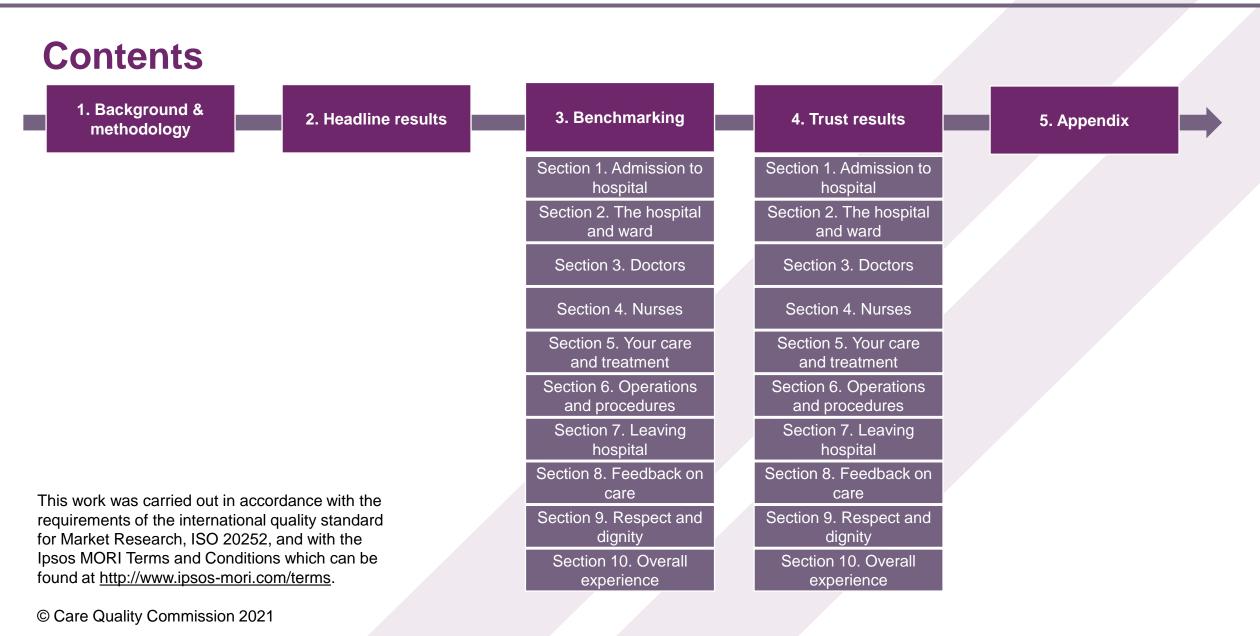
# NHS Adult Inpatient Survey 2020 Benchmark Report

Northumbria Healthcare 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?

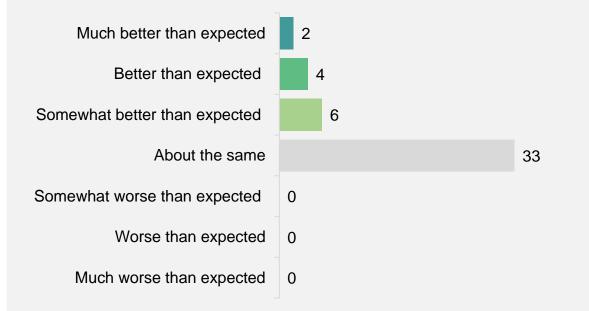
This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.

1,250 invited to take part	Ethnicity	Religion
<ul> <li>590 completed</li> <li>72% urgent/emergency admission</li> <li>28% planned admission</li> <li>49% response rate</li> <li>46% average response rate for all trusts</li> <li>46% response rate for your trust last year</li> </ul>	White99%Mixed0%Asian or Asian British1%Black or Black British0%Arab or other ethnic group<0.5%Not known1%	No religion22%Buddhist1%Christian75%Hindu0%Jewish0%Muslim<0.5%Sikh0%Other1%Prefer not to say1%
<b>Example 1 Long-term conditions</b> <b>Long-term conditions</b> <b>of</b> 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       54%         Male       46%         Intersex       0%         O% of participants said their gender is different from the sex they were registered with at birth.	Age 

### Summary of findings for your trust

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

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



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

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

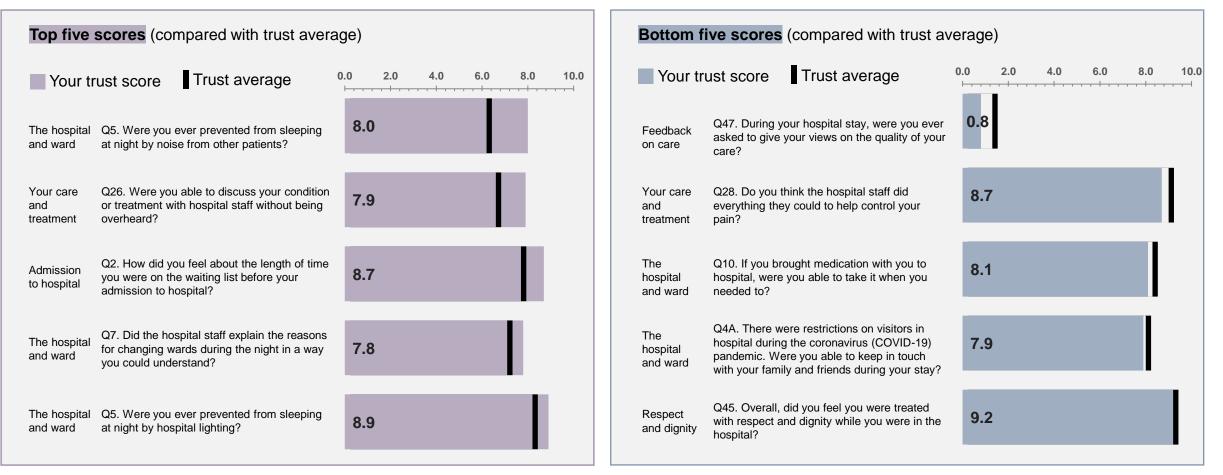
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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

