	7.4	West Hertfordshire Hospitals NHS Trust	6.9	

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

Results for your trust

rse than Somewhat worse				
pected than expected	e About Somewhat the same than expe		Much better than expected	Top five
•		st against all oth	er trusts.	Ca Univers NHS I
	-	s within your trus	st with all	Roy Ho Four
				West Foun
				Th Elizat King's
Site 2	Site 3	Site 4		Foun
Basildon University Hos (119)			Hospital (137)	East North
	e compared with g compares the que scores for sites of g allows you to comp trusts.	e compared with all other trusts: g compares the question score for your trust scores for sites within your trust: g allows you to compare the results for site trusts.	e compared with all other trusts: g compares the question score for your trust against all oth scores for sites within your trust: g allows you to compare the results for sites within your trust trusts. Site 2 Site 3 Site 4 Basildon University Hospital (119) The Essex Cardiothoracic Centre (Score not shown as <30) Broomfield	e compared with all other trusts: g compares the question score for your trust against all other trusts. Scores for sites within your trust: g allows you to compare the results for sites within your trust with all trusts. Site 2 Site 3 Site 4 Basildon University Hospital The Essex Cardiothoracic (119) The Essex Cardiothoracic Centre (Score not shown as <30) Broomfield Hospital (137)

Top five trusts		Bottom five trusts	5
Cambridge University Hospitals NHS Foundation Trust	8.7	Milton Keynes University Hospital NHS Foundation Trust	7.6
Royal Papworth Hospital NHS Foundation Trust	8.7	North West Anglia NHS Foundation Trust	7.7
West Suffolk NHS Foundation Trust	8.5	The Princess Alexandra Hospital NHS Trust	7.8
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.0	Mid and South Essex NHS Foundation Trust	7.8
East Suffolk and North Essex NHS Foundation Trust	8.0	West Hertfordshire Hospitals NHS Trust	7.8

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

Results for your trust

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	·			·		
Your trust s		-				
This benchma	irking compa	ares the ques	tion score for	your trust ag	gainst all othe	er trusts.
Your 5.6						
Trust 3.0						
Breakdown	of scores	for sites w	vithin your	trust:		
This benchma	•	you to comp	are the result	s for sites wit	thin your trus	t with all
other sites acr	oss trusts.					
Site #1 5.9						
Site #2 5.2						
-						
Site #3						
_				_		
Site #4 5.7						
_						
Site 1	Site	2	Site 3		Site 4	
Southend Hospital (1-	47) Basil (109	ldon University Hos)		ex Cardiothoracic Score not shown as ents)		lospital (128)

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.4	Milton Keynes University Hospital NHS Foundation Trust	5.0
East and North Hertfordshire NHS Trust	6.8	West Hertfordshire Hospitals NHS Trust	5.0
James Paget University Hospitals NHS Foundation Trust	6.2	Norfolk and Norwich University Hospitals NHS Foundation Trust	5.2
East Suffolk and North Essex NHS Foundation Trust	6.1	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	5.4
West Suffolk NHS Foundation Trust	6.1	Mid and South Essex NHS Foundation Trust	5.6

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			
·									
		pared with							
This benchm	arking comp	ares the ques	stion score for	your trust ag	ainst all othe	r trusts.			
Your Trust 7.5									
		:		1					
		for sites w	-						
This benchm other sites ad	-	you to comp	are the result	s for sites wit	nin your trust	with all			
Site #1 6.9	9								
-									
Site #2 7.3	3								
-									
Site #3									
-									
Site #4 8.4	1								
Site 1	Site	2	Site 3		Site 4				
Southend Hospital	(147) Bas (109	ildon University Hos))		ex Cardiothoracic Score not shown as	<30 Broomfield H	ospital (128)			
			responde	ents)					

Top five trusts		Bottom five trusts	5	
Royal Papworth Hospital NHS Foundation Trust	9.0	West Hertfordshire Hospitals NHS Trust	7.4	
West Suffolk NHS Foundation Trust	8.5	Bedfordshire Hospitals NHS Foundation Trust	7.5	
East and North Hertfordshire NHS Trust	8.1	Norfolk and Norwich University Hospitals NHS Foundation Trust	7.5	
James Paget University Hospitals NHS Foundation Trust	8.1	East Suffolk and North Essex NHS Foundation Trust	7.5	
North West Anglia NHS Foundation Trust	7.9	Milton Keynes University Hospital NHS Foundation Trust	7.5	

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

Results for your trust

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·	·					
Your trust s		•				
This benchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8.0						
Trust 0.0						
Breakdown	of scores	for sites w	vithin your	trust:		
This benchma	-	you to comp	are the result	s for sites wit	thin your trus	st with all
other sites acr	oss trusts.					
Site #1 7.4						
Sile #1 7.4						
Site #2 7.8						
Site #3						
Site #4 8.7						
Site 1	Site	2	Site 3		Site 4	
Southend Hospital (1	47) Basi (109	ldon University Hos)		ex Cardiothoracic Score not shown as ents)		Hospital (128)

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Top five trusts		Bottom five trusts	5
North West Anglia NHS Foundation Trust	8.8	Mid and South Essex NHS Foundation Trust	8.0
West Suffolk NHS Foundation Trust	8.7	Milton Keynes University Hospital NHS Foundation Trust	8.0
Royal Papworth Hospital NHS Foundation Trust	8.6	East Suffolk and North Essex NHS Foundation Trust	8.0
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.6	Norfolk and Norwich University Hospitals NHS Foundation Trust	8.1
James Paget University Hospitals NHS Foundation Trust	8.5	Cambridge University Hospitals NHS Foundation Trust	8.1

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your trust	Your trust score compared with all other trusts:									
	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust 6.1										
Trust _ 0.1										
Breakdown	ו of scores	s for sites w	vithin your	trust:						
	•	you to compa	are the result	s for sites wit	hin your trus	t with all				
other sites ac	ross trusts.									
Site #1										
-										
Site #2 5.7	,									
-										
Site #3										
Cite #4 C 0										
Site #4 6.8)									
Site 1	Site	2	Site 3		Site 4					
Southend Hospital (Score not shown as <30 respondents)										

Top five trusts		Bottom five trusts	5
James Paget University Hospitals NHS Foundation Trust	7.9	West Hertfordshire Hospitals NHS Trust	6.1
West Suffolk NHS Foundation Trust	7.5	Mid and South Essex NHS Foundation Trust	6.1
Milton Keynes University Hospital NHS Foundation Trust	7.3	Bedfordshire Hospitals NHS Foundation Trust	6.2
Cambridge University Hospitals NHS Foundation Trust	7.3	The Princess Alexandra Hospital NHS Trust	6.3
East and North Hertfordshire NHS Trust	7.2	East Suffolk and North Essex NHS Foundation Trust	6.6

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

Results for your trust

Much 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 benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust 9.2								
Breakdow	n of scores	for sites w	vithin your	trust:				
	arking allows	you to comp	-		hin your trus	t with all		
Site #1 9.2	2							
Site #2 8.9								
Site #3 9.6	•							
Site #4 9.4	Ļ							
Site 1	Site	2	Site 3		Site 4			
outhend Hospital (169) Basildon University Hospital (121) The Essex Cardiothoracic Centre (30) Broomfield Hospital (154)								

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.8	Bedfordshire Hospitals NHS Foundation Trust	8.8
James Paget University Hospitals NHS Foundation Trust	9.6	East and North Hertfordshire NHS Trust	8.8
West Suffolk NHS Foundation Trust	9.5	West Hertfordshire Hospitals NHS Trust	8.8
North West Anglia NHS Foundation Trust	9.4	Milton Keynes University Hospital NHS Foundation Trust	8.9
Cambridge University Hospitals NHS Foundation Trust	9.4	East Suffolk and North Essex NHS Foundation Trust	9.1

