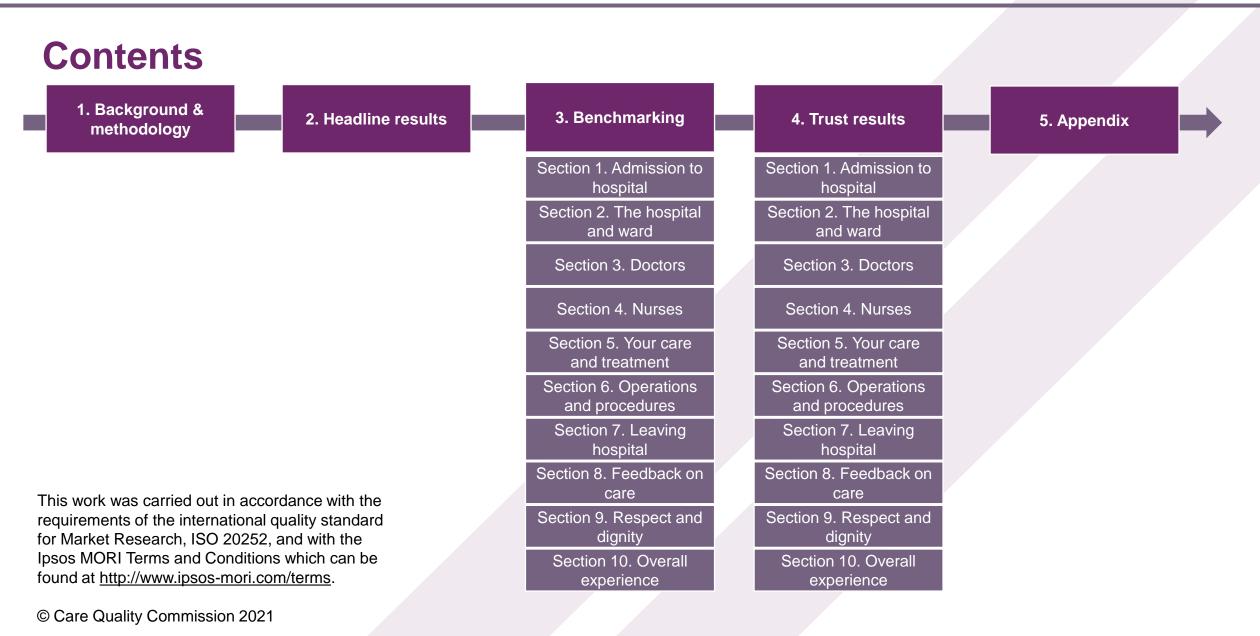
# NHS Adult Inpatient Survey 2020 Benchmark Report

Norfolk and Norwich University Hospitals NHS Foundation Trust





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# **Background and methodology**

#### This section includes:

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



### **Background and methodology**

#### The NHS Patient Survey Programme

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

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

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

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

#### The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

#### **Trend data**

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

#### Further information about the survey

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

### Key terms used in this report

#### The 'expected range' technique

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

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

More information can be found in the Appendix.

#### **Standardisation**

Demographic characteristics, such as age and gender, can influence patients' experience of care and the way they report it. For example, research shows that men tend to report more positive experiences than women, and older people more so than younger people. Since trusts have differing profiles of patients, this could make fair trust comparisons difficult. To account for this, we 'standardise' the results, which means we apply a weight to individual patient responses to account for differences in demographic profile between trusts.

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

#### Scoring

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

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

#### Trust average

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

#### Suppressed data

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

# Further information about the methods

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

### Using the survey results

#### Navigating this report

This report is split into five sections:

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

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

# How to interpret the graphs in this report

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

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

#### Other data sources

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

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

# **Headline results**

#### This section includes:

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



### Who took part in the survey?

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

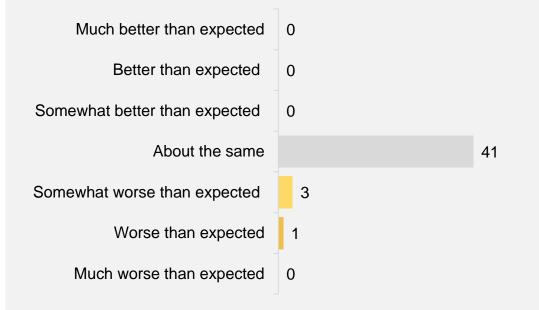
1,250 invited to take part	Ethnicity	Religion
<ul> <li>591 completed</li> <li>76% urgent/emergency admission</li> <li>24% planned admission</li> <li>50% response rate</li> <li>46% average response rate for all trusts</li> <li>60% response rate for your trust last year</li> </ul>	White97%Mixed1%Asian or Asian British1%Black or Black British0%Arab or other ethnic group0%Not known2%	No religion23%Buddhist1%Christian73%Hindu<0.5%Jewish1%Muslim0%Sikh<0.5%Other2%Prefer not to say2%
<b>Example 1 Long-term conditions</b> <b>Long-term conditions</b> of participants said they have <b>physical or mental health</b> <b>conditions, disabilities or</b> <b>illnesses</b> that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").	Sex         At birth were you registered as         Female       50%         Male       50%         Intersex       0%         <0.5% of participants said their gender is different from the sex they were registered with at birth.	Age 

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### 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 guestionnaire, and a different sampling month. More information on this is available in the survey development report.

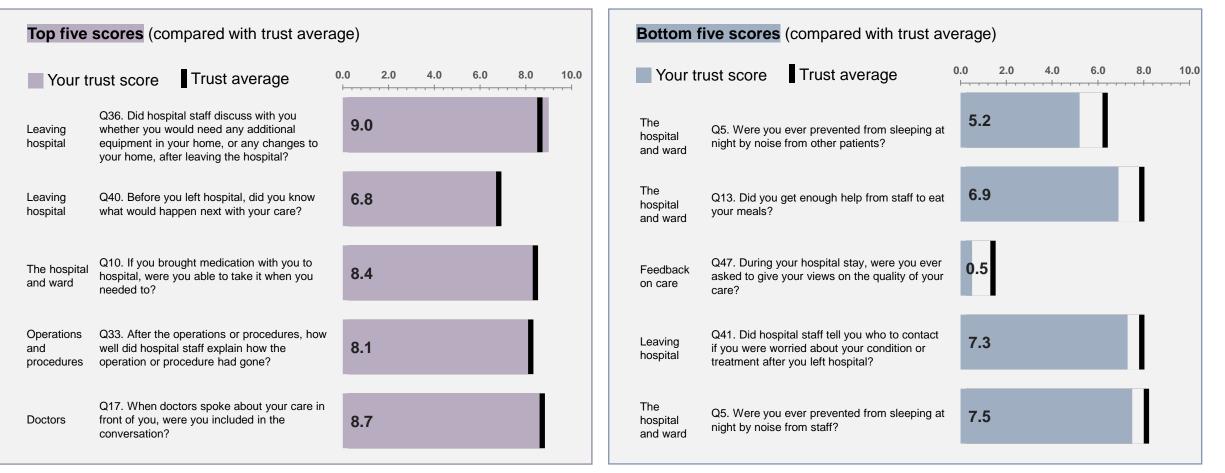
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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

### Best and worst performance relative to the trust average

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

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



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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



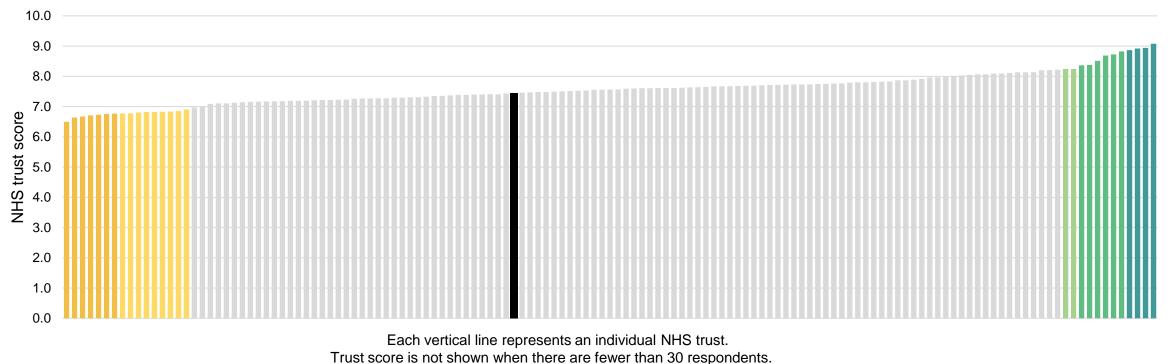
## **Section 1. Admission to hospital**

#### **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 = 7.5 (About the same)



Trust score is not shown when there are rewer than 50 re

# Section 1. Admission to hospital (continued)

#### **Question scores**

	A	bout the s			Somew		ed nan expected	Bet	newhat wors ter than exp	•	ected				All tru	ists in Er	ngland
0.0		1.0	2.0	3.0	◆ Your tr 4.0	5.0	6.0	7.0	st average 8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?												About the same	143	7.6	7.7	5.8	9.1
Q3. How long do you feel you												1					
had to wait to get to a bed on a ward after you arrived at the hospital?								•				About the same	565	7.3	7.5	6.0	9.3