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

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

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



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# Benchmarking

#### This section includes:

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



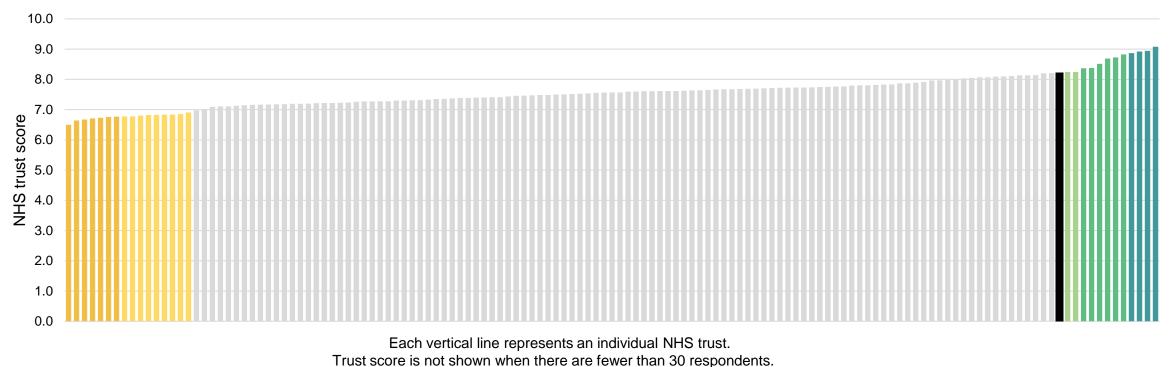
## **Section 1. Admission to hospital**

#### **Section score**

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

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

#### Your trust section score = 8.2 (About the same)



# Section 1. Admission to hospital (continued)

#### **Question scores**

	Abo	out the sam			Somew		ed an expected	Bet	ter than exp		ected				All tru	ists in Er	ngland
0.0		1.0	2.0	ad 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?										•		Better	169	8.7	7.7	5.8	9.1
Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?									•			About the same	568	7.8	7.5	6.0	9.3

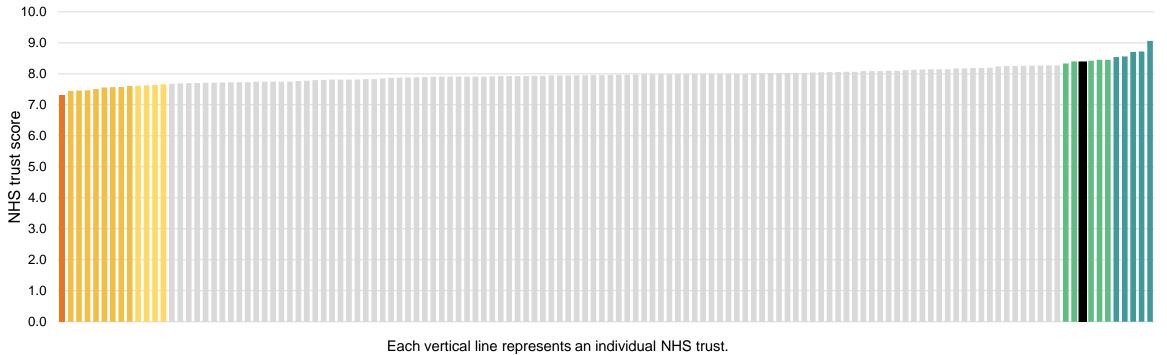
## Section 2. The hospital and ward

#### **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 = 8.4 (Better)



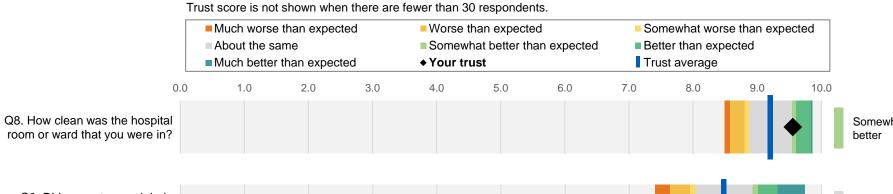
# Section 2. The hospital and ward (continued)

#### **Question scores**

	Abou	t the sam	an expecte e an expecte				ed an expected	Bet	newhat wors er than expo st average	se than expecte ected	ed		Number of	Your	All tru Trust	sts in En	
Q4A. There were restrictions on <sup>0.</sup>	0 1	.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents		average score	Lowest score	Highest score
visitors in hospital during the coronavirus (COVID-19) pandemic. Were you able to keep in touch with your family									•			About the same	502	7.9	8.0	6.8	9.0
and friends during your stay?									<u> </u>								
Q5. Were you ever prevented from sleeping at night by noise from other patients?									•			Much better	512	8.0	6.2	4.7	9.4
Q5. Were you ever prevented from sleeping at night by noise from staff?										•		Better	512	8.6	8.0	7.0	9.0
									1.								
Q5. Were you ever prevented from sleeping at night by hospital lighting?										•		Better	512	8.9	8.2	7.3	9.0
Q7. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?									•			About the same	62	7.8	7.1	5.2	8.5

# Section 2. The hospital and ward (continued)

#### **Question scores**

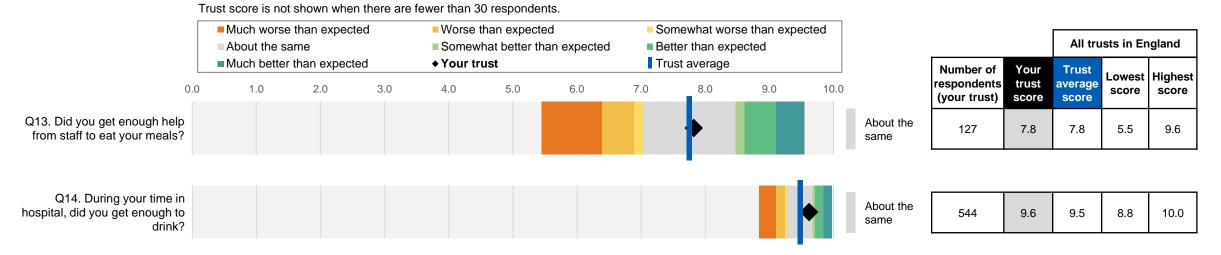


			All tru	sts in Er	gland
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
hat	585	9.6	9.2	8.5	9.9