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

Results for your trust

		-								
Much w than exp		Worse than expected	Somewhat worse than expected	Abo the sa		omewhat better than expected	Better than expected	Much better than expected		
Your tr	Your trust score compared with all other trusts:									
This ber	nchm	arking com	npares the ques	stion sco	ore for y	our trust ag	gainst all oth	er trusts.		
Your Trust	8.2									
Breako	łowr	of scor	es for sites v	vithin	your tr	uet:				
This ber	nchma		ws you to comp	-			thin your tru	st with all		
Site #1	8.5	,								
Site #2	7.9	I								
Site #3										
Site #4	8.4									
Site 1		S	Site 2	:	Site 3		Site 4			
Southend Ho	Southend Hospital (129) Basildon University Hospital (81) The Essex Cardiothoracic Centre (Score not shown as <30 respondents) Broomfield Hospital (106)									
	ospital (-		pital (81)	The Essex (Centre (Sco	ore not shown as	Broomfield	Hospital (106)		

Top five trusts		Bottom five trusts	5	
Royal Papworth Hospital NHS Foundation Trust	9.0	Bedfordshire Hospitals NHS Foundation Trust	8.0	
West Suffolk NHS Foundation Trust	8.8	Milton Keynes University Hospital NHS Foundation Trust	8.1	
Cambridge University Hospitals NHS Foundation Trust	8.7	The Princess Alexandra Hospital NHS Trust	8.1	
James Paget University Hospitals NHS Foundation Trust	8.5	West Hertfordshire Hospitals NHS Trust	8.2	
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.5	Mid and South Essex NHS Foundation Trust	8.2	

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your trust	score com	pared with	all other tr	rusts:				
This benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust 8.4								
Breakdow	n of scores	for sites w	vithin vour	trust:				
	arking allows	you to compa	-		hin your trus	t with all		
Site #1 8.2	2							
Site #2 9.1	I							
Site #3								
Site #4 8.1	1							
Site 1	Site	2	Site 3		Site 4			
outhend Hospital (90) Basildon University Hospital (66) The Essex Cardiothoracic Centre (Score not shown as <30 respondents) Broomfield Hospital (91)								

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Top five trusts		Bottom five trust	S
Royal Papworth Hospital NHS Foundation Trust	8.9	Milton Keynes University Hospital NHS Foundation Trust	7.9
West Suffolk NHS Foundation Trust	8.6	James Paget University Hospitals NHS Foundation Trust	8.0
East Suffolk and North Essex NHS Foundation Trust	8.6	Bedfordshire Hospitals NHS Foundation Trust	8.0
North West Anglia NHS Foundation Trust	8.5	East and North Hertfordshire NHS Trust	8.0
Cambridge University Hospitals NHS Foundation Trust	8.4	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.2

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

Results for your trust

Much wors than expect			About the same	Somewhat better than expected	Better than expected	Much better than expected			
		ompared with							
This bend	hmarking co	ompares the ques	stion score for	r your trust ag	ainst all othe	er trusts.			
Your Trust	3.5								
		.							
		ores for sites w	-						
	hmarking all s across trus	ows you to comp ts	are the result	ts for sites wit	hin your trus	t with all			
	5 201035 1143								
Site #1	8.0								
-						_			
Site #2	8.5								
-									
Site #3									
-									
Site #4	8.9								
Site 1		Site 2	Site 3		Site 4				
Southend Hosp	buthend Hospital (82) Basildon University Hospital (62) The Essex Cardiothoracic Centre (Score not shown as <30 respondents) Broomfield Hospital (84)								

Top five trusts		Bottom five trus	ts
Royal Papworth Hospital NHS Foundation Trust	9.3	The Princess Alexandra Hospital NHS Trust	7.5
West Suffolk NHS Foundation Trust	8.9	Milton Keynes University Hospital NHS Foundation Trust	8.0
James Paget University Hospitals NHS Foundation Trust	8.7	Bedfordshire Hospitals NHS Foundation Trust	8.0
North West Anglia NHS Foundation Trust	8.5	East and North Hertfordshire NHS Trust	8.0
Cambridge University Hospitals NHS Foundation Trust	8.5	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.2

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	Your trust score compared with all other trusts:									
This ber	nchm	arking comp	ares the ques	stion score for	r your trust aç	gainst all othe	er trusts.			
Your Trust	7 4									
This ber	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	7.2									
Site #2	6.5									
Site #3	7.6									
Site #4	7.7									
Site 1	_	Site	e 2	Site 3		Site 4				
Southend He	ospital ([·]	162) Ba: (12	sildon University Hos 0)	pital The Ess Centre (3	ex Cardiothoracic 31)	Broomfield H	lospital (147)			

Top five trusts		Bottom five	e trusts	5	
Royal Papworth Hospital NHS Foundation Trust	8.1	Milton Key University H NHS Found Trust	ospital dation	6.2	
West Suffolk NHS Foundation Trust	7.8	The Princ Alexandra H NHS Tru	ospital	6.2	
North West Anglia NHS Foundation Trust	7.6	West Hertford Hospitals NHS		6.5	
James Paget University Hospitals NHS Foundation Trust	7.5	Bedfords Hospitals Foundatior	NHS	6.6	
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.3	East and N Hertfordshir Trust	e NHS	6.7	

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

Results for your trust

This benchmarking compares the question score for your trust against all other trust Your Trust 7.8 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts. Site #1	
Your Trust 7.8 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts. Site #1	
Trust 7.8 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts. Site #1	ו all
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts. Site #1	ı all
This benchmarking allows you to compare the results for sites within your trust with other sites across trusts. Site #1 7.5	ı all
other sites across trusts. Site #1 7.5	ו all
Site #1 7.5	
Site #2	
Site #2	
Site #3	
Site #4 8.2	
Sile #4 0.2	
Site 1 Site 2 Site 3 Site 4	
Southend Hospital (38) Basildon University Hospital (Score not shown as <30 respondents)	(35)

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Top five trusts		Bottom	five trusts	6	
Royal Papworth Hospital NHS Foundation Trust	8.7	Alexand	Princess dra Hospital S Trust	6.8	
West Suffolk NHS Foundation Trust	8.5	Universit NHS Fo	nd Norwich ty Hospitals oundation rust	6.9	
James Paget University Hospitals NHS Foundation Trust	8.5	Univers NHS F	n Keynes sity Hospital Foundation Trust	6.9	
Mid and South Essex NHS Foundation Trust	7.8		ertfordshire s NHS Trust	7.3	
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.7	Hertfor	and North dshire NHS Trust	7.4	

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
our trust score compared with all other trusts:								
his benchmarking compares the question score for your trust against all other trusts.								
Your Trust 9.4								
_ Broakdown	of cooros	for sites w	uithin your	truct				
			-	ts for sites wit	hin vour trus	t with all		
ther sites acr	0	you to comp			inir your trus			
Site #1 9.4								
Site #2 9.4								
Site #3 9.4								
Site #4 9.4								
Site 1	Site	2	Site 3		Site 4			
Southend Hospital (1	54) Basi (117	Idon University Hos)	pital The Ess Centre (ex Cardiothoracic 31)	Broomfield H	lospital (143)		
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Top five trusts		Bottom five trusts	S
Royal Papworth Hospital NHS Foundation Trust	9.9	Bedfordshire Hospitals NHS Foundation Trust	9.2
James Paget University Hospitals NHS Foundation Trust	9.7	North West Anglia NHS Foundation Trust	9.3
East Suffolk and North Essex NHS Foundation Trust	9.6	Norfolk and Norwich University Hospitals NHS Foundation Trust	9.3
West Suffolk NHS Foundation Trust	9.6	The Princess Alexandra Hospital NHS Trust	9.4
Cambridge University Hospitals NHS Foundation Trust	9.6	Mid and South Essex NHS Foundation Trust	9.4