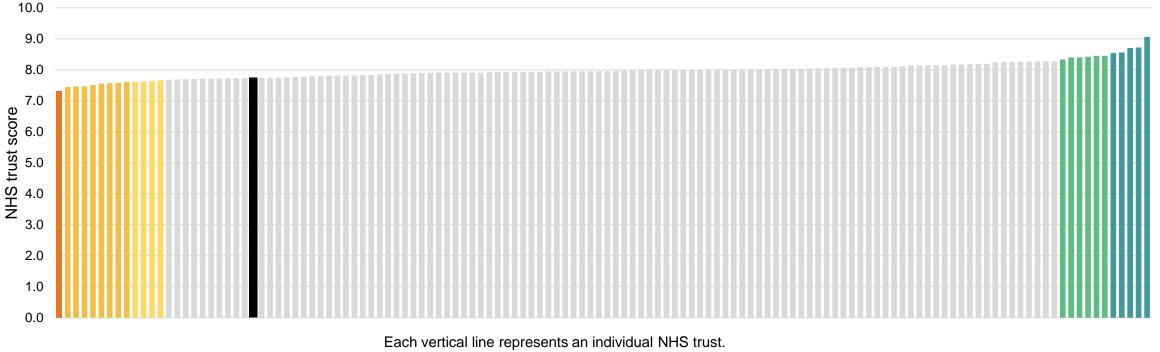
### **Section 2. The hospital and ward**

#### **Section score**

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

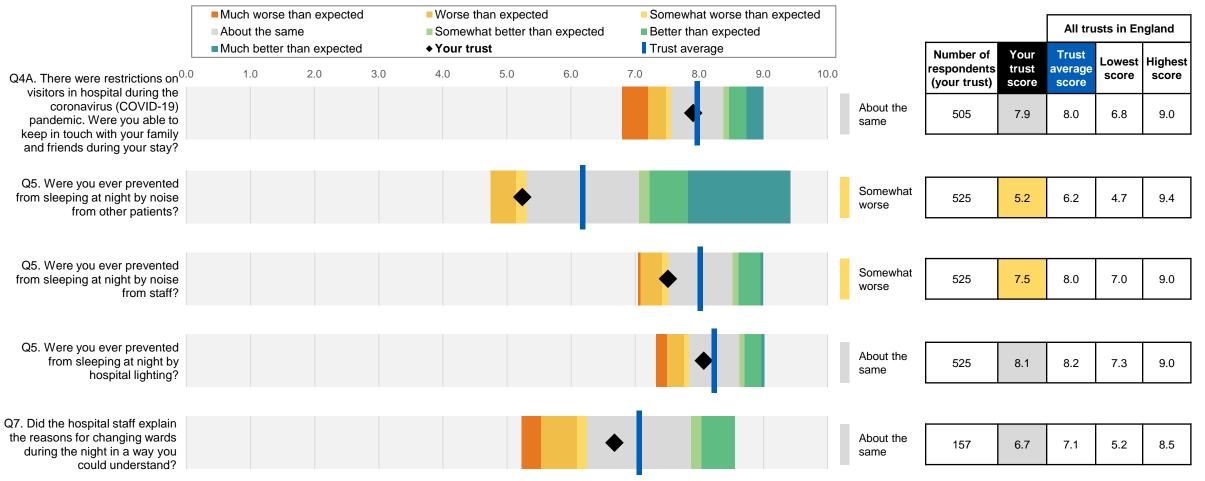


#### Your trust section score = 7.7 (About the same)



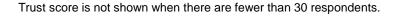
# Section 2. The hospital and ward (continued)

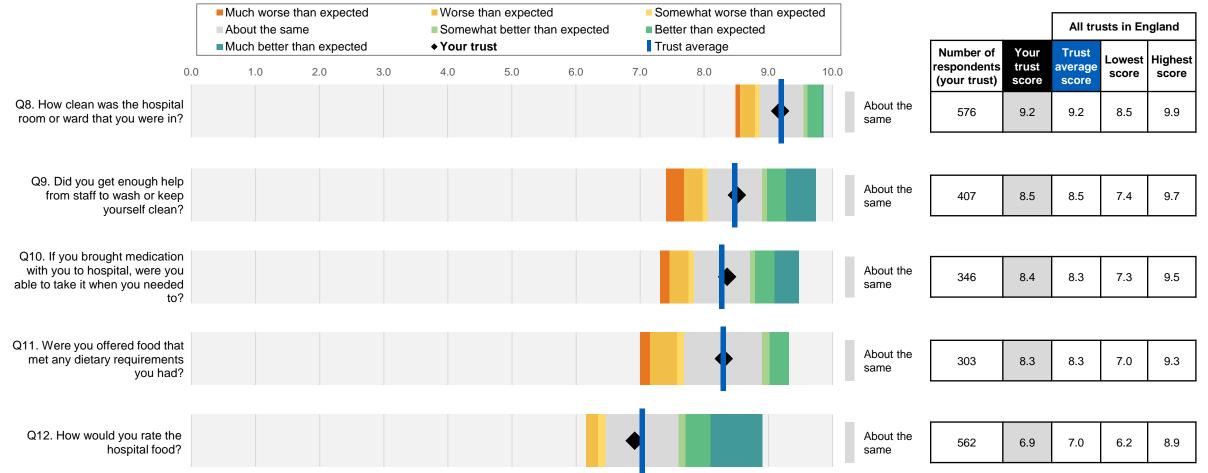
#### **Question scores**



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

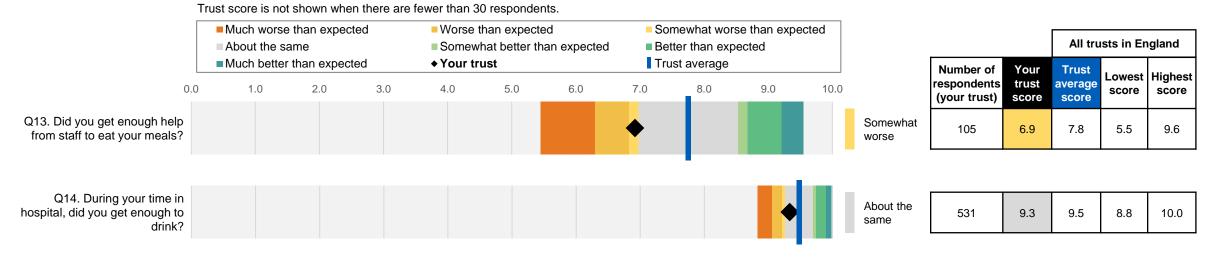
#### **Question scores**





# Section 2. The hospital and ward (continued)

#### **Question scores**



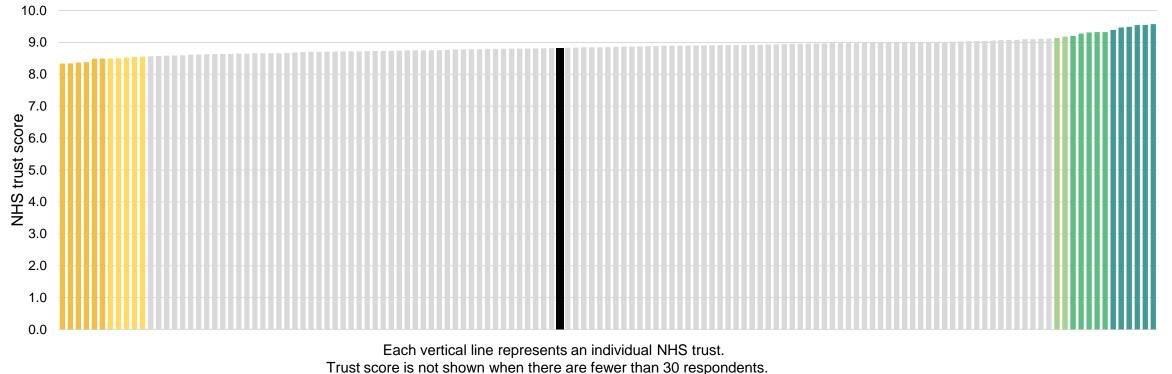
### **Section 3. Doctors**

#### **Section score**

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

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

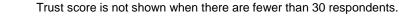
#### Your trust section score = 8.8 (About the same)

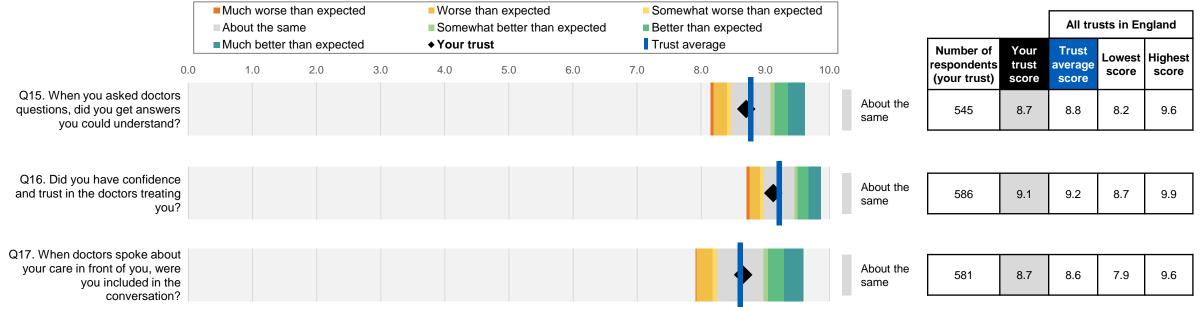


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# **Section 3. Doctors (continued)**