Q9. Did you get enough help from staff to wash or keep yourself clean?				•	About the same	373	8.6	8.5	7.4	9.7
Q10. If you brought medication with you to hospital, were you able to take it when you needed to?			•		About the same	346	8.1	8.3	7.3	9.5
Q11. Were you offered food that met any dietary requirements you had?					About the same	227	8.3	8.3	7.0	9.3
Q12. How would you rate the hospital food?			•		Somewhat better	559	7.6	7.0	6.2	8.9

# Section 2. The hospital and ward (continued)

#### **Question scores**



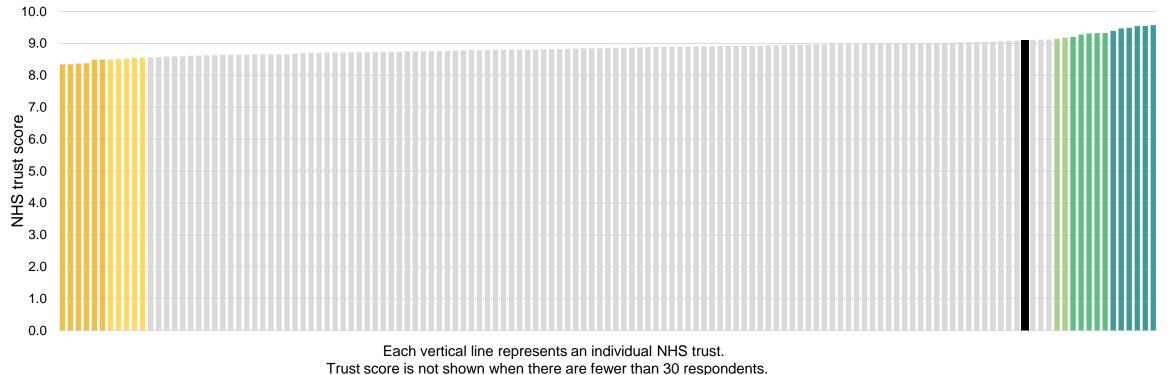
### **Section 3. Doctors**

#### **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

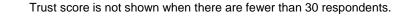
#### Your trust section score = 9.1 (About the same)

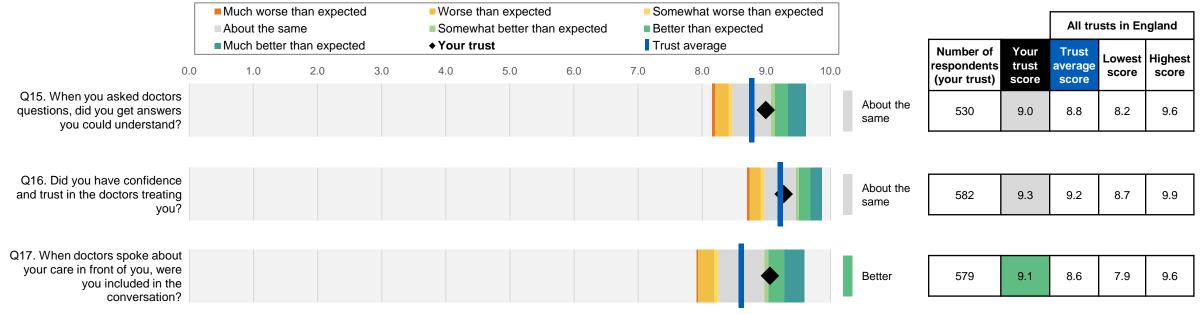


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# **Section 3. Doctors (continued)**

#### **Question scores**







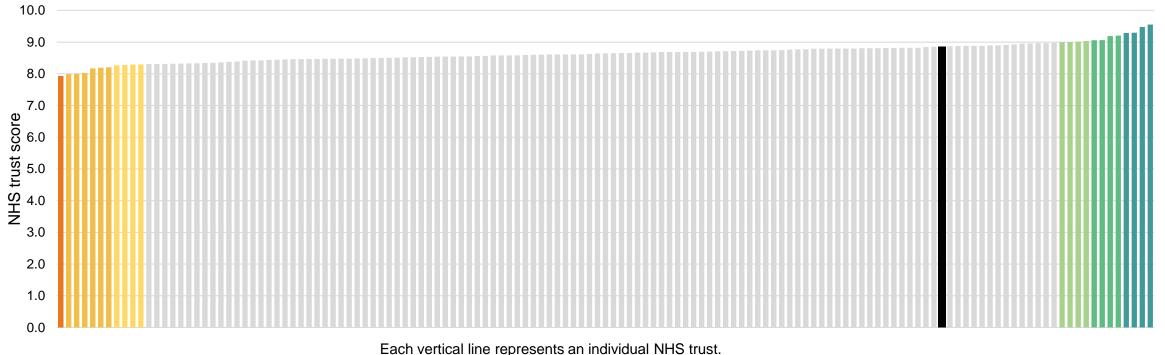
# **Section 4. Nurses**

#### **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 = 8.9 (About the same)



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

#### **Question scores**

	About the				than expecte hat better th	ed an expected	Bet	er than expe	e than expected	ed				All tru	sts in En	ıgland
0.0	 Much bet 1.0	ter than expe	<b>cted</b> 3.0	♦ Your tr 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
Q18. When you asked nurses questions, did you get answers you could understand?									•		About the same	536	9.0	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?									•		About the same	587	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	575	9.0	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?								•			About the same	585	8.2	7.9	6.4	9.3

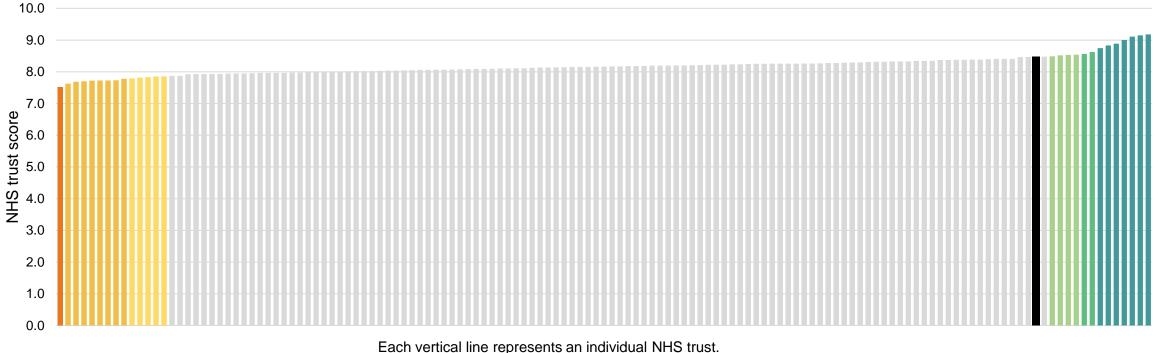
### **Section 5. Your care and treatment**