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

Results for your trust

	-					
orse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better than expected
				·	expected	than expected
ust s	core com	pared with	all other tr	usts:		
ichma	rking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
85						
0.0						
lown	of scores	s for sites w	ithin your	trust:		
	-	you to comp	are the result	s for sites wit	hin your trus	t with all
es acro	oss trusts.					
8.7						
•						
7.8						
8.0						
						_
8.7						
	0.11	•	0		0.11	
		_				
ispital (15	· ·				Broomfield F	lospital (145)
	ected ust s achma 8.5 own chmales acro 8.7 7.8 8.0 8.7	exted expected ust score com achmarking compa 8.5 lown of scores chmarking allows es across trusts. 8.7 7.8 8.0 8.7 site spital (153)	expected than expected ust score compared with achmarking compares the quest 8.5 lown of scores for sites we chmarking allows you to comp es across trusts. 8.7 7.8 8.0 8.7 Site 2	exted expected than expected the same ust score compared with all other tranchmarking compares the question score for 8.5 own of scores for sites within your chmarking allows you to compare the result across trusts. 8.7 7.8 8.0 Site 2 Site 3 spital (153)	actedexpectedthan expectedthe samethan expectedust score compared with all other trusts: uchmarking compares the question score for your trust age8.5lown of scores for sites within your trust: chmarking allows you to compare the results for sites with es across trusts.8.77.88.08.75.85.95.95.95.95.95.96.96.97.85.95.96.97.9 <t< td=""><td>expected than expected the same than expected expected ust score compared with all other trusts: achemarking compares the question score for your trust against all other 8.5 own of scores for sites within your trust: chmarking allows you to compare the results for sites within your trust as across trusts. 8.7 7.8 8.0 8.7 5.7 5.8 5.8 5.9 5.9 5.9 6.1 7.8 8.0 8.7 5.8 6.9 7.8 8.0 8.7 5.8 8.7 7.8 8.0 8.7 5.8 7.8 8.0 8.7 7.8 8.7 7.8 8.7 5.8 7.8 8.7 7.8 8.7 7.8 8.7 8.7 8.7 8.8 8.9 9 8.9 9</td></t<>	expected than expected the same than expected expected ust score compared with all other trusts: achemarking compares the question score for your trust against all other 8.5 own of scores for sites within your trust: chmarking allows you to compare the results for sites within your trust as across trusts. 8.7 7.8 8.0 8.7 5.7 5.8 5.8 5.9 5.9 5.9 6.1 7.8 8.0 8.7 5.8 6.9 7.8 8.0 8.7 5.8 8.7 7.8 8.0 8.7 5.8 7.8 8.0 8.7 7.8 8.7 7.8 8.7 5.8 7.8 8.7 7.8 8.7 7.8 8.7 8.7 8.7 8.8 8.9 9 8.9 9

Comparison with other trusts within your region

Top five trusts		Bottom five trusts	5	
Royal Papworth Hospital NHS Foundation Trust	9.3	The Princess Alexandra Hospital NHS Trust	8.4	
Cambridge University Hospitals NHS Foundation Trust	9.0	Milton Keynes University Hospital NHS Foundation Trust	8.5	
West Suffolk NHS Foundation Trust	8.9	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.5	
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.7	Mid and South Essex NHS Foundation Trust	8.5	
North West Anglia NHS Foundation Trust	8.7	West Hertfordshire Hospitals NHS Trust	8.6	

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

Results for your trust

Much wors than expect			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	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust	9.1								
	wp of sco	orae for sitae y	vithin your	truct					
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	9.0								
Site #2	Site #2 8.9								
Site #3	9.2								
Site #4	9.2								
Site 1		Site 2	Site 3		Site 4				
Southend Hosp	bital (167)	Basildon University Hos (125)	pital The Ess Centre (ex Cardiothoracic 31)	Broomfield H	lospital (154)			
			!		1				

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.7	The Princess Alexandra Hospital NHS Trust	8.9
Cambridge University Hospitals NHS Foundation Trust	9.4	West Hertfordshire Hospitals NHS Trust	8.9
West Suffolk NHS Foundation Trust	9.3	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	9.0
East and North Hertfordshire NHS Trust	9.2	Mid and South Essex NHS Foundation Trust	9.1
North West Anglia NHS Foundation Trust	9.2	Milton Keynes University Hospital NHS Foundation 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			
Your trust	Your trust score compared with all other trusts:								
This benchm	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust 8.4									
nust		. .							
	n of scores		•						
other sites a	arking allows	you to comp	are the result	ts for sites wi	thin your trus	t with all			
Site #1 8.4	4								
-									
Site #2 8.3	3								
Site #3 7.	,								
						_			
Site #4 8.	6								
	0 14	_	0 14 0		.				
Site 1	Site	-	Site 3		Site 4				
Southend Hospital	(165) Basi (125	Idon University Hos	pital The Ess Centre (3	ex Cardiothoracic 31)	Broomfield F	lospital (154)			
	I				ļ				

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Top five trusts		Bottom five trusts	5
Cambridge University Hospitals NHS Foundation Trust	9.0	West Hertfordshire Hospitals NHS Trust	8.2
Royal Papworth Hospital NHS Foundation Trust	9.0	The Princess Alexandra Hospital NHS Trust	8.2
West Suffolk NHS Foundation Trust	8.8	Milton Keynes University Hospital NHS Foundation Trust	8.3
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.7	Bedfordshire Hospitals NHS Foundation Trust	8.4
James Paget University Hospitals NHS Foundation Trust	8.6	Mid and South Essex NHS Foundation Trust	8.4

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
	Your trust score compared with all other trusts:									
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.				
Your Trust 8.5										
Breakdowr	n of scores	s for sites w	vithin your	trust:						
This benchma other sites ac	-	you to comp	are the result	s for sites wit	thin your trus	t with all				
	าบรร เทมรเร.									
Site #1 8.7	,									
-										
Site #2 8.1										
Site #3 7.3	;									
-										
Site #4 8.8	}									
Site 1	Site	2	Site 3		Site 4					
Southend Hospital (1	Lon University Hos		ex Cardiothoracic	1	lospital (145)				
	(121		Centre (3		Broomilieid	iospital (145)				

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Top five trusts		Bottom fi	ive trusts	5	
Royal Papworth Hospital NHS Foundation Trust	9.3	West Hertf Hospitals N		8.5	
West Suffolk NHS Foundation Trust	9.1	Essex	d South x NHS tion Trust	8.5	
James Paget University Hospitals NHS Foundation Trust	9.0	The Pri Alexandra NHS ⁻	Hospital	8.6	
East Suffolk and North Essex NHS Foundation Trust	8.9	Milton k University NHS Fou Tru	Hospital undation	8.7	
North West Anglia NHS Foundation Trust	8.9	East and Hertfords Tru	hire NHS	8.8	