#### **Question scores**





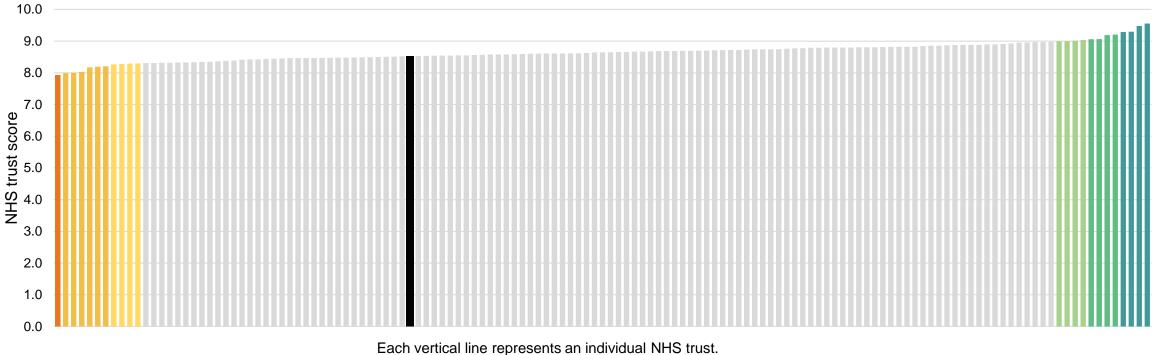
# **Section 4. Nurses**

#### 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 = 8.5 (About the same)



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

#### **Question scores**

	About the			<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> <li>Your trust</li> </ul>		<ul> <li>Somewhat worse than expected</li> <li>Better than expected</li> </ul>						All tru	sts in En	gland		
0.0	 Much bette	er than expec	3.0	♦ Your tr 4.0	5.0	6.0	7.0	t average 8.0	9.0 1	0.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?									•		About the same	558	8.9	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?									•		About the same	584	9.1	9.1	8.6	9.7
Q20. When nurses spoke about your care in front of you, were you included in the conversation?									•		About the same	581	8.7	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?							•				About the same	586	7.4	7.9	6.4	9.3

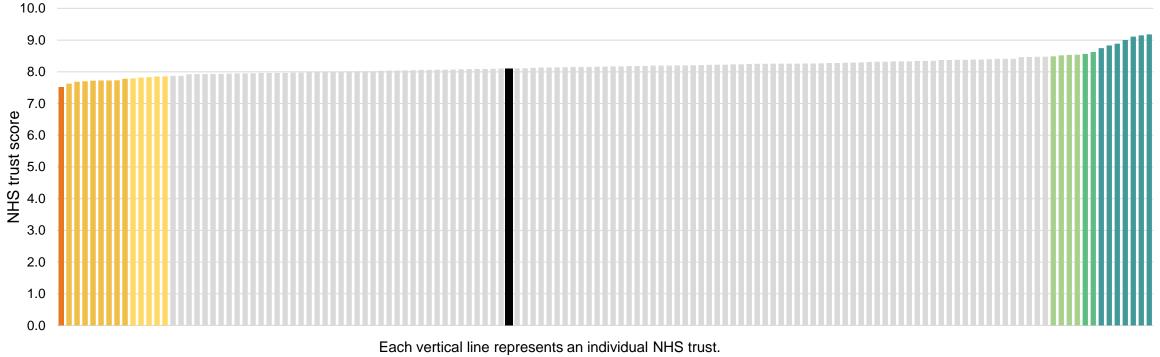
### **Section 5. Your care and treatment**

#### **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.

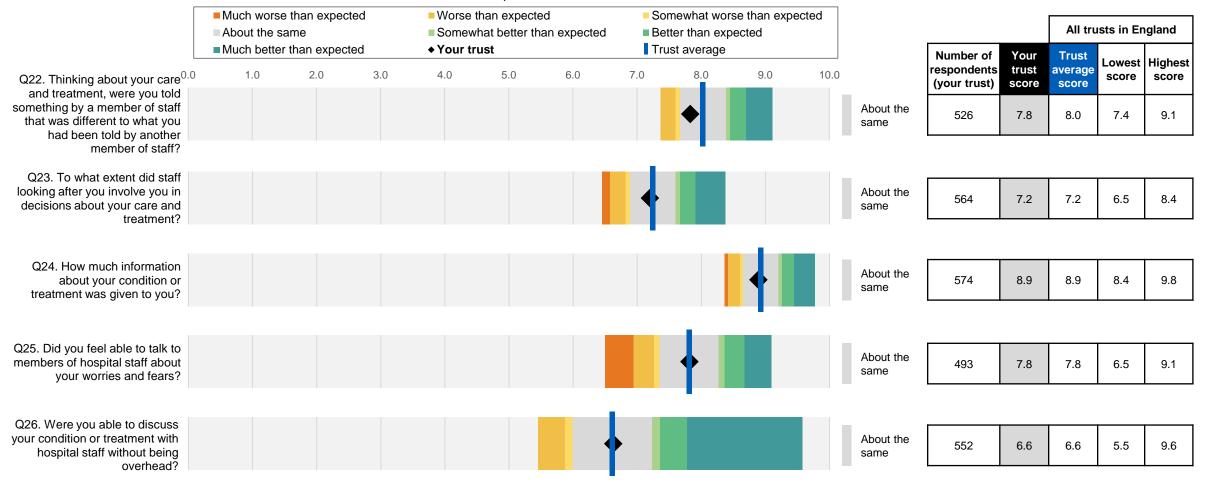
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

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



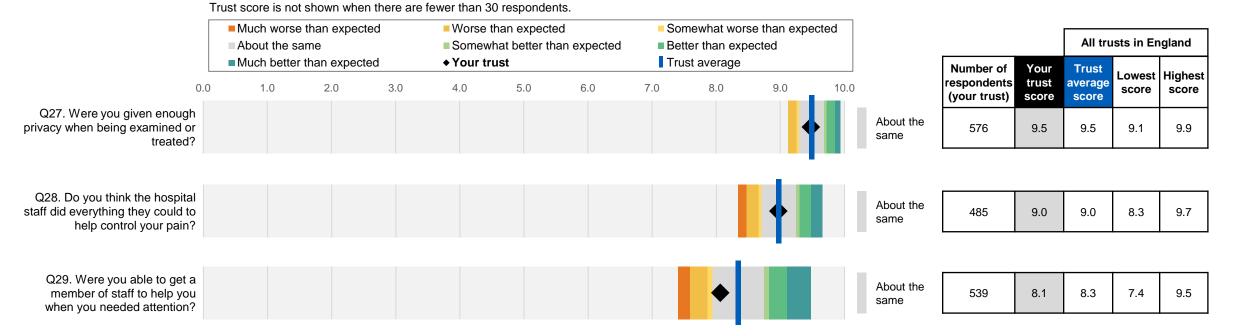
## Section 5. Your care and treatment (continued)

#### **Question scores**



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

#### **Question scores**



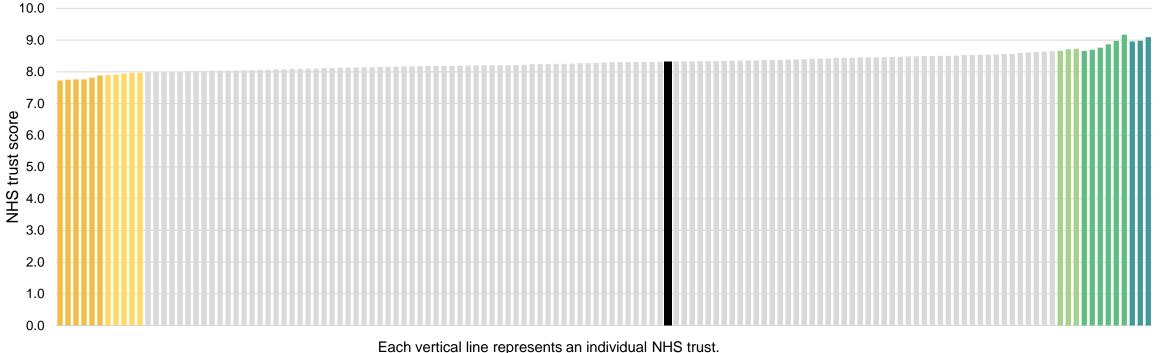
### **Section 6. Operations and procedures**

#### **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.

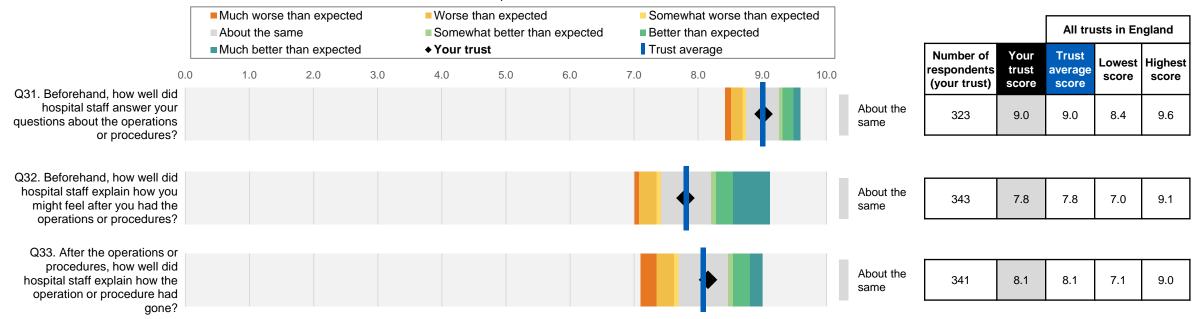
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