#### **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.

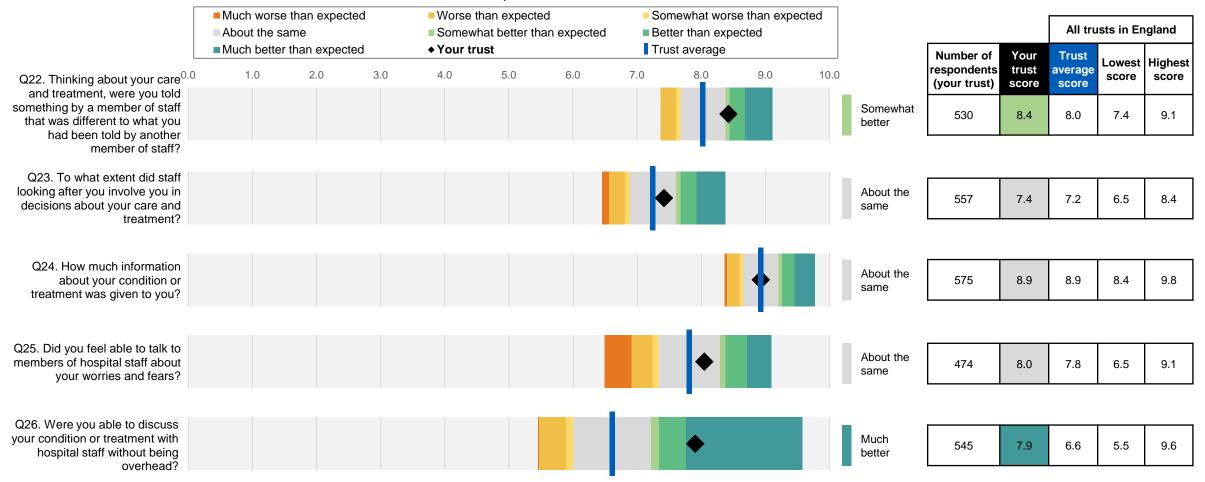
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

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



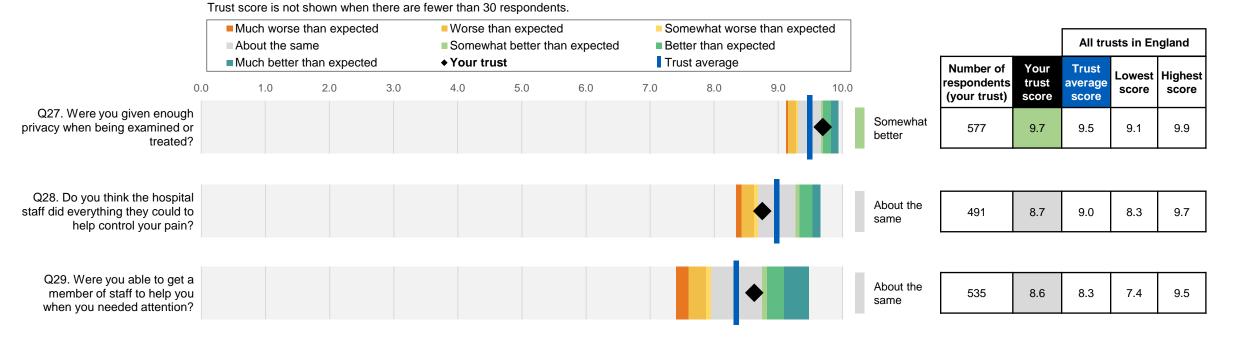
## Section 5. Your care and treatment (continued)

#### **Question scores**



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

#### **Question scores**



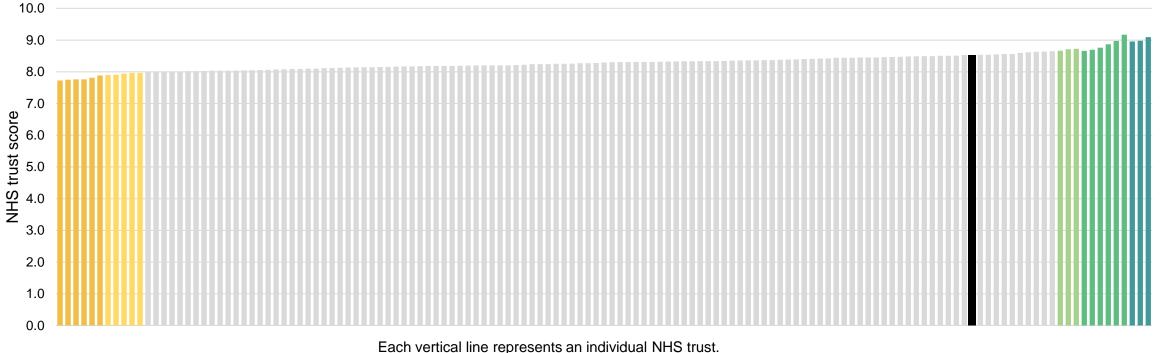
### **Section 6. Operations and procedures**