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

Results for your trust

Much worse than expected			About the same	Somewhat better than expected	Better than expected	Much better than expected					
		ompared with									
This bencl	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust 9	.0										
Hust											
Breakdo	wn of sco	res for sites v	vithin your	trust:							
	marking allo across trust	ows you to comp	are the result	ts for sites wit	thin your trus	t with all					
		5.									
Site #1	3.9										
-											
Site #2	3.8										
-											
Site #3	7.6										
-											
Site #4	9.2										
Site 1		Site 2	Site 3		Site 4						
Southend Hosp	ital (168)	Basildon University Hos		ex Cardiothoracic	Broomfield H	lospital (154)					
		(125)	Centre (31)							
			*								

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.6	West Hertfordshire Hospitals NHS Trust	8.8
West Suffolk NHS Foundation Trust	9.4	Bedfordshire Hospitals NHS Foundation Trust	8.9
James Paget University Hospitals NHS Foundation Trust	9.4	The Princess Alexandra Hospital NHS Trust	8.9
North West Anglia NHS Foundation Trust	9.3	Mid and South Essex NHS Foundation Trust	9.0
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	9.2	Milton Keynes University Hospital NHS Foundation 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 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											
	Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts.										
_	ICHINA	uking comp	ales lie ques		your trust ag	jainst an othe	ะ แนรเร.				
Your Trust	8.5										
Brookd	lown	of cooro	e for citor y	vithin vour	truct						
			s for sites w	•		h	المعال				
		rking allow: oss trusts.	s you to comp	are the result	s for sites wit	nin your trus	i with all				
		000 11 0010.					_				
Site #1	8.4										
_											
Site #2	8.4										
-											
Site #3	6.4										
-							_				
Site #4	8.9										
_											
Site 1		Sit	e 2	Site 3		Site 4					
Southend Ho	ospital (1	66) Bas (12	sildon University Hosj 3)	pital The Esse Centre (3	ex Cardiothoracic 31)	Broomfield H	lospital (153)				

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.3	West Hertfordshire Hospitals NHS Trust	8.3
Cambridge University Hospitals NHS Foundation Trust	9.0	The Princess Alexandra Hospital NHS Trust	8.3
James Paget University Hospitals NHS Foundation Trust	9.0	Mid and South Essex NHS Foundation Trust	8.5
West Suffolk NHS Foundation Trust	8.9	Bedfordshire Hospitals NHS Foundation Trust	8.6
North West Anglia NHS Foundation Trust	8.8	East and North Hertfordshire NHS Trust	8.6

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

Results for your trust

Much wor than exped		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
	ļ	•			·	oxpoolog	than expected				
			-	all other tr							
This ben	This benchmarking compares the question score for your trust against all other trusts.										
Your	7.7										
Trust	•••										
Breakd	own d	of scores	for sites w	vithin your	trust:						
		0	you to comp	are the result	s for sites wit	hin your trus	t with all				
other site	s acro	ss trusts.									
Site #1	7.6										
-											
Site #2	7.3										
-											
Site #3	8.6										
-											
Site #4	8.2										
Site 1		Site	2	Site 3		Site 4					
Southend Hos	spital (169) Basi	Idon University Hos	pital The Ess	ex Cardiothoracic	Broomfield H	lospital (153)				
		(125)	Centre (31)						
				1							

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.0	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.1
West Suffolk NHS Foundation Trust	8.2	Norfolk and Norwich University Hospitals NHS Foundation Trust	7.4
James Paget University Hospitals NHS Foundation Trust	8.1	West Hertfordshire Hospitals NHS Trust	7.4
Cambridge University Hospitals NHS Foundation Trust	7.9	Milton Keynes University Hospital NHS Foundation Trust	7.5
East Suffolk and North Essex NHS Foundation Trust	7.9	The Princess Alexandra Hospital NHS Trust	7.6

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat bette than expected	r Better than expected	Much better than expected				
Your tr	our trust score compared with all other trusts:										
This benchmarking compares the question score for your trust against all other trusts.											
Your Trust	7.9										
			for sites w	-		ithin your tru	ist with all				
		rking allows ross trusts.	s you to comp	are the re	sults for sites w	ninin your tru	ist with all				
Site #1	7.8										
- Site #2	7 0										
	7.8										
Site #3	8.4										
	••••										
Site #4	7.6										
Site 1		Site	2	Site	. 9	Site 4					
	opital (1		_		Essex Cardiothoracic		d Hospital (139)				
Southend Ho	spitai (1	(104 (104	ildon University Hos)		tre (30)	BIOOIIIIIei	i nospilai (158)				

Comparison with other trusts within your region

Top five trusts		Bottom five trusts	5	
West Suffolk NHS Foundation Trust	8.3	Bedfordshire Hospitals NHS Foundation Trust	7.6	
Royal Papworth Hospital NHS Foundation Trust	8.2	West Hertfordshire Hospitals NHS Trust	7.7	
James Paget University Hospitals NHS Foundation Trust	8.2	Norfolk and Norwich University Hospitals NHS Foundation Trust	7.8	
Milton Keynes University Hospital NHS Foundation Trust	8.0	North West Anglia NHS Foundation Trust	7.9	
Cambridge University Hospitals NHS Foundation Trust	7.9	East and North Hertfordshire NHS Trust	7.9	

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

Results for your trust

		-									
Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your to	rust	score con	npared with	all other t	rusts:						
This be	This benchmarking compares the question score for your trust against all other trusts.										
Your Trust	6.9										
Break	dowr	of score	s for sites v	vithin vour	· trust·						
This ber	nchma			•	Its for sites wit	thin your trus	t with all				
Site #1	6.8										
Site #2	7.1										
Site #3											
Site #4	7.2										
Site 1	_	Sit	e 2	Site 3		Site 4					
Southend H	ospital (159) Ba (11	sildon University Hos 8)		sex Cardiothoracic (Score not shown as dents)		lospital (144)				

Top five trusts		Bottom five trusts
Royal Papworth Hospital NHS Foundation Trust	8.0	The Princess Alexandra Hospital NHS Trust 6.7
West Suffolk NHS Foundation Trust	7.4	East Suffolk and North Essex NHS Foundation Trust
Cambridge University Hospitals NHS Foundation Trust	7.4	West Hertfordshire Hospitals NHS Trust 6.9
James Paget University Hospitals NHS Foundation Trust	7.3	Mid and South Essex NHS Foundation Trust
North West Anglia NHS Foundation Trust	7.2	Bedfordshire Hospitals NHS Foundation Trust

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected					
Your trust	score com	pared with	all other tr	rusts:							
This benchr	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust 8.8	2										
Trust 0.0											
Breakdow	n of scores	s for sites w	vithin your	trust:							
This benchn	narking allows	s you to comp	are the result	ts for sites wit	thin your trus	t with all					
other sites a	cross trusts.										
Site #1 8.	0										
Sile #1 0.	0										
Site #2 8.	0										
One #2 0.	3										
Site #3 7.	0										
	•										
Site #4 8.	8										
	•										
Site 1	Site	2	Site 3		Site 4						
Southend Hospital	(162) Bas	ildon University Hos	pital The Ess Centre (ex Cardiothoracic	Broomfield H	lospital (153)					
	(113	2)	Centre (50)							

Top five trusts			Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.4		The Princess Alexandra Hospital NHS Trust	8.6
Cambridge University Hospitals NHS Foundation Trust	9.2		Bedfordshire Hospitals NHS Foundation Trust	8.7
West Suffolk NHS Foundation Trust	9.1		West Hertfordshire Hospitals NHS Trust	8.8
East and North Hertfordshire NHS Trust	9.0		Mid and South Essex NHS Foundation Trust	8.8
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.9		Milton Keynes University Hospital NHS Foundation Trust	8.8