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



# Section 6. Operations and procedures (continued)

#### **Question scores**



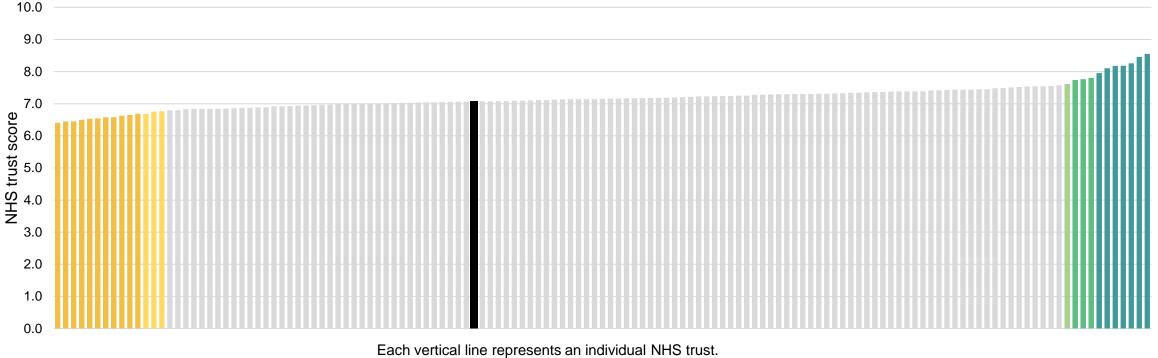
## **Section 7. Leaving hospital**

#### **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.



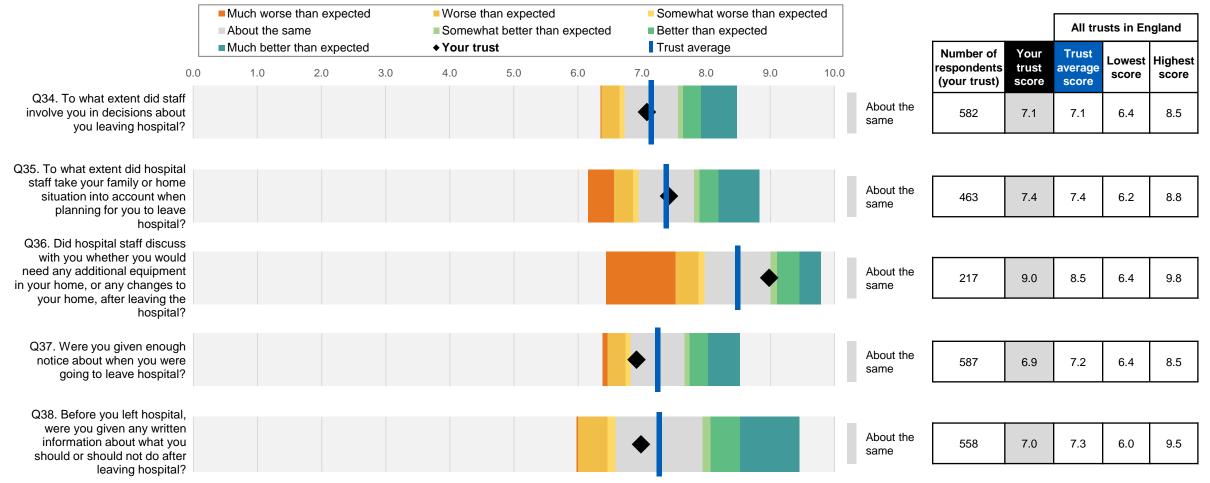
#### Your trust section score = 7.1 (About the same)



# Section 7. Leaving hospital (continued)

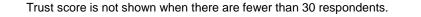
#### **Question scores**

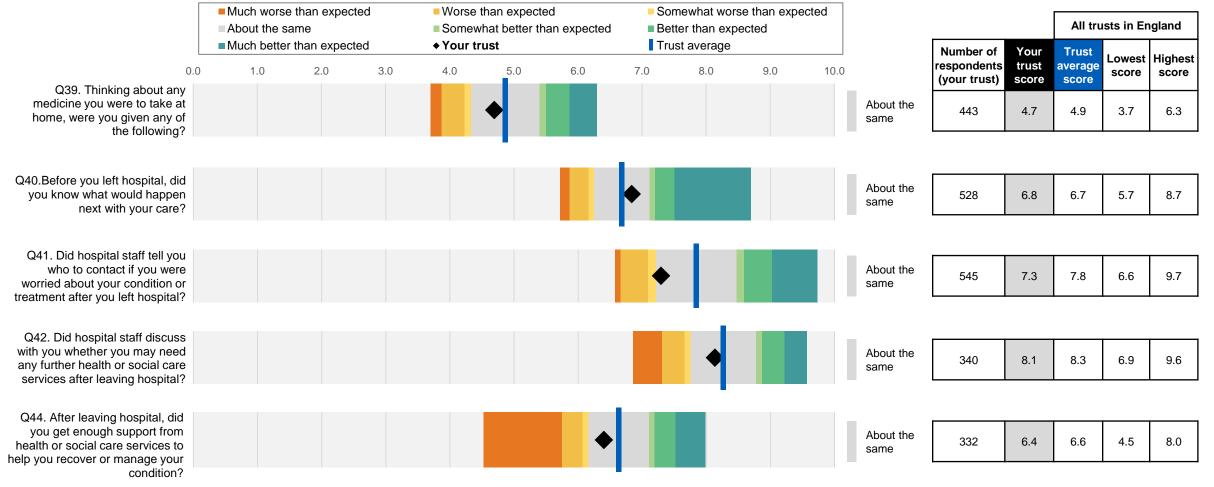




# Section 7. Leaving hospital (continued)

#### **Question scores**





# Section 8. Feedback on the quality of your care

#### **Section score**

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

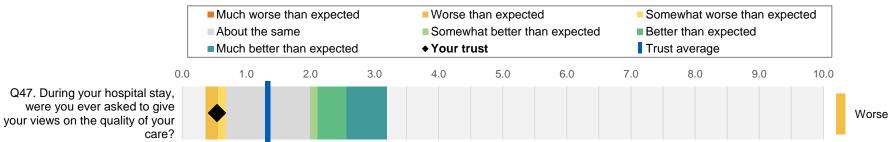
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

#### Your trust section score = 0.5 (Worse)

10.0	
9.0	
8.0	
7.0	
0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
5.0 ST	
다 아 4.0	
Ż 3.0	
2.0	
1.0	
0.0	Each vertical line represents an individual NHS trust

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

#### **Question score**



		All tru	sts in Er	gland
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
521	0.5	1.3	0.4	3.2

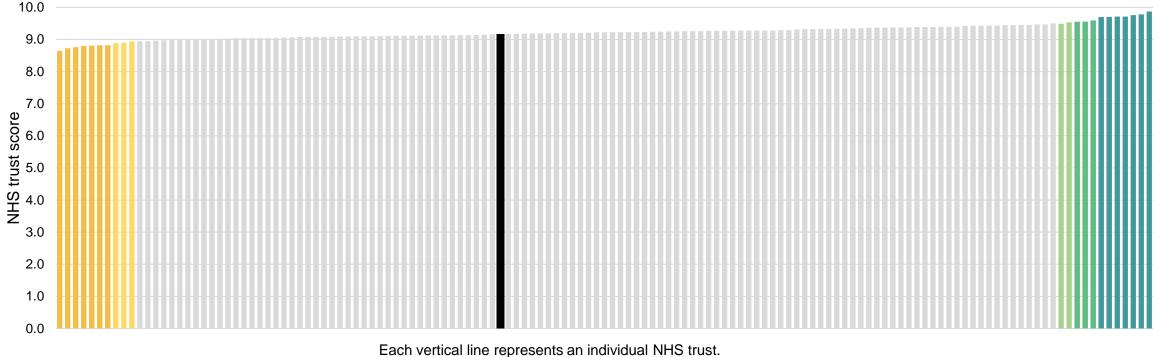
## **Section 9. Respect and dignity**

#### **Section score**

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

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

#### Your trust section score = 9.2 (About the same)



# Section 9. Respect and dignity (continued)

#### **Question score**

	<ul> <li>Much worse than expected</li> <li>About the same</li> </ul>			<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> </ul>		<ul><li>Somewhat worse than expected</li><li>Better than expected</li></ul>							All trusts in England				
0.0		h better tha	n expecte	d 3.0	♦ Your tre 4.0	5.0	6.0	7.0	8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?										•		About the same	578	9.2	9.2	8.6	9.9

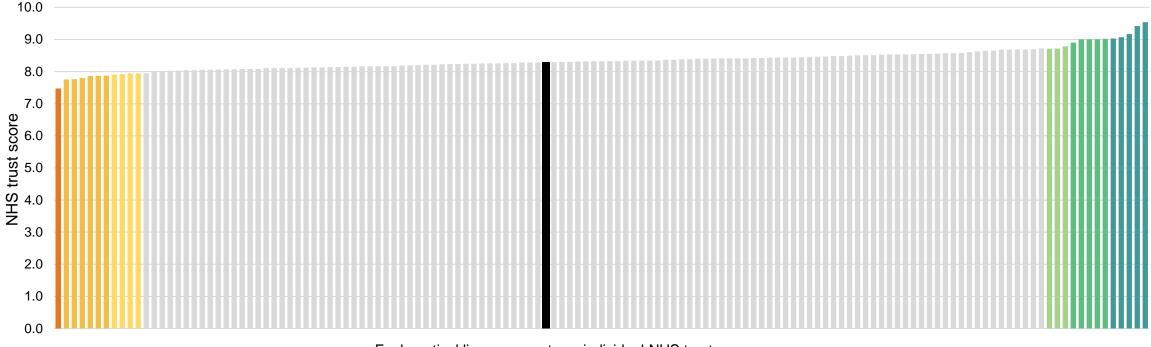
### **Section 10. Overall experience**

#### **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.

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)