#### **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.

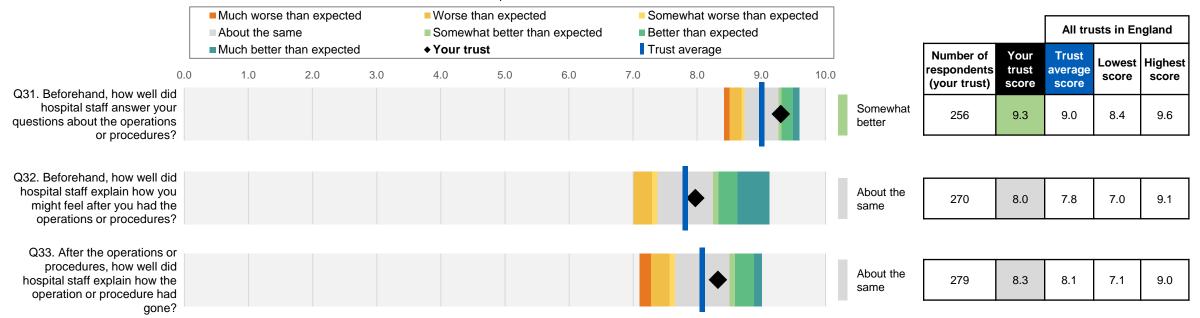
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

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



# Section 6. Operations and procedures (continued)

#### **Question scores**



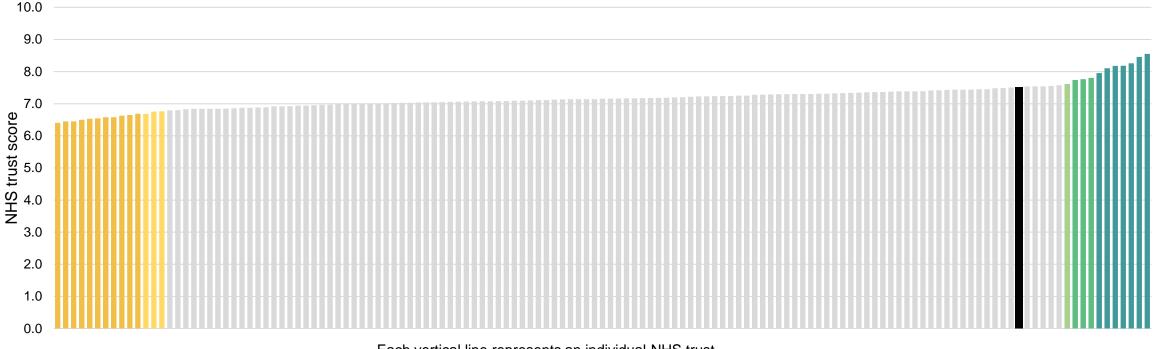
# **Section 7. Leaving hospital**

#### **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.



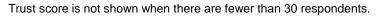
#### Your trust section score = 7.5 (About the same)