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

Results for your trust

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	ust	score con	npared with	all other t	rusts:				
This ber	nchma	arking comp	pares the ques	stion score fo	r your trust ag	ainst all othe	er trusts.		
Your Trust	7.6								
Breako	lowr	of score	s for sites v	vithin your	trust:				
This ben	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	7.3								
Site #2	7.5								
Site #3									
Site #4	8.2								
Site 1		Sit	e 2	Site 3		Site 4			
Southend Ho	ospital (*	142) Ba (10	sildon University Hos 9)		ex Cardiothoracic Score not shown as ents)		lospital (122)		

Top five trusts		Bottom five trusts	5	
Royal Papworth Hospital NHS Foundation Trust	8.9	West Hertfordshire Hospitals NHS Trust	7.3	
West Suffolk NHS Foundation Trust	8.3	Milton Keynes University Hospital NHS Foundation Trust	7.4	
Cambridge University Hospitals NHS Foundation Trust	8.1	Bedfordshire Hospitals NHS Foundation Trust	7.4	
James Paget University Hospitals NHS Foundation Trust	7.9	East Suffolk and North Essex NHS Foundation Trust	7.5	
North West Anglia NHS Foundation Trust	7.8	Mid and South Essex NHS Foundation 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 expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	·			-	chrotter	than expected
Your trust s		•				
This benchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 6.2						
Trust 0.2						
Breakdown	of scores	for sites w	ithin your	trust:		
This benchma	•	you to comp	are the result	s for sites wit	thin your trus	t with all
other sites acr	oss trusts.					
Site #1 5.8						
JIC #1 J.O						
Site #2 6.2						
-						
Site #3						
-						
Site #4 6.7						
_						
Site 1	Site	2	Site 3		Site 4	
Southend Hospital (1	54) Basi (115	ldon University Hos)		ex Cardiothoracic Score not shown as ents)		lospital (145)

-			_
Top five trusts		Bottom five trusts	3
Royal Papworth Hospital NHS Foundation Trust	9.6	West Hertfordshire Hospitals NHS Trust	5.8
North West Anglia NHS Foundation Trust	6.8	Milton Keynes University Hospital NHS Foundation Trust	6.1
James Paget University Hospitals NHS Foundation Trust	6.8	Mid and South Essex NHS Foundation Trust	6.2
Norfolk and Norwich University Hospitals NHS Foundation Trust	6.6	West Suffolk NHS Foundation Trust	6.2
The Princess Alexandra Hospital NHS Trust	6.5	Bedfordshire Hospitals NHS Foundation Trust	6.4

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
		·				cxpected	than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	chma	arking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	9.5						
Trust	0.0						
Breakd	lown	of scores	s for sites w	vithin your	trust:		
		-	s you to comp	are the result	s for sites wit	thin your trus	t with all
other site	es aci	ross trusts.					
Site #1	9.5						
-	0.0						
Site #2	9.4						
Site #3	7.2						
Site #4	9.7						
Site 1		Site	2	Site 3		Site 4	
Southend Ho	spital (1	62) Bas (125	ildon University Hos 5)	pital The Ess Centre (3	ex Cardiothoracic 30)	Broomfield H	lospital (151)

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.9	West Hertfordshire Hospitals NHS Trust	9.3
North West Anglia NHS Foundation Trust	9.6	Milton Keynes University Hospital NHS Foundation Trust	9.3
West Suffolk NHS Foundation Trust	9.6	East Suffolk and North Essex NHS Foundation Trust	9.3
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	9.6	East and North Hertfordshire NHS Trust	9.4
James Paget University Hospitals NHS Foundation Trust	9.5	The Princess Alexandra Hospital NHS Trust	9.4

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

Results for your trust

Much worse 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	rusts:				
This benchm	arking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.		
Your Trust 9.0								
	of scores	for sites w	vithin your	truct				
	arking allows		-	ts for sites wit	hin your trus	t with all		
Site #1 9.0								
Site #2 9.0								
Site #3								
Site #4 9.2	2							
Site 1	Site	2	Site 3		Site 4			
Southend Hospital (128) Basi	Idon University Hos		ex Cardiothoracic Score not shown as ents)		lospital (121)		

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.5	The Princess Alexandra Hospital NHS Trust	8.7
James Paget University Hospitals NHS Foundation Trust	9.3	West Hertfordshire Hospitals NHS Trust	8.7
North West Anglia NHS Foundation Trust	9.1	Milton Keynes University Hospital NHS Foundation Trust	8.8
Cambridge University Hospitals NHS Foundation Trust	9.0	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.8
West Suffolk NHS Foundation Trust	9.0	Norfolk and Norwich University Hospitals NHS Foundation Trust	9.0

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

Results for your trust

Much wors than expect			About the same	Somewhat better than expected	Better than expected	Much better than expected
Varia (m.			all ath an tr			
		ompared with				
_	nmarking co	mpares the ques	stion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8	3.3					
		.				
		res for sites v	-			
	nmarking allo	ows you to comp	are the result	is for sites wit	thin your trus	t with all
Site #1	8.5					
Site #2	8.1					
Site #3						
Cite #4	0.4					
Site #4	8.4					
Site 1		Site 2	Site 3		Site 4	
Southend Hosp	ital (158)	Basildon University Hos (111)		ex Cardiothoracic Score not shown as ents)		lospital (138)

Top five trusts		Bottom five	e trusts	
Royal Papworth Hospital NHS Foundation Trust	9.4	The Que Elizabeth H King's Lyni Foundatior	n NHS 8.0	
West Suffolk NHS Foundation Trust	8.7	Milton Ke University H NHS Found Trust	ospital 8.0	
James Paget University Hospitals NHS Foundation Trust	8.6	The Princ Alexandra H NHS Tru	ospital 8.1	
Cambridge University Hospitals NHS Foundation Trust	8.5	Norfolk and N University Ho NHS Found Trust	spitals g 1	
North West Anglia NHS Foundation Trust	8.5	West Hertfor Hospitals NH\$		

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 expecte		orse than	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trus	st sco	ore com	pared with	all other t	rusts:		
This bench	nmarkii	ng compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
Your Trust 9	.0						
Breakdo	wn of	scores	for sites w	vithin vour	trust:		
	markir	ng allows		-	ts for sites wit	hin your trus	t with all
Site #1	3.8						
Site #2	9.0						
Site #3							
Site #4	9.1						
	7.1						
Site 1		Site	2	Site 3		Site 4	
Southend Hospi	tal (69)	Basil	don University Hosj		ex Cardiothoracic Score not shown as ents)	Broomfield H	łospital (77)
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-			
Top five trusts		Bottom five trusts	5
West Suffolk NHS Foundation Trust	9.2	West Hertfordshire Hospitals NHS Trust	8.6
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	9.2	Milton Keynes University Hospital NHS Foundation Trust	8.7
Royal Papworth Hospital NHS Foundation Trust	9.1	Bedfordshire Hospitals NHS Foundation Trust	8.8
James Paget University Hospitals NHS Foundation Trust	9.0	The Princess Alexandra Hospital NHS Trust	8.8
Norfolk and Norwich University Hospitals NHS Foundation Trust	9.0	East Suffolk and North Essex NHS Foundation Trust	8.9