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

All trusts in England

score

7.5

Lowest Highest

score

9.5

Trust

average

score

8.4

# Section 10. Overall experience (continued)

#### **Question score**

	<ul> <li>Much worse than expected</li> <li>About the same</li> </ul>			<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> </ul>			<ul> <li>Somewhat worse than expected</li> <li>Better than expected</li> </ul>							
0.0 Q46. Overall, how was your experience while you were in the hospital?		tter than expected 2.0	3.0	<ul> <li>◆ Your trust</li> <li>4.0 5.0</li> </ul>		6.0	Trust average7.08.0		9.0 10.0			Number of respondents (your trust)		
								•			About the same	581	8.3	

# **Trust results**

#### This section includes:

- an overview of results for your trust for each question, including:
  - $\circ$  the score for your trust
  - $\circ$  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**

<b>Your trust score compared with all other trusts:</b> This benchmarking compares the question score for your trust against all other trusts.											
than expected       expected       than expected       than expected       expected       than expected         Cour trust score compared with all other trusts:         his benchmarking compares the question score for your trust against all other trusts.         Your Trust       7.6         Steakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         iite #1       7.6											
this benchmarking compares the question score for your trust against all other trusts.   Your   Trust   7.6   Breakdown of scores for sites within your trust: this benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1							Much better than expected				
this benchmarking compares the question score for your trust against all other trusts.   Your   Trust   7.6   Breakdown of scores for sites within your trust: this benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1											
Your Trust       7.6         Breakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         lite #1         7.6	-										
Trust       7.6         Breakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         hite #1         7.6	his benchmarking compares the question score for your trust against all other trusts.										
Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.           bite #1         7.6	Your Trust <b>7.6</b>										
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. hite #1 7.6											
ther sites across trusts. ite #1 7.6 te 1	reakdow	n of scores	for sites w	vithin your	trust:						
ite #1 <b>7.6</b>	nis benchma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all				
ie 1	her sites ac	ross trusts.									
te 1	1										
te 1											
te 1											
te 1											
te 1	ite #1 <b>7 6</b>										
	1.0	•									
orfolk and Norwich University Hospital (143)	te 1										
	orfolk and Norwich	n University Hospita	l (143)								

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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected					
our trust	score com	pared with	all other tr	rusts:							
This benchm	his benchmarking compares the question score for your trust against all other trusts.										
Your											
Trust 7.3											
Breakdow	n of scores	for sites w	vithin vour	trust:							
	arking allows		-		thin your true	t with all					
other sites ac	•	you to comp	are the result		unin your trus	t with an					
	1000 110000.										
Site #1 7.3	3										
Site 1											
Nortolk and Norwic	n University Hospita	1 (565)									

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**

7.9 down of scores for sites within your trust: nchmarking allows you to compare the results for sites within your trust with all tes across trusts. 7.9	Much wors than expected						
7.9 down of scores for sites within your trust: nchmarking allows you to compare the results for sites within your trust with all tes across trusts. 7.9	r tru:	st score com	pared with	all other t	rusts:		
<b>7.9</b>	s benc	hmarking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
<b>7.9</b>	our ust 7	<b>'</b> .9					
7.9			<b>6</b> 14				
7.9				-			t with all
7.9		-	you to comp	are the resul	is for sites wi	inin your trus	st with all
	]						
	#1 '	70					
Norwich University Hospital (505)	#1	1.9					
Norwich University Hospital (505)							
Norwich University Hospital (505)							
Norwich University Hospital (505)	1						
		nuich University Heesite	1 (605)				
	ik anu inoi	Invien University HOSPITA	ii (303)				

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
·	ļ			·	enpected	
our trust	score com	pared with	all other tr	usts:		
This benchn	narking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust 5.2						
Breakdow	n of scores	for sites w	vithin your	trust:		
	narking allows		-		hin your true	t with all
	cross trusts.	you to comp	are the result		inin your trus	
	CIUSS IIUSIS.					
Site #1 5.	2					
Site #1 <b>5.</b>	2					
Site #1 <b>5.</b>	2					
Site #1 5.	2					
Site #1 <b>5.</b>	2					
	2					
Site 1						
site 1	<b>2</b> ch University Hospita	I (525)				
ite 1		I (525)				
ite 1		I (525)				

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			
than expected	expected	than expected	ule saille	than expected	expected	than expected			
our trust	score com	pared with	all other to	rusts:					
his benchmarking compares the question score for your trust against all other trusts.									
Your									
Frust <b>7.5</b>									
rookdowy	of coores	for sites y	lithin your	truct					
		for sites w	-						
		you to comp	are the resul	ts for sites wit	thin your trus	t with all			
her sites ac	ross trusts.								
Г									
to #1 <b>7</b> E									
ite #1 <b>7.5</b>									
ite #1 7.5									
te #1 7.5									
ite #1 <b>7.5</b>									
ite #1 7.5									
ite #1 7.5									
ite #1 <b>7.5</b>									
le 1	n University Hospital	I (525)							
e 1		I (525)							
e 1		I (525)							
e 1		I (525)							

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	our trust score compared with all other trusts:										
This benchm	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust <b>8.1</b>	04										
Breakdow	n of scores	for sites w	vithin your	trust:							
This benchm			-		thin your trus	t with all					
other sites ad	-	,			<b>,</b>						
Site #1 8.1											
Site 1											
Norfolk and Norwick	n University Hospita	l (525)									
	- enversity riospita	(020)									

Top five trusts		Bottom five trusts	6
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 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 fr	Your trust score compared with all other trusts:										
			-								
I nis ben	cnma	arking compa	ares the ques	tion score for	r your trust ag	jainst all othe	er trusts.				
Your Trust	6.7										
Breakd	owr	n of scores	for sites w	vithin your	trust:						
		-	you to comp	are the result	ts for sites wit	thin your trus	t with all				
other site	es ac	ross trusts.									
]											
Site #1	6.7										
	• • •										
Site 1											
Norfolk and N	lorwich	University Hospita	I (157)								

Top five trusts		Bottom five true	sts
James Paget University Hospitals NHS Foundation Trust	7.9	West Hertfordshire Hospitals NHS Trus	61
West Suffolk NHS Foundation Trust	7.5	Mid and South Essex NHS Foundation Trus	6.1
Milton Keynes University Hospital NHS Foundation Trust	7.3	Bedfordshire Hospitals NHS Foundation Trus	
Cambridge University Hospitals NHS Foundation Trust	7.3	The Princess Alexandra Hospita NHS Trust	al <b>6.3</b>
East and North Hertfordshire NHS Trust	7.2	East Suffolk and North Essex NH Foundation Trus	S <b>6.6</b>

### 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 compared with all other trusts:									
his benchma	arking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.			
Your									
Trust <b>9.2</b>									
Breakdowr	of scores	for sites w	vithin your	trust:					
			-		hin your true	t with all			
her sites ac	-	you to comp	are the resul	ts for sites wit	unit your trus	i willi all			
	เบออ แนอเอ.								
ite #1 9.2									
J.Z									
te 1									
orfolk and Norwich	University Hospita	l (576)							

		-	
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 wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·		·					
			pared with				
This ben	chm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	8.5						
Trust	0.5						
3reakd	owr	n of scores	for sites w	vithin your	trust:		
				-	ts for sites wit	hin vour trus	t with all
		ross trusts.	you to comp			init your true	
٦							
Site #1	8.5						
nie #1	0.0						
ite 1							
	lorwich	University Hospita	I (407)				
	lorwich	University Hospita	I (407)				
	lorwich	University Hospita	l (407)				

		_			
Top five trusts			Bottom five trusts	5	
Royal Papworth Hospital NHS Foundation Trust	9.0		Bedfordshire Hospitals NHS Foundation Trust	8.0	
			Milton Keynes		
West Suffolk NHS Foundation Trust	8.8		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			
our trust score compared with all other trusts:									
		-			gainst all othe	r trusts.			
Your Trust <b>8.4</b>									
Trust <b>8.4</b>									
Breakdowi	n of scores	for sites w	vithin your	trust:					
This benchm	arking allows	you to comp	are the result	ts for sites wit	thin your trust	with all			
other sites ac	ross trusts.				-				
Site #1 8.4	ŀ								
Site 1		(0.40)							
Norfolk and Inorwich	n University Hospital	I (346)							

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 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 benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.				
Your Trust <b>8.3</b>										
reakdowr	n of scores	for sites w	vithin your	trust:						
nis benchma	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all				
her sites ac	-									
ite #1 8.3	}									
te 1										
orfolk and Norwich	University Hospita	(303)								
		(000)								

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 wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tru	Your trust score compared with all other trusts:										
This ben	chm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.				
Your Trust	6.9										
Broakd	owr	of scores	for sites w	vithin your	truct.						
				-			t with all				
		arking allows ross trusts.	you to comp	are the result	IS IOF SITES WIT	min your trus	t with all				
	<i>is</i> ac	1033 (103(3).									
Site #1	6.9										
Site 1											
Norfolk and N	lorwich	University Hospital	l (562)								