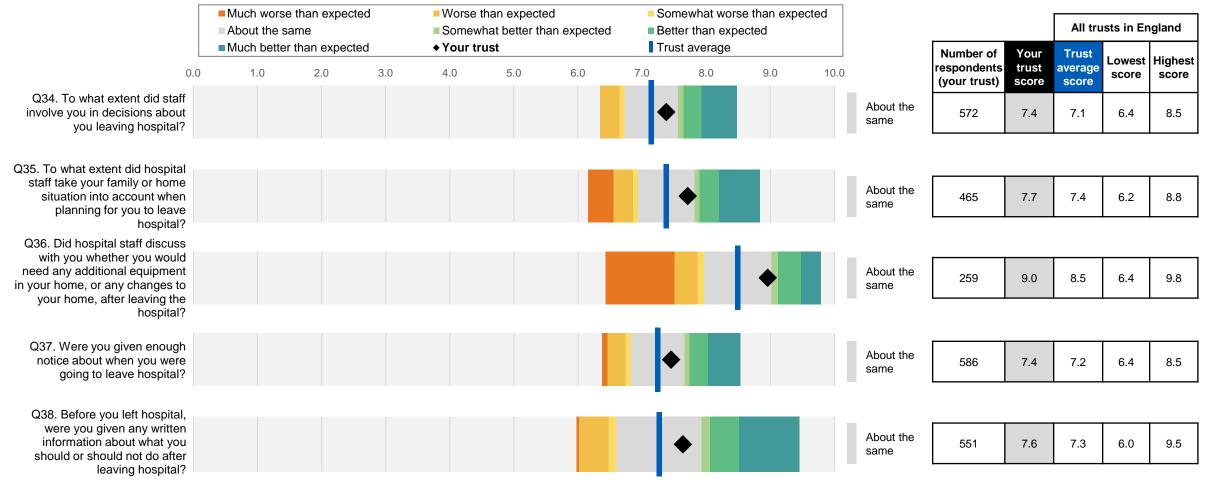


Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

# Section 7. Leaving hospital (continued)

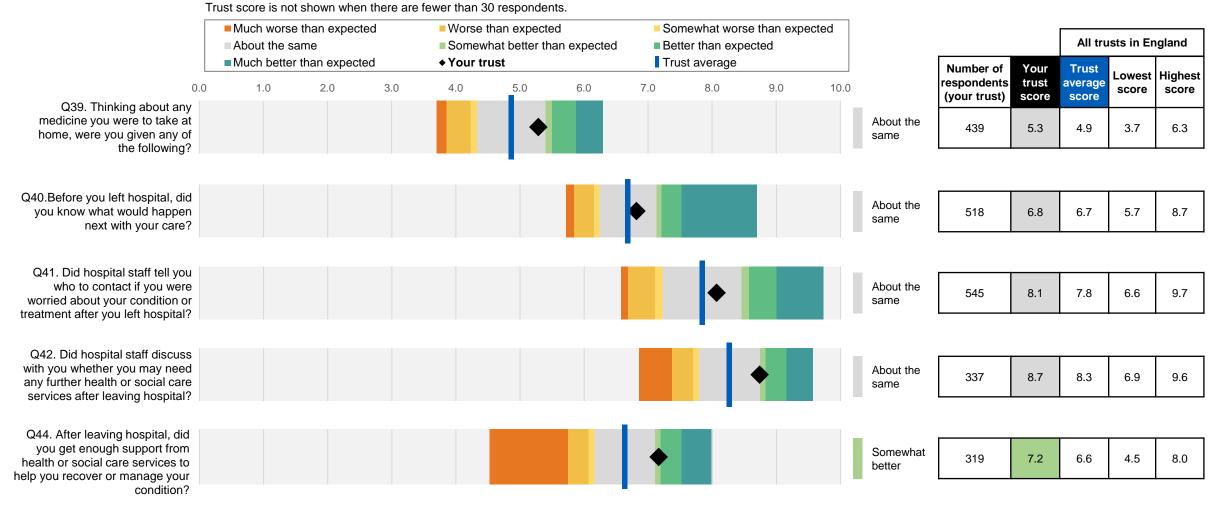
#### **Question scores**





# Section 7. Leaving hospital (continued)

#### **Question scores**



# Section 8. Feedback on the quality of your care

#### **Section score**

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

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

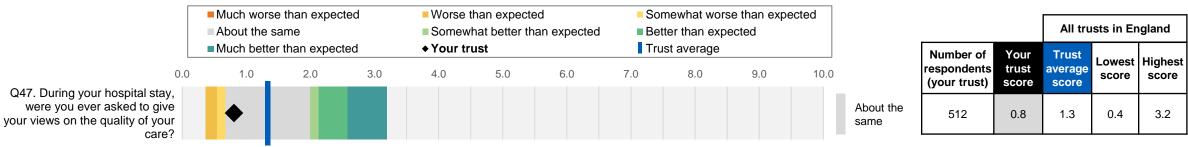
#### Your trust section score = 0.8 (About the same)

10.0	
9.0	
8.0	
7.0	
9 6 0	
st so	
0.6 fr	
0.0 0.2 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
3.0	
2.0	
1.0	
0.0	

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

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

#### **Question score**



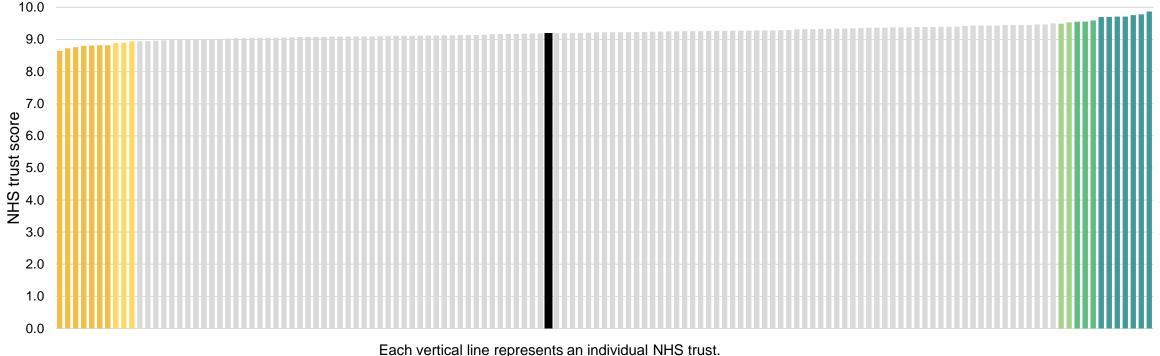
## **Section 9. Respect and dignity**

#### **Section score**

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a 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>			■ Be	<ul><li>Somewhat worse than expected</li><li>Better than expected</li></ul>							All trusts in England		
0.0	L	1.0	2.0	3.0	<ul> <li>◆ Your tr</li> <li>4.0</li> </ul>	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	584	9.2	9.2	8.6	9.9

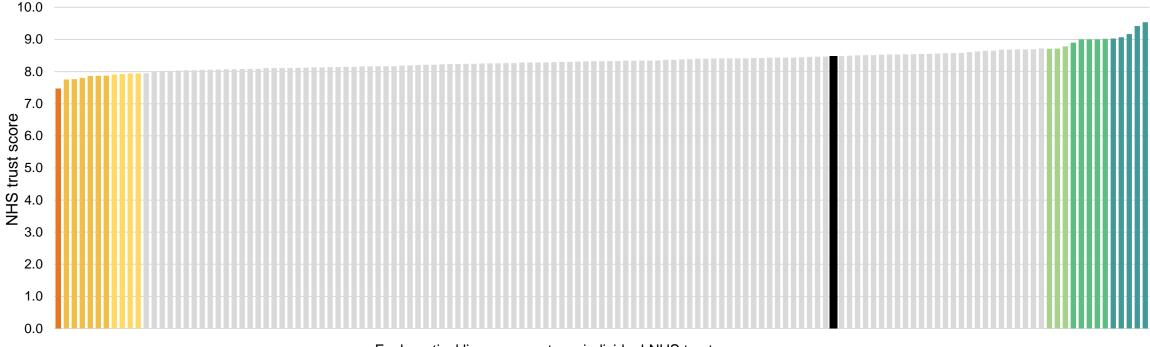
### **Section 10. Overall experience**

#### **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.



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



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

# Section 10. Overall experience (continued)

#### **Question score**

		<ul> <li>Much wors</li> <li>About the s</li> <li>Much better</li> </ul>		<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> <li>Your trust</li> </ul>			<ul> <li>Somewhat worse than expected</li> <li>Better than expected</li> <li>Trust average</li> </ul>					Number of	
	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents (your trust)
Q46. Overall, how was you experience while you were in the hospital?	1											About the same	586

			All trusts in England						
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score				
е	586	8.5	8.4	7.5	9.5				

# **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

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

**Ipsos MORI** 

lpsos

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

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

Much 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 com	nared with	all other tr	uete:				
	arking compa	-			ainst all othe	er trusts.		
Your				,	,			
Trust 8.7								
Breakdow	n of scores	for sites w	vithin your	trust:				
	arking allows	you to comp	are the result	s for sites wit	hin your trus	t with all		
other sites ac	cross trusts.							
Site #1								
-						_		
Site #2 8.8	3							
Site #3 9.1	I							
Site #3 9.1								
Site #4 8.3	3							
Site 1	Site	-	Site 3		Site 4			
Emergency Care H	orthumbria Specialist mergency Care Hospital core not shown as <30 spondents) Hexham General Hospital (41) Wansbeck Hospital (31) North Tyneside General Hospital (70)							

Top five trusts		Bottom five	trusts	
North Tees and Hartlepool NHS Foundation Trust	8.8	County Durhan Darlington N Foundation 1	IHS <b>7.0</b>	
Northumbria Healthcare NHS Foundation Trust	8.7	Northe Lincolnshir Goole N Foundation	e and HS 7.1	
The Leeds Teaching Hospitals NHS Trust	8.6	Harrogate District N Foundation	IHS <b>7.1</b>	
Gateshead Health NHS Foundation Trust	8.5	Mid Yorksh Hospitals NHS	- 79	
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.5	Airedale I Foundation	- / /	