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

Results for your trust

		_							
Much we than expe		Worse than expected	Somewhat worse than expected	Abor the sa		Somewhat better than expected	Better the expecte		Much better than expected
Your tr	ust	score cor	npared with	all oth	ner tr	usts:			
This ber	his benchmarking compares the question score for your trust against all other trusts.								
Your Trust	7.6								
Breako	lowr	of score	s for sites w	vithin v		truct			
This ben	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	7.1								
Site #2	8.3								
Site #3									
Site #4	7.9								
Site 1	5	Si	te 2	:	Site 3		Site 4		
Southend Ho	ospital (6	59) Ba	isildon University Hos			x Cardiothoracic core not shown as nts)		field Ho	ospital (79)

Top five trusts		Bottom five trusts	5
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.3	Milton Keynes University Hospital NHS Foundation Trust	7.4
West Suffolk NHS Foundation Trust	8.1	West Hertfordshire Hospitals NHS Trust	7.5
Bedfordshire Hospitals NHS Foundation Trust	8.1	Mid and South Essex NHS Foundation Trust	7.6
James Paget University Hospitals NHS Foundation Trust	8.1	East and North Hertfordshire NHS Trust	7.6
North West Anglia NHS Foundation Trust	7.9	Cambridge University Hospitals NHS Foundation Trust	7.7

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
than expected	expected	than expected	the same	than expected	expected	than expected		
Your trust	score com	pared with	all other tr	usts:				
This benchmarking compares the question score for your trust against all other trusts.								
Your Trust 8.3								
Trust 0.3								
Breakdowr	n of scores	for sites w	vithin your	trust:				
This benchma	-	you to comp	are the result	s for sites wit	hin your trus	t with all		
other sites ac	ross trusts.							
Site #1 8.0								
Sile #1 0.0								
Site #2 8.2								
0.2								
Site #3								
Site #4 9.1								
Site 1	Site	2	Site 3		Site 4			
Southend Hospital (6	68) Basi	Idon University Hos	• • •	ex Cardiothoracic Score not shown as ents)	Broomfield H <30	lospital (79)		

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	8.4	Milton Keynes University Hospital NHS Foundation Trust	7.7
West Suffolk NHS Foundation Trust	8.4	East Suffolk and North Essex NHS Foundation Trust	7.7
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.3	West Hertfordshire Hospitals NHS Trust	7.8
Mid and South Essex NHS Foundation Trust	8.3	The Princess Alexandra Hospital NHS Trust	7.8
Cambridge University Hospitals NHS Foundation Trust	8.3	James Paget University Hospitals NHS Foundation Trust	7.9

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

Results for your trust

	-									
			1							
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
·										
Your trust s	score com	pared with	all other tr	usts:						
This benchma	his benchmarking compares the question score for your trust against all other trusts.									
Your										
Trust 6.9										
Breakdown	of scores	for sites w	vithin vour	trust:						
This benchma			-		thin your trus	t with all				
other sites ac	•	you to comp								
_										
Site #1 6.3										
-					_					
Site #2 6.9										
-										
Site #3										
_										
Site #4 7.5										
0.10 #4 7.3										
Site 1	Site	2	Site 3		Site 4					
Southend Hospital (1		ldon University Hos		ex Cardiothoracic		lospital (150)				
	(122)	Centre (S	Score not shown as ents)	s <30					
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Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	7.8	The Princess Alexandra Hospital NHS Trust	6.6
West Suffolk NHS Foundation Trust	7.2	West Hertfordshire Hospitals NHS Trust	6.7
James Paget University Hospitals NHS Foundation Trust	7.2	Bedfordshire Hospitals NHS Foundation Trust	6.7
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.1	East and North Hertfordshire NHS Trust	6.8
Cambridge University Hospitals NHS Foundation Trust	7.1	East Suffolk and North Essex NHS Foundation 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 wor than expec		Worse than expected	Somewhat worse than expected	Abo the s		Somewhat better than expected	Bette expe		Much better than expected	
Your tru	ust	score con	npared with	all ot	her tı	rusts:				
This ben	his benchmarking compares the question score for your trust against all other trusts.									
Your Trust	70									
Breakd	owr	of score	s for sites v	vithin	your	trust:				
	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	te #1 7.2									
Site #2	6.9									
Site #3										
Site #4	7.5									
Site 1		Sit	e 2		Site 3		Sit	e 4		
Southend Hos	te 1 Site 2 Site 3 Site 4 buthend Hospital (134) Basildon University Hospital (92) The Essex Cardiothoracic Centre (Score not shown as <30 respondents) Broomfield Hospital (111)									
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Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	7.8	East Suffolk and North Essex NHS Foundation Trust	6.9
West Suffolk NHS Foundation Trust	7.7	Bedfordshire Hospitals NHS Foundation Trust	7.0
Cambridge University Hospitals NHS Foundation Trust	7.5	The Princess Alexandra Hospital NHS Trust	7.0
James Paget University Hospitals NHS Foundation Trust	7.4	West Hertfordshire Hospitals NHS Trust	7.1
Norfolk and Norwich University Hospitals NHS Foundation Trust	7.4	East and North Hertfordshire NHS Trust	7.1

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

							1					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		Top five trusts		I	Bottom five trusts	5
This benchr		apared with a ares the questi			ainst all othe	er trusts.		Norfolk and Norwich University Hospitals NHS Foundation Trust	9.0		West Hertfordshire Hospitals NHS Trust	7.6
Your Trust 8.3	3											
his benchn		s for sites wi s you to compa	•		nin your trus	t with all		West Suffolk NHS Foundation Trust	9.0		James Paget University Hospitals NHS Foundation Trust	7.7
Site #1 8.	1											
Site #2 8.	8							Cambridge University Hospitals NHS Foundation Trust	8.9		The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.2
ite #3												
ite #4 9.	4							Milton Keynes University Hospital NHS Foundation	8.7		East and North Hertfordshire NHS Trust	8.3
te 1	Site	2	Site 3		Site 4			Trust				
buthend Hospital	(66) Bas	ildon University Hospi		ex Cardiothoracic Score not shown as - ents)	Sroomfield H	lospital (56)	 	Bedfordshire Hospitals NHS Foundation Trust	8.6		Mid and South Essex NHS Foundation Trust	8.3
71 Adult Inc	atient Survey 202	0 RAJ Mid and S	outh Essex NH	S Foundation True	t.							

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

Results for your trust

		-					897			
Much wor than expect		Vorse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your tru	ist sco	ore com	pared with	all other tr	usts:					
This bend	This benchmarking compares the question score for your trust against all other trusts.									
Your	6.9									
Trust	0.0									
Breakd	own of	f scores	for sites w	ithin your/	trust:					
		-	you to comp	are the result	s for sites wit	thin your true	st with all			
other site	s acros	s trusts.								
Site #1	Site #1 6.6									
-	0.0									
Site #2	6.7									
-	•									
Site #3	5.8									
-										
Site #4	7.5									
Site 1		Site	2	Site 3		Site 4				
Southend Hos	outhend Hospital (167) Basildon University Hospital The Essex Cardiothoracic Broomfield Hospital (154) (124) Centre (30)									

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	7.9	East and North Hertfordshire NHS Trust	6.8
Cambridge University Hospitals NHS Foundation Trust	7.4	West Hertfordshire Hospitals NHS Trust	6.8
West Suffolk NHS Foundation Trust	7.3	Mid and South Essex NHS Foundation Trust	6.9
James Paget University Hospitals NHS Foundation Trust	7.3	Norfolk and Norwich University Hospitals NHS Foundation Trust	6.9
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.3	East Suffolk and North Essex NHS Foundation 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 we		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	than expected expected than expected the same than expected expected than expected									
Your tr	ust	score com	pared with	all other t	rusts:					
This ber	This benchmarking compares the question score for your trust against all other trusts.									
Your	6.8									
Trust	0.0									
Breako	lowr	n of scores	for sites w	vithin your	trust:					
This ben	chma	arking allows	you to comp	are the resul	ts for sites wit	hin your trus	t with all			
other site	es ac	ross trusts.								
Site #1	7.0									
Site #1	7.0									
Site #2										
	6.8									
Site #3										
Site #4	6.9									
	0.0									
Site 1		Site	2	Site 3		Site 4				
Southend Hospital (149) Basildon University Hospital (110) The Essex Cardiothoracic Centre (Score not shown as <30 respondents) Broomfield Hospital (140)										
		_								