Top five trusts		Bott	tom five trusts	6	
Royal Papworth Hospital NHS Foundation Trust	8.1	Uni	Ailton Keynes iversity Hospital HS Foundation Trust	6.2	
West Suffolk NHS Foundation Trust	7.8		The Princess xandra Hospital NHS Trust	6.2	
North West Anglia NHS Foundation Trust	7.6		st Hertfordshire bitals NHS Trust	6.5	
James Paget University Hospitals NHS Foundation Trust	7.5		Bedfordshire Hospitals NHS oundation Trust	6.6	
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.3	-	ast and North rtfordshire NHS Trust	6.7	

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	•			·		
Your trus	t score com	pared with	all other tr	usts:		
This bench	marking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	0					
Trust 6.	9					
Breakdov	vn of scores	for sites w	vithin vour	trust:		
	marking allows		-		hin vour trus	t with all
	across trusts.	you to compa			unin your trus	t with an
Site #1 6	.9					
	.9					
	.9					
	.9					
	.9					
	.9					
	.9					
Site 1	• <b>3</b> rich University Hospita	I (105)				
Site 1		l (105)				
Site 1		I (105)				

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	8.7	The Princess Alexandra Hospital NHS Trust	6.8
West Suffolk NHS Foundation Trust	8.5	Norfolk and Norwich University Hospitals NHS Foundation Trust	6.9
James Paget University Hospitals NHS Foundation Trust	8.5	Milton Keynes University Hospital NHS Foundation Trust	6.9
Mid and South Essex NHS Foundation Trust	7.8	West Hertfordshire Hospitals NHS Trust	7.3
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	7.7	East and North Hertfordshire 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
·			- 11 - 41 4		·	·
	score com	-				
his benchr	narking comp	ares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Your Trust <b>9.</b> 3	2					
Trust 9.	•					
Breakdow	n of scores	s for sites w	vithin your	trust:		
	narking allows		-		thin vour trus	t with all
	icross trusts.			is for sites with	unin your trus	
ר ספונים. ר						
ite #1 9.	3					
te 1						
orfolk and Norwi	ch University Hospita	l (531)				

Top five trusts		Bottom five trusts
Royal Papworth Hospital NHS Foundation Trust	9.9	Bedfordshire Hospitals NHS Foundation Trust
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 <b>9.3</b>
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

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

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

Much worse than expected       Worse than expected       Somewhat worse than expected       About the same       Somewhat better than expected       Better than expected       Much better than expected         Vour trust score compared with all other trusts:         Your Trust       8.7         Breakdown of scores for sites within your trust         Much better trust         Site #1         8.7         Site #1         Site #1								
than expected       expected       than expected       than expected       expected       than expected         Your Trust score compared with all other trusts:         This benchmarking compares the question score for your trust against all other trusts.         Your Trust       8.7         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.7         Site #1								
This benchmarking compares the question score for your trust against all other trusts.   Your   Trust   8.7   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #1 8.7								Much better than expected
This benchmarking compares the question score for your trust against all other trusts.   Your   Trust   8.7   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #1 8.7	Vaur fri			norod with				
Your Trust       8.7         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.7				•				
Trust       8.7         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.7         Site #1	This bend	chm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.7         Site 1		8.7						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.7         Site 1	Breakdo	owr	n of scores	for sites w	vithin your	trust:		
other sites across trusts.					-		thin vour trus	t with all
Site 1			-	you to comp				
Site 1	٦							
Site 1								
Site 1								
Site 1								
	Site #1	8.7	,					
Norfolk and Norwich University Hospital (545)	Site 1							
	Norfolk and No	orwich	University Hospita	l (545)				

		n n		
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

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

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

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			all ath an ti		•	•
	score com	-				
This benchn	narking compa	ares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Your Trust <b>9.1</b>						
Breakdow	n of scores	for sites w	vithin vour	trust:		
	narking allows		-		thin your true	t with all
other sites a	-	you to comp		is for sites wi	unin your trus	
Site #1 9.	1					
Site 1						
Norfolk and Norwig	ch University Hospita	l (586)				

-			
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
					·	
		pared with				
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 8.7						
Trust 8.7						
reakdow	n of scores	for sites w	vithin your	trust:		
			-	ts for sites wit	hin vour trus	t with all
	cross trusts.	, cu to comp		10 101 0100 WI	unit your true	
ite #1 8.7	•					
⊥ te 1						
	n University Hospita	1 (591)				
JHOIK AND INDIWICI		1 (301)				

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 com	nared with	all other tr	rusts:		
This benchm		-			ainst all othe	er trusts.
Your				,	,	
Trust 8.9						
Breakdowr	n of scores	for sites w	vithin your	trust:		
			-	ts for sites wit	hin vour trus	t with all
other sites ac		you to comp			ann your auo	
Site #1 8.9	)					
Site 1		(559)				
Norfolk and Norwich		(556)				

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.3	West Hertfordshire Hospitals NHS Trust	8.5
West Suffolk NHS Foundation Trust	9.1	Mid and South Essex NHS Foundation Trust	8.5
James Paget University Hospitals NHS Foundation Trust	9.0	The Princess Alexandra Hospital NHS Trust	8.6
East Suffolk and North Essex NHS Foundation Trust	8.9	Milton Keynes University Hospital NHS Foundation Trust	8.7
North West Anglia NHS Foundation Trust	8.9	East and North Hertfordshire NHS Trust	8.8

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

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

	-						
Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Va							
	st score com	-					
This bench	marking comp	ares the ques	stion score fo	r your trust ag	gainst all othe	er trusts.	
Your Trust 9	.1						
Breakdo	wn of score	s for sites v	vithin your	trust:			
	marking allows		-		thin vour trus	t with all	
	across trusts.	,					
Site #1	9.1						
Site 1							
Norfolk and Norwich University Hospital (584)							

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**

			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						
	our trust score compared with all other trusts:											
This benchm	This benchmarking compares the question score for your trust against all other trusts.											
Your Trust <b>8.7</b>												
Breakdow	n of scores	for sites w	vithin your	trust:								
This benchm	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all						
other sites a	cross trusts.											
Site #1 8.7	7											
Site 1												
Norfolk and Norwic	h University Hospita	l (581)										

Top five trusts		Bott	tom five trusts	5	
Royal Papworth Hospital NHS Foundation Trust	9.3		st Hertfordshire bitals NHS Trust	8.3	
Cambridge University Hospitals NHS Foundation Trust	9.0		The Princess xandra Hospital NHS Trust	8.3	
James Paget University Hospitals NHS Foundation Trust	9.0		Mid and South Essex NHS oundation Trust	8.5	
West Suffolk NHS Foundation Trust	8.9		Bedfordshire Hospitals NHS oundation Trust	8.6	
North West Anglia NHS Foundation Trust	8.8		East and North ertfordshire 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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
		norod with							
Your trust :		-							
This benchma	arking compa	ares the ques	tion score for	r your trust ag	jainst all othe	er trusts.			
Your <b>7.4</b>									
Trust 7.4									
Breakdowr	n of scores	for sites w	vithin your	trust:					
This benchma			-		hin vour trus	t with all			
other sites ac		) ea te eemp							
Г									
Site #1 7.4									
Site 1									
site 1 Norfolk and Norwich University Hospital (586)									
NOTION AND NOTWICH	Oniversity Hospita	(386)							

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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
<b>Your trust score compared with all other trusts:</b> This benchmarking compares the question score for your trust against all other trusts.										
Your Trust <b>7.8</b>	uning compe			, , , , , , , , , , , , , , , , , , ,	,					
nis benchma	<b>n of scores</b> arking allows		-		thin your trus	t with all				
her sites ac	cross trusts.									
Site #1 7.8	}									
i <b>te 1</b> Iorfolk and Norwich	n University Hospita	(526)								

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	

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

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

		-								
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your tr	ust	score com	nared with	all other ti	rusts:					
	Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts.									
Your					your nuor ag					
Trust	7.2									
Dreeka			for altea		1					
				vithin your						
		-	you to comp	are the result	ts for sites wit	hin your trus	t with all			
other site	es ac	ross trusts.								
Site #1	7.2									
		,								
Site 1	Site 1									
Norfolk and Norwich University Hospital (564)										

Top five trusts		Bottom five trust	S
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	6.9
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	6.9
North West Anglia NHS Foundation Trust	7.2	Bedfordshire Hospitals NHS Foundation Trust	6.9

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

#### **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 trust score compared with all other trusts:								
			-						
This ben	chm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.		
Your Trust	8.9								
Breakd	owr	n of scores	for sites w	vithin your	trust:				
				-	ts for sites wit	thin vour trus	t with all		
		ross trusts.	) ea te eemp						
٦									
Site #1	8.9	)							
Site 1									
Norfolk and Norwich University Hospital (574)									

		Bottom five trusts	5
9.4		The Princess Alexandra Hospital NHS Trust	8.6
9.2		Bedfordshire Hospitals NHS Foundation Trust	8.7
9.1		West Hertfordshire Hospitals NHS Trust	8.8
9.0		Mid and South Essex NHS Foundation Trust	8.8
8.9		Milton Keynes University Hospital NHS Foundation Trust	8.8
	9.2 9.1 9.0	9.2 9.1 9.0	9.4The Princess Alexandra Hospital NHS Trust9.2Bedfordshire Hospitals NHS Foundation Trust9.1West Hertfordshire Hospitals NHS Trust9.0Mid and South Essex NHS Foundation Trust8.9Milton Keynes University Hospital NHS Foundation