### 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 we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your tr	ust	score com	pared with	all other ti	rusts:			
This ber	hchm	arking comp	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.	
Your Trust	7.8							
This ben	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.							
Site #1	6.9	)						
Site #2	10.	.0						
Site #3	9.2	2						
Site #4	8.7	,						
Site 1		Site	2	Site 3		Site 4		
Northumbria Emergency (			ham General Hospir	tal (51) Wansbe	ck Hospital (63)	North Tynes (123)	de General Hospita	
						_		

Top five trusts		Bottom five trusts	5
South Tees Hospitals NHS Foundation Trust	8.1	Barnsley Hospital NHS Foundation Trust	6.0
Harrogate and District NHS Foundation Trust	8.0	Northern Lincolnshire and Goole NHS Foundation Trust	6.4
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.0	Mid Yorkshire Hospitals NHS Trust	6.5
Hull University Teaching Hospitals NHS Trust	7.9	The Rotherham NHS Foundation Trust	6.6
South Tyneside and Sunderland NHS Foundation Trust	7.8	Bradford Teaching Hospitals NHS Foundation Trust	6.7

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

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

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			•	all other tr			
This ber	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	7.9						
This ben	chma			<b>vithin your</b> are the result		thin your trus	t with all
Site #1	8.0						
Site #2	8.7						
Site #3	8.2						
Site #4	8.0						
Site 1	5	Site	2	Site 3		Site 4	
Northumbria Emergency (			nam General Hospit	al (36) Wansber	ck Hospital (54)	North Tynes (115)	ide General Hospita

Top five trusts		Bottom five trusts	5	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.4	Mid Yorkshire Hospitals NHS Trust	6.8	
South Tees Hospitals NHS Foundation Trust	8.3	Bradford Teaching Hospitals NHS Foundation Trust	7.6	
Barnsley Hospital NHS Foundation Trust	8.1	The Rotherham NHS Foundation Trust	7.6	
North Tees and Hartlepool NHS Foundation Trust	8.1	Hull University Teaching Hospitals NHS Trust	7.6	
North Cumbria Integrated Care NHS Foundation Trust	8.1	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	7.8	

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust	score com	pared with	all other ti	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust <b>8.0</b>						
	_					
Breakdowr			-			
This benchma	-	you to comp	are the result	ts for sites wit	hin your trus	t with all
other sites ac	ross trusts.					
Site #1 8.3	}					
Site #2 10.	.0					
Site #3 7.3	;					
Site #4 7.7	,					
Site 1	Site	2	Site 3		Site 4	
Northumbria Specia Emergency Care Ho		nam General Hospit	al (46) Wansbe	ck Hospital (58)		ide General Hospital
Emergency Care Ho	Spital (200)				(112)	

Top five trusts		Bottom five trusts	5
Northumbria Healthcare NHS Foundation Trust	8.0	The Rotherham NHS Foundation Trust	4.9
Gateshead Health NHS Foundation Trust	7.4	Northern Lincolnshire and Goole NHS Foundation Trust	5.5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.3	Airedale NHS Foundation Trust	5.7
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	6.7	The Leeds Teaching Hospitals NHS Trust	5.8
South Tees Hospitals NHS Foundation Trust	6.6	Bradford Teaching Hospitals NHS Foundation Trust	5.8

### 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
	•			·	enpeetea	than expected
our trust	score com	pared with	all other tr	usts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your <b>8.6</b>						
Trust 0.0						
reakdowr	n of scores	for sites w	vithin your	trust:		
his benchma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
her sites ac	ross trusts.					
ito #1						
ite #1 8.9						
ite #2 <b>10.</b>	<u>م</u>					
ILE #2 IU.	U					
ite #3 8.2	1					
Site #4 8.5						
ite 1	Site	2	Site 3		Site 4	
orthumbria Special mergency Care Ho		ham General Hospit	al (46) Wansbe	ck Hospital (58)		de General Hospita
mergency care no	ispital (200)				(112)	

Top five trusts		Bottom five trusts	5	
Northumbria Healthcare NHS Foundation Trust	8.6	Mid Yorkshire Hospitals NHS Trust	7.3	
South Tyneside and Sunderland NHS Foundation Trust	8.5	The Leeds Teaching Hospitals NHS Trust	7.7	
Gateshead Health NHS Foundation Trust	8.5	Airedale NHS Foundation Trust	7.7	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.5	Bradford Teaching Hospitals NHS Foundation Trust	7.7	
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.1	The Rotherham NHS Foundation Trust	7.8	

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trust s	score com	pared with	all other tr	usts:					
This benchma	his benchmarking compares the question score for your trust against all other trusts.								
Your Trust <b>8.9</b>									
		<b>6</b> 1.							
			vithin your						
This benchma other sites ac	•	you to comp	are the result	s for sites wit	hin your trus	t with all			
	ross trusts.								
Site #1 8.8									
Site #2 8.8									
-									
Site #3 8.6									
-									
Site #4 8.4									
Site 1	Site	2	Site 3		Site 4				
Northumbria Special Emergency Care Ho		nam General Hospit	al (46) Wansbe	ck Hospital (58)	North Tynesi (112)	de General Hospital			
	Spital (200)				(112)				

Top five trusts		Bottom five trus	ts
Gateshead Health NHS Foundation Trust	8.9	Hull University Teaching Hospitals NHS Trust	8.0
Northumbria Healthcare NHS Foundation Trust	8.9	Northern Lincolnshire and Goole NHS Foundation Trust	8.0
The Newcastle upon		North Tees and	
Tyne Hospitals NHS Foundation Trust	8.7	Hartlepool NHS Foundation Trust	8.1
County Durham and Darlington NHS Foundation Trust	8.5	York Teaching Hospital NHS Foundation Trust	8.1
Calderdale and Huddersfield NHS Foundation Trust	8.4	South Tees Hospitals NHS Foundation Trust	8.1