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	8.1	The Princess Alexandra Hospital NHS Trust	6.8
Cambridge University Hospitals NHS Foundation Trust	7.9	West Hertfordshire Hospitals NHS Trust	6.8
North West Anglia NHS Foundation Trust	7.5	Mid and South Essex NHS Foundation Trust	6.8
West Suffolk NHS Foundation Trust	7.3	East and North Hertfordshire NHS Trust	6.9
Milton Keynes University Hospital NHS Foundation Trust	7.2	East Suffolk and North Essex NHS Foundation Trust	6.9

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

Results for your trust

Much wor than expect		Worse thar expected	n 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 ben	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	4.6									
Breakd	own	of scor	es for sites v	vithin you	r trust:					
This bence other site		0	ws you to comp 3.	are the resu	ults for sites wit	hin your trus	t with all			
Site #1	Site #1 4.5									
Site #2	4.8									
Site #3										
Site #4	4.3									
Site 1		:	Site 2	Site 3		Site 4				
Southend Hospital (115) Basildon University Hospital (96) The Essex Cardiothoracic Centre (Score not shown as <30 respondents) Broomfield Hospital (101)										
74 Adult										

Top five trusts		Bottom five trusts				
Royal Papworth Hospital NHS Foundation Trust	5.4	The Princess Alexandra Hospital NHS Trust	4.5			
Cambridge University Hospitals		East Suffolk and				
NHS Foundation Trust	5.2	North Essex NHS Foundation Trust	4.5			
West Suffolk NHS	5.1	West Hertfordshire	4.6			
Foundation Trust	5.1	Hospitals NHS Trust				
Milton Keynes University Hospital NHS Foundation	4.8	Mid and South Essex NHS Foundation Trust	4.6			
Trust						
East and North Hertfordshire NHS Trust	4.8	James Paget University Hospitals NHS Foundation Trust	4.6			

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

Results for your trust

	-									
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your trust s	score com	pared with	all other tr	usts:						
This benchma	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust 6.5										
Breakdown			-							
This benchma other sites acr	-	you to comp	are the result	s for sites wi	thin your trus	t with all				
				_						
Site #1 6.3										
-										
Site #2 6.2										
Site #3										
Site #4 6.7										
Site 1	Site	2	Site 3		Site 4					
Southend Hospital (148) Basildon University Hospital (110) The Essex Cardiothoracic Centre (Score not shown as <30 respondents) Broomfield Hospital (135)										

Top five trusts		Bottom five trusts	S	
Royal Papworth Hospital NHS Foundation Trust	7.5	West Hertfordshire Hospitals NHS Trust	6.0	
West Suffolk NHS Foundation Trust	7.1	Milton Keynes University Hospital NHS Foundation Trust	6.3	
Cambridge University Hospitals NHS Foundation Trust	7.0	East Suffolk and North Essex NHS Foundation Trust	6.4	
Norfolk and Norwich University Hospitals NHS Foundation Trust	6.8	The Princess Alexandra Hospital NHS Trust	6.4	
North West Anglia NHS Foundation Trust	6.8	Mid and South Essex 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	our trust score compared with all other trusts:									
This ben	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	7.3									
Brookd		of cooro	e for citor y	vithin your	truct					
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	7.1									
Site #3										
Site #4	7.6									
Site 1		Sit	e 2	Site 3		Site 4				
Southend Hos	Site 1 Site 2 Site 3 Site 4 buthend Hospital (153) Basildon University Hospital (113) The Essex Cardiothoracic Centre (Score not shown as <30 respondents)									

Top five trusts		Bottom five trusts	6	
Royal Papworth Hospital NHS Foundation Trust	9.1	East Suffolk and North Essex NHS Foundation Trust	6.9	
Cambridge University Hospitals NHS Foundation Trust	8.6	The Princess Alexandra Hospital NHS Trust	7.1	
West Suffolk NHS Foundation Trust	7.9	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.1	
North West Anglia NHS Foundation Trust	7.6	Norfolk and Norwich University Hospitals NHS Foundation Trust	7.3	
James Paget University Hospitals NHS Foundation Trust	7.6	Milton Keynes University Hospital NHS Foundation Trust	7.3	

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

Results for your trust

Much we than expe		Worse than expected	Somewhat worse than expected	Abo the s		Somewhat better than expected	Better than expected	Much better than expected		
Your tr	Your trust score compared with all other trusts:									
	This benchmarking compares the question score for your trust against all other trusts.									
Your	0 2									
Trust	8.3									
Breakd	lowr	of score	s for sites w	vithin	your	trust:				
		-	s you to comp	are the	result	ts for sites wi	thin your tr	ust with all		
other site	es ac	ross trusts.								
Site #1	8.8									
-										
Site #2	8.0									
Site #3										
-										
Site #4	8.4									
Site 1		Sit	e 2		Site 3		Site 4			
Southend Ho	Southend Hospital (95) Basildon University Hospital (73) The Essex Cardiothoracic Centre (Score not shown as <30 respondents) Broomfield Hospital (79)									

Top five trusts		Bottom five trusts	5	
Cambridge University Hospitals NHS Foundation Trust	8.6	West Hertfordshire Hospitals NHS Trust	7.5	
Royal Papworth Hospital NHS Foundation Trust	8.6	James Paget University Hospitals NHS Foundation Trust	7.9	
North West Anglia NHS Foundation Trust	8.5	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.9	
Milton Keynes University Hospital NHS Foundation Trust	8.4	East Suffolk and North Essex NHS Foundation Trust	7.9	
West Suffolk NHS Foundation Trust	8.4	Norfolk and Norwich University Hospitals NHS Foundation Trust	8.1	

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

Results for your trust

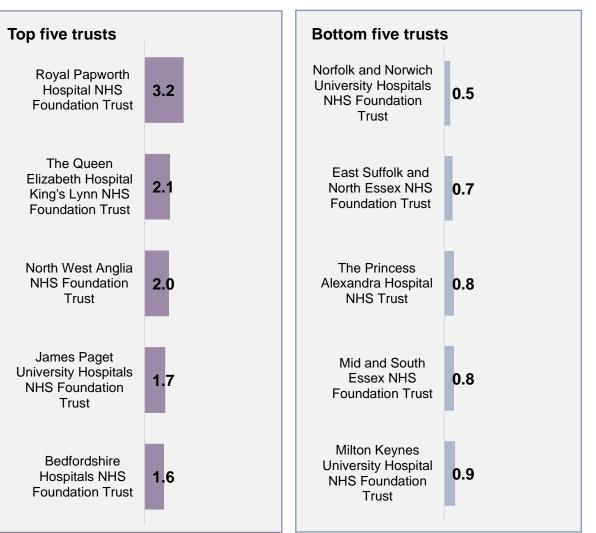
Much wo than exped			About the same	Somewhat better than expected	Better than expected	Much better than expected	Top five tr
This ben		ompared with			jainst all othe	er trusts.	Cambri University H NHS Four Trus
Your Trust	6.4						
This bend		ores for sites v ows you to comp ts.	-		hin your trus	t with all	Royal Pa Hospita Foundati
Site #1	6.9						
Site #2	6.8						West Suff Foundation
Site #3							
Site #4	6.8						Bedfor Hospita Foundati
Site 1		Site 2	Site 3		Site 4		
Southend Hos	spital (103)	Basildon University Hos		sex Cardiothoracic (Score not shown as lents)	Broomfield H	Hospital (70)	Milton K University NHS Four Trus
70 A al ult				IC Coundation True	-1		