# 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**

Trust       7.8         Breakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         site #1         7.8		-					
than expected       expected       than expected       than expected       expected       than expected         Your Trust       7.8         Breakdown of scores for sites within your trust:       this benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         Site #1       7.8							
Trust     7.8 <b>Breakdown of scores for sites within your trust:</b> his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.   ite #1     7.8							
Trust     7.8 <b>Breakdown of scores for sites within your trust:</b> his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.   ite #1     7.8						·	·
Your Trust       7.8         Breakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         bite #1         7.8			-				
Trust       7.8         Breakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         site #1         7.8	This bench	marking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Breakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         bite #1         T.8	Your	0					
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.	Trust 1.	D					
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.	Breakdov	vn of scores	s for sites w	vithin vour	trust:		
ther sites across trusts.				-		thin vour trus	t with all
te 1		-	you to comp			ann your au	
te 1	٦						
	Site #1 <b>7</b>	.8					
orfolk and Norwich University Hospital (493)	lite 1						
	lorfolk and Norv	ich University Hospita	al (493)				

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**

		1	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	score com	pared with	all other ti	rusts:		
		-		r your trust ag	gainst all othe	er trusts.
Your						
Trust 6.6						
Breakdowr	n of scores	for sites w	vithin your	trust:		
			-	ts for sites wit	thin vour trus	t with all
other sites ac		)				
Site #1 6.6	;					
lite 1						
lorfolk and Norwich	University Hospita	l (552)				

Top five trusts		Bottom five trusts	5
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 worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected   Cour trust score compared with all other trusts:   This benchmarking compares the question score for your trust against all other trusts. Your Trust 9.5    Better than expected    The second of scores for sites within your trust: It is benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. It # 1 9.5 State # 1 9.5 State # 1							
than expected       expected       than expected       than expected       expected       than expected         Gour trust score compared with all other trusts:         his benchmarking compares the question score for your trust against all other trusts.         Your Trust       9.5         Benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         ite #1       9.5							
our trust score compared with all other trusts:         his benchmarking compares the question score for your trust against all other trusts.         Your Trust       9.5         reakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all her sites across trusts.         ite #1       9.5							
<pre>bis benchmarking compares the question score for your trust against all other trusts. Your rust 9.5 reakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all her sites across trusts.  te #1 9.5 </pre>				- 11 - 41 4-		•	·
Your rust       9.5         reakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all her sites across trusts.         te #1       9.5			-				
9.5         reakdown of scores for sites within your trust:         nis benchmarking allows you to compare the results for sites within your trust with all her sites across trusts.         te #1         9.5	his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
reakdown of scores for sites within your trust:         his benchmarking allows you to compare the results for sites within your trust with all her sites across trusts.         te #1       9.5							
<pre>his benchmarking allows you to compare the results for sites within your trust with all her sites across trusts.</pre> <pre> be #1 9.5 </pre>							
<pre>his benchmarking allows you to compare the results for sites within your trust with all her sites across trusts.</pre> <pre> be #1 9.5 </pre>	reakdowr	າ of scores	for sites w	vithin your	trust:		
te #1 9.5				-		thin vour trus	t with all
ie 1		•	,P			, <u>, , , , , , , , , , , , , , , , , , </u>	
e 1	٦						
e 1							
s1							
≥1							
≥1	to #1 0 5						
	e#1 <b>9.</b> 3	)					
rfolk and Norwich University Hospital (576)	.e 1						
	orfolk and Norwich	University Hospital	l (576)				

Top five trusts		Bottom five trusts	s
Royal Papworth			
Hospital NHS Foundation Trust	9.9	West Hertfordshire Hospitals NHS Trust	9.3
North West Anglia NHS Foundation	9.6	Milton Keynes University Hospital	
Trust	9.0	NHS Foundation Trust	9.3
West Suffolk NHS Foundation Trust	9.6	East Suffolk and North Essex NHS	9.3
		Foundation Trust	
The Queen		East and North	
Elizabeth Hospital King's Lynn NHS Foundation Trust	9.6	Hertfordshire NHS Trust	9.4
James Paget University Hospitals NHS Foundation	9.5	The Princess Alexandra Hospital	9.4
Trust		NHS Trust	5.7

# 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
an oxpoolou	expected	than expected	the same	than expected	expected	than expected
<b>′our trust</b>	score com	pared with	all other tr	rusts:		
his benchr	narking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust <b>9.0</b>						
	n of scores	for sites w	vithin vour	truct		
			-			
	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
ther sites a	cross trusts.					
	•					
Site #1 9.0	J					
ite 1						
	h University Hospita	l (485)				
	h University Hospita	I (485)				
	h University Hospita	I (485)				

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**

than expected expected than expected than expected expected than expected <b>Your Trust score compared with all other trusts:</b> This benchmarking compares the question score for your trust against all other trusts.   Your Trust 8.1   Site #1   8.1   Site 1								
Your trust score compared with all other trusts:         This benchmarking compares the question score for your trust against all other trusts.         Your Trust         8.1         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.1								
This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.1 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.1 Site #1 Site #1	·						expedied	than expected
Your Trust       8.1         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.1	Your tr	ust	score com	pared with	all other to	usts:		
Trust       8.1         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.1         Site #1	This ber	nchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.1         Site #1	Your	0.4						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.1         Site 1	Trust	8.1						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.1         Site 1	Breako	lowr	n of scores	for sites w	vithin vour	trust:		
other sites across trusts.					-		hin vour trus	t with all
Site 1				you to comp			ann your truo	
Site 1	-	1						
Site 1								
Site 1								
Site 1								
	Site #1	8.1						
		••••						
Norfolk and Norwich University Hospital (539)	Site 1							
	Norfolk and I	Norwich	University Hospital	l (539)				

Top five trusts		Bottom five trusts	5
Royal Papworth Hospital NHS Foundation Trust	9.4	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8.0
West Suffolk NHS	8.7	Milton Keynes University Hospital	8.0
Foundation Trust		NHS Foundation Trust	0.0
James Paget University Hospitals NHS Foundation Trust	8.6	The Princess Alexandra Hospital NHS Trust	8.1
Cambridge University Hospitals NHS Foundation Trust	8.5	Norfolk and Norwich University Hospitals NHS Foundation Trust	8.1
North West Anglia NHS Foundation Trust	8.5	West Hertfordshire Hospitals NHS Trust	8.1

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our truct d	scoro com	pared with	all other to	uete:		
		-				
nis benchma	arking compa	ares the ques	tion score to	r your trust ag	jainst all othe	er trusts.
Your Trust <b>9.0</b>						
Rreakdown	of scores	for sites w	vithin your	trust.		
			-		hin your true	t with all
her sites ac		you to comp	are the result	ts for sites wit	inin your trus	i with all
ווכו אונכא מטו	1035 110315.					
ite #1 9.0						
te 1						
orfolk and Norwich	University Hospita	(323)				
		. ,				

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	
Hospital NHS Foundation Trust James Paget University Hospitals NHS Foundation Trust Norfolk and Norwich University Hospitals NHS Foundation	9.0	Bedfordshire Hospitals NHS Foundation Trust The Princess Alexandra Hospital NHS Trust East Suffolk and North Essex NHS	8.8	

### 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 wor than expec		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
				all ath an tr		·		
			-	all other tr				
This benc	chma	arking compa	ares the ques	stion score for	r your trust ag	jainst all othe	er trusts.	
Your Trust	7.8							
Breakdo	own	of scores	for sites w	vithin your	trust:			
				-	ts for sites wit	hin your trus	t with all	
		ross trusts.				2		
Site #1	7.8							
Site 1			. /					
Norfolk and No	lorfolk and Norwich University Hospital (343)							

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
our truct c	coro com	narod with	all other tr	ucto:		
		pared with			ainat all atha	r tructo
_	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust <b>8.1</b>						
	_					
reakdown	of scores	for sites w	lithin your	trust:		
		you to compa	are the result	s for sites wit	hin your trus	t with all
her sites acr	oss trusts.					
7						
Site #1 8.1						
ite 1						
ite 1 orfolk and Norwich	University Hospital	I (341)				
	University Hospital	I (341)				
	University Hospital	l (341)				

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

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

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

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		•				·	
			pared with				
This ber	nchm	arking compa	ares the ques	stion score fo	r your trust aç	ainst all othe	er trusts.
Your Trust	7.1						
Breako	lowr	n of scores	for sites v	vithin your	trust:		
				-	ts for sites wit	hin your trus	t with all
		ross trusts.				2	
-	]						
Site #1	7.1						
-							
Site 1							
Norfolk and I	Norwich	University Hospita	l (582)				

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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
-						
our trust	score com	pared with	all other ti	rusts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust <b>7.4</b>						
Breakdowr	n of scores	s for sites w	vithin your	trust		
			-			· ···
		you to comp	are the result	ts for sites wit	thin your trus	t with all
ther sites ac	ross trusts.					
Site #1 <b>7.4</b>						
Site 1						
lorfolk and Norwich	University Hospita	l (463)				

Top five trusts	Top 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**

Much wors than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		mpared with			nainst all oth	er trusts
Your	).0				Junior un orn	
his benc		es for sites v ws you to comp	-		thin your trus	st with all
ite #1	9.0					
te 1						
ortoik and No	rwich University Hos	ວແລເ (217)				

Top five trusts		Bottom five trusts	5
Norfolk and Norwich University Hospitals NHS Foundation Trust	9.0	West Hertfordshire Hospitals NHS Trust	7.6
West Suffolk NHS Foundation Trust	9.0	James Paget University Hospitals NHS Foundation Trust	7.7
Cambridge	_	The Queen	
University Hospitals NHS Foundation Trust	8.9	Elizabeth Hospital King's Lynn NHS Foundation Trust	8.2
Milton Keynes University Hospital NHS Foundation Trust	8.7	East and North Hertfordshire NHS Trust	8.3
Bedfordshire Hospitals NHS Foundation Trust	8.6	Mid and South Essex NHS Foundation Trust	8.3