Top five trusts		Bottom five trusts	5
Cambridge University Hospitals NHS Foundation Trust	7.2	East Suffolk and North Essex NHS Foundation Trust	6.0
Royal Papworth Hospital NHS Foundation Trust	6.9	West Hertfordshire Hospitals NHS Trust	6.2
West Suffolk NHS Foundation Trust	6.9	East and North Hertfordshire NHS Trust	6.2
Bedfordshire Hospitals NHS Foundation Trust	6.6	North West Anglia NHS Foundation Trust	6.3
Milton Keynes University Hospital NHS Foundation Trust	6.4	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	6.3

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your trust	Your trust score compared with all other trusts:						
This benchmarking compares the question score for your trust against all other trusts.							
Your Trust 0.8							
Breakdow	n of scor	es for sites v	vithin your	trust:			
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.							
Site #1 0.0	6						
Site #2 1.	3						
Site #3							
Site #4 1.2	2						
Site 1	5	Site 2	Site 3		Site 4		
Southend Hospital	. ,	3asildon University Hos 104)		ex Cardiothoracic Score not shown as ents)		łospital (133)	



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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust	score com	pared with	all other tr	usts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all oth	er trusts.
Your Trust 9.1						
	of scores	for sites w	vithin your	truet:		
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 9.0						
Site #2 9.0						
Site #3 7.8						
Site #4 9.4						
Site 1	Site	2	Site 3		Site 4	
Southend Hospital (167) Basi (123	ldon University Hos)	pital The Esse Centre (3	ex Cardiothoracic 31)	Broomfield I	Hospital (153)

Top five trusts		Bottom five trusts		
Royal Papworth Hospital NHS Foundation Trust	9.7	West Hertfordshire Hospitals NHS Trust	9.0	
Cambridge University Hospitals NHS Foundation Trust	9.5	Milton Keynes University Hospital NHS Foundation Trust	9.0	
West Suffolk NHS Foundation Trust	9.5	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	9.0	
James Paget University Hospitals NHS Foundation Trust	9.3	The Princess Alexandra Hospital NHS Trust	9.0	
North West Anglia NHS Foundation Trust	9.3	Bedfordshire Hospitals NHS Foundation Trust	9.1	

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

Results for your trust

		About the same	Somewhat better than expected	Better than expected	Much better than expected	
st score o	ompared with	all other tr	usts:			
hmarking co	ompares the ques	stion score for	r your trust aç	gainst all othe	er trusts.	
Your Frust 8.2						
wn of sca	ores for sites w	vithin your	trust:			
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.						
Site #1 8.1						
Site #2 7.8						
Site #3 6.4						
Site #4 8.7						
	Site 2	Site 3		Site 4		
ital (165)	Basildon University Hos (122)			Broomfield H	Hospital (151)	
	expected st score of hmarking co 3.2 own of sco hmarking all s across trus 8.1 7.8 6.4	expected than expected st score compared with hmarking compares the quest 3.2 own of scores for sites v hmarking allows you to comp s across trusts. 8.1 7.8 6.4 8.7 Site 2 potal (165)	ed expected than expected the same st score compared with all other the hmarking compares the question score for sites within your hmarking allows you to compare the result sacross trusts. 8.1 7.8 Site 2 Site 3 Site 3 pital (165)	ed expected than expected the same than expected st score compared with all other trusts: hmarking compares the question score for your trust age 3.2	ed expected than expected the same than expected expected st score compared with all other trusts: hmarking compares the question score for your trust against all other 3.2 own of scores for sites within your trust: hmarking allows you to compare the results for sites within your trust across trusts. 8.1 7.8 6.4 Site 2 Site 3 Site 4 Basildon University Hospital	

Comparison with other trusts within your region

-				-	
Top five trusts			Bottom five trusts		
Royal Papworth Hospital NHS Foundation Trust	9.2		West Hertfordshire Hospitals NHS Trust	7.8	
West Suffolk NHS Foundation Trust	8.7		Bedfordshire Hospitals NHS Foundation Trust	8.0	
Cambridge University Hospitals NHS Foundation Trust	8.6		The Princess Alexandra Hospital NHS Trust	8.1	
James Paget University Hospitals NHS Foundation Trust	8.6		East Suffolk and North Essex NHS Foundation Trust	8.1	
North West Anglia NHS Foundation Trust	8.4		Mid and South Essex NHS Foundation Trust	8.2	

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For further information

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



Appendix



Comparison to other trusts

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

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

Comparison to other trusts

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

Somewhat worse than expected	Somewhat better than expected	
• Q7. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?	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.	



Care Quality Commission

Results for Mid and South Essex NHS Foundation Trust

Where patient experience is best

- After the operation or procedure: patients being given an explanation from staff of how their operation or procedure went
- Dietary requirements: patients being offered food that met any dietary requirements they had
- Taking medication: patients being able to take medication they brought to hospital when needed
- ✓ Quality of food: patients describing the hospital food as good
- Help with eating: patients being given enough help from staff to eat meals, if needed

Where patient experience could improve

- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- Noise from other patients: patients not being bothered by noise at night from other patients
- Feedback on care: patients being asked to give their views on the quality of their care
- Contact: patients being given information about who to contact if they were worried about their condition or treatment after leaving hospital

These topics are calculated by comparing your trust's results to the average of all trusts. "Where patient experience is best": These are the five results for your trust that are highest compared with the average of all trusts. "Where patient experience could improve": These are the five results for your trust that are lowest compared with the average of all trusts.

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at Mid and South Essex NHS Foundation Trust who had attended in late 2020. Responses were received from 482 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

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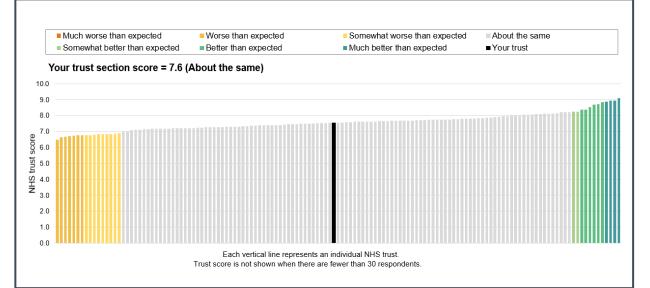
How to interpret benchmarking in this report

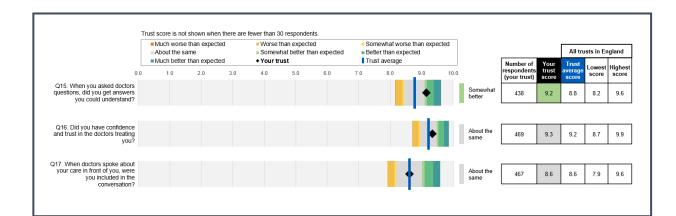
Trust level benchmarking

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

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

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





How to interpret benchmarking in this report (continued)

Trust level benchmarking

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

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

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

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

Site level benchmarking

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

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

An example of scoring

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

Calculating an individual respondent's score

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

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

Calculating the trust score for each question

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

Calculating the section score

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