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
						·			
			pared with						
This benchmarking compares the question score for your trust against all other trusts.									
Your	6.9								
Trust	0.9								
Breakd	lowr	n of scores	for sites w	vithin your	trust:				
			you to comp	-		hin vour trus	t with all		
		ross trusts.	you to comp		5 101 51(05 WI	init your trus			
ite #1	6.9	1							
 te 1									
te 1	lonvich		1 (597)						
	Norwich	University Hospita	I (587)						
	Norwich	University Hospita	l (587)						
	Norwich	University Hospita	I (587)						

Top five trusts		Bottom five trusts			
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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
/our trust	score com	pared with	all other ti	rusts:		
This benchm	arking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.
Your Trust <b>7.0</b>						
-		f		1		
	i or scores	for sites v	yıtının your	แนรเ.		
This benchm	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
other sites ad	-	- •			-	
Site #1 7.0	)					
Site 1						
orfolk and Norwick	n University Hospita	l (558)				
		. (000)				

Top five trusts		Bottom five trusts	S
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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
	our trust score compared with all other trusts:									
This benchn	narking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.				
Your Trust <b>4.7</b>	,									
Breakdow	n of scores	for sites w	vithin your	trust.						
			-			t with all				
other sites a	arking allows	you to comp	are the resul	IS TOT SILES WI	unin your trus					
Site #1 <b>4.</b>	7									
Site 1										
Norfolk and Norwic	h University Hospita	l (443)								
		( -)								

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 NHS Foundation	5.2	East Suffolk and North Essex NHS Foundation Trust	4.5			
Trust	_					
West Suffolk NHS Foundation Trust	5.1	West Hertfordshire Hospitals NHS Trust	4.6			
Milton Keynes		Mid and South				
University Hospital NHS Foundation Trust	4.8	Essex NHS Foundation Trust	4.6			
	_	James Paget				
East and North Hertfordshire NHS Trust	4.8	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 wors than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·		·				onpoolou	
Your tru	st s	score com	pared with	all other tr	usts:		
This benc	hma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	6.8						
Trust	0.0						
Breakdo	own	of scores	for sites w	vithin your	trust:		
				-	s for sites wit	thin your trus	t with all
		ross trusts.	you to comp			unit your dus	
Site #1	6.8						
Site 1							
Norfolk and No	rwich	University Hospital	l (528)				
		, , , , , , , , , , , , , , , , , , ,	· · ·				

### Comparison with other trusts within your region

Top five trusts		Bottom five trust	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	

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

### **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·	·			·	onpoolou	
our trust	score com	pared with	all other tr	usts:		
his benchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust <b>7.3</b>						
reakdowr	n of scores	for sites w	vithin your	trust		
			-		h	4
		you to comp	are the result	s for sites wit	nin your trus	t with all
her sites ac	ross trusts.					
7						
ite #1 7.3						
te 1						
	University Hospita	(545)				
	University Hospita	l (545)				
	University Hospita	l (545)				
	University Hospita	l (545)				

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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tr	rust	score com	pared with	all other tr	rusts:		
his ber	nchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your							
Frust	8.1						
roak	lowr	of scores	for sites w	vithin your	truct		
				-			
		-	you to comp	are the result	ts for sites wit	nin your trus	t with all
ner sit	es ac	ross trusts.					
ite #1	8.1						
to 1							
te 1							
	Norwich	University Hospita	I (340)				
	Norwich	University Hospita	l (340)				
	Norwich	University Hospita	l (340)				

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**

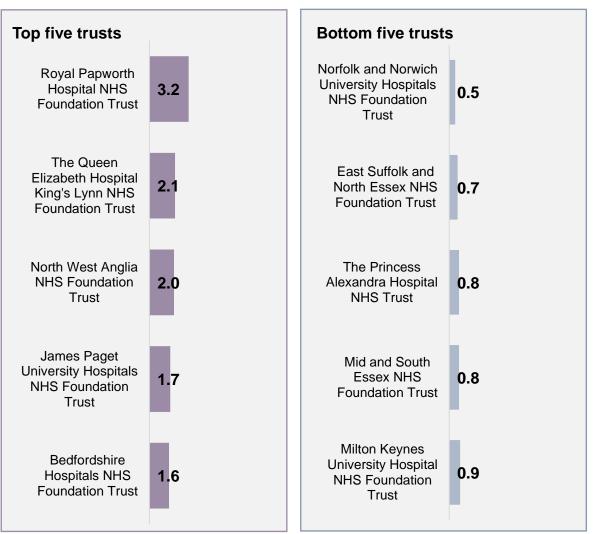
Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	Top five	trusts
			pared with ares the ques			gainst all othe	er trusts.	NHS For	oridge Hospitals undation ust
Trust	6.4								
his ben	chmai		s for sites w	-		hin your trus	t with all	Hosp	Papworth ital NHS ation Trust
Site #1	6.4								Iffolk NHS tion Trust
ле #1	0.4								
								Hospi	ordshire tals NHS ation Trust
ite 1									
lorfolk and N	Norwich L	Jniversity Hospita	al (332)					Universit	Keynes y Hospital oundation

op 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
our trust s	score com	pared with	all other ti	rusts:		
		ares the ques			ainst all othe	er trusts.
/our				,	,	
rust 0.5						
reakdown	of scores	for sites w	vithin vour	trust.		
		you to comp	-		thin vour trus	t with all
her sites ac						
7						
te #1 0.5						
_ e 1						
	Liniversity Heepite	1 (501)				
HOIK and Norwich	University Hospita	1 (521)				



# 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
	•				·	•
our trust	score com	pared with	all other ti	rusts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust <b>9.2</b>						
Rreakdowr	n of scores	for sites v	vithin your	trust.		
			-			4 <b>1</b>
	0	you to comp	are the result	ts for sites wit	inin your trus	t with all
her sites ac	ross trusts.					
Site #1 9.2						
Site #1 9.2						
te 1						
orfolk and Norwich	University Hospita	l (578)				
		. (010)				

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**

	-					
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
Vour truct	cooro com	narad with	all other ti			
	score com	•				
This benchr	narking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your						
Trust 8.3						
Breakdow	n of scores	for sites v	vithin your	trust:		
			-		4 h :	4
	narking allows cross trusts.	you to comp	are the result	is for sites wi	thin your trus	t with all
other sites a	cross trusts.					
						_
Site #1 8.	3					
_						
Site 1						
Norfolk and Norwie	ch University Hospita	l (581)				

		2		
Top five trusts		Bottom five trusts	5	
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	

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

### **Comparison to other trusts**

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

Somewhat worse than expected	Somewhat better than expected		
<ul> <li>Q5. Were you ever prevented from sleeping at night by noise from other patients?</li> <li>Q5. Were you ever prevented from sleeping at night by noise from staff?</li> <li>Q13. Did you get enough help from staff to eat your meals?</li> </ul>	Your trust has not performed "somewhat better than expected" for any questions.		

## **Comparison to other trusts**

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

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

## **NHS** NHS Adult Inpatient Survey 2020



### **Results for Norfolk and Norwich University Hospitals NHS Foundation Trust**

### Where patient experience is best

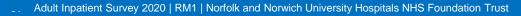
- Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital
- ✓ Understanding care after leaving hospital: patients being given information about what would happen next with their care
- Taking medication: patients being able to take medication they brought to hospital when needed
- After the operation or procedure: patients being given an explanation from staff of how their operation or procedure went
- Including patients: patients feeling included in doctors' conversations about their care

### Where patient experience could improve

- Noise from other patients: patients not being bothered by noise at night from other patients
- Help with eating: patients being given enough help from staff to eat meals, if needed
- 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
- Noise from staff: patients not being bothered by noise at night from staff

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 Norfolk and Norwich University Hospitals NHS Foundation Trust who had attended in late 2020. Responses were received from 591 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].



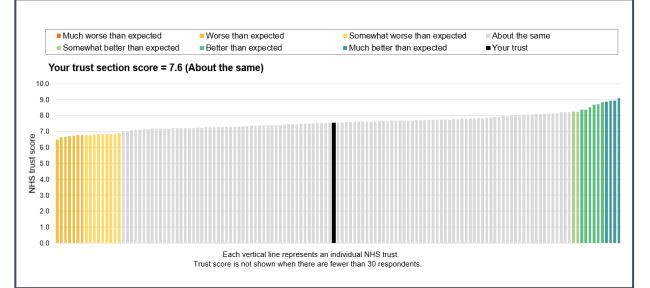
## How to interpret benchmarking in this report

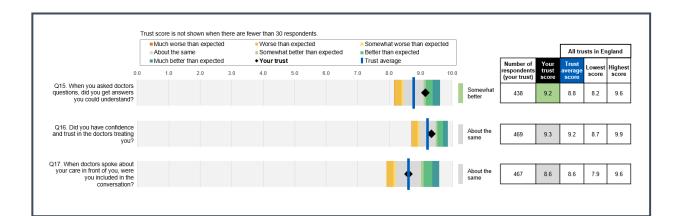
#### **Trust level benchmarking**

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

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

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





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

#### **Trust level benchmarking**

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

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

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

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

#### Site level benchmarking

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

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

### An example of scoring

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

#### Calculating an individual respondent's score

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

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

#### Calculating the trust score for each question

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

#### Calculating the section score

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