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		ļ			·	
		pared with				
This benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your <b>7.8</b>						
Trust 7.8						
Breakdow	n of scores	for sites w	vithin your	trust:		
This benchm	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
other sites ac	cross trusts.					
	•					
Site #1 7.8	5					
Site #2						
Sile #2						
Site #3						
Site #4						
Site 1	Site	2	Site 3		Site 4	
Northumbria Specia		ham General Hospit		ck Hospital (Score n		ide General Hospita
Emergency Care H		ore not shown as <3 ondents)	0 snown a	s <30 respondents)	(Score not s respondents	hown as <30 )
	1					

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Top five trusts			Bottom five trusts	6
Harrogate and District NHS Foundation Trust	8.2		Mid Yorkshire Hospitals NHS Trust	5.4
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.2		Bradford Teaching Hospitals NHS Foundation Trust	6.0
Gateshead Health NHS Foundation Trust	7.9		The Rotherham NHS Foundation Trust	6.1
Northumbria Healthcare NHS Foundation Trust	7.8		Calderdale and Huddersfield NHS Foundation Trust	6.2
South Tees Hospitals NHS Foundation Trust	7.8		Sheffield Teaching Hospitals NHS Foundation Trust	6.4

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

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

	-								
Much worse than expecte	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
·					CAPCOLOG	man expected			
our trus	t score cor	npared with	all other t	rusts:					
his bench	nis benchmarking compares the question score for your trust against all other trusts.								
Your 9.	6								
Trust 9.	0								
reakdo	wn of score	s for sites w	vithin your	trust:					
		s you to comp	•		thin vour trus	t with all			
	across trusts.	- , su to comp							
ite #1 9	.6								
ite #2 <b>1</b>	0.0								
ite #3 9	.5								
-									
Site #4	.5								
ite 1	Si	te 2	Site 3		Site 4				
orthumbria Spe mergency Care	ecialist He Hospital (333)	exham General Hospi	tal (53) Wansbe	ck Hospital (65)	North Tynes (124)	ide General Hospit			
	ļ		i.		i.				

Top five trusts		Bottom five trus	ts
Northumbria Healthcare NHS Foundation Trust	9.6	The Rotherham NHS Foundation Trust	8.8
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.5	North Tees and Hartlepool NHS Foundation Trust	9.0
Barnsley Hospital NHS Foundation Trust	9.5	Bradford Teaching Hospitals NHS Foundation Trust	9.0
Hull University Teaching Hospitals NHS Trust	9.4	Northern Lincolnshire and Goole NHS Foundation Trust	9.1
Gateshead Health NHS Foundation Trust	9.4	Airedale 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 we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tr	our trust score compared with all other trusts:										
This ber	nis benchmarking compares the question score for your trust against all other trusts.										
Your Trust											
Breakd	lown	of scores	for sites w	vithin your	trust:						
		arking allows ross trusts.	you to comp	are the result	s for sites wit	hin your trus	t with all				
Site #1	8.3										
Site #2	8.5										
Site #3	9.4										
Site #4	8.5										
Site 1		Site	2	Site 3		Site 4					
Northumbria Emergency (			nam General Hospit	al (43) Wansber	ck Hospital (49)	North Tynesi (91)	de General Hospital				

Top five trusts		Bottom five trusts	5
Sheffield Teaching Hospitals NHS Foundation Trust	8.8	Mid Yorkshire Hospitals NHS Trust	7.4
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7	Bradford Teaching Hospitals NHS Foundation Trust	7.9
Harrogate and District NHS Foundation Trust	8.7	Northern Lincolnshire and Goole NHS Foundation Trust	7.9
Calderdale and Huddersfield NHS Foundation Trust	8.7	The Rotherham NHS Foundation Trust	8.0
South Tees Hospitals NHS Foundation Trust	8.7	North Tees and Hartlepool 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 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 tre	our trust score compared with all other trusts:									
This ben	his benchmarking compares the question score for your trust against all other trusts.									
Your Trust	8.1									
	owr	ofsooro	e for citoc y	vithin your	truct					
			<b>s for sites v</b> s you to comp	-		thin your trus	t with all			
		ross trusts.	, ,			,				
Site #1	7.8									
Site #2	6.4									
- Site #3	7.9									
	1.5									
Site #4	8.6									
Site 1		Site	2	Site 3		Site 4				
Northumbria			kham General Hospit	tal (40) Wansbe	ck Hospital (45)	North Tynes (81)	ide General Hospita			

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		_			
Top five trusts			Bottom five trusts	5	
Calderdale and Huddersfield NHS Foundation Trust	8.8		The Rotherham NHS Foundation Trust	7.4	
South Tees Hospitals NHS Foundation Trust	8.7		Northern Lincolnshire and Goole NHS Foundation Trust	7.4	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7		Mid Yorkshire Hospitals NHS Trust	7.7	
North Cumbria Integrated Care NHS Foundation Trust	8.6		Bradford Teaching Hospitals NHS Foundation Trust	7.8	
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.5		Barnsley Hospital NHS Foundation Trust	7.9	

### 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         Your Trust         8.3         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.6         Site #2       Site #3         Site #4       Site 2       Site 3       Site 4         Northumbria Specialist Emergency Care Hospital (134)       Hexham General Hospital (Score not shown as <30       Site 3       Site 4											
Your Trust       8.3         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.6         Site #2       Site #3         Site #4       8.1         Site #1       Site 2         Site #4       Site 2         Site 1       Site 2         Site 4       Site 2         Site 1       Site 2         Site 4       Site 4         Site 1       Site 2         Site 4       Site 2         Site 4       Site 2         Site 4       Site 2         Site 4       Site 4         Northumbria Specialist Emergency Care Hospital (134)       Hexham General Hospital (Score not shown as <30											
Your Trust       8.3         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.6         Site #2       5         Site #3       8.1         Site #4       8.1         Site #1       Site 2         Site #2       Site 3         Site #4       Site 2         Site #2       Site 3         Site #3       Site 4	Your true	our trust score compared with all other trusts:									
Trust       8.3         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.6         Site #2       8.6         Site #2       5         Site #3       5         Site #4       8.1         Site 1       Site 2         Site 4       Site 4         Northumbria Specialist Emergency Care Hospital (134)       Hexham General Hospital (Score not shown as <30	This bench	nmarking co	mpares the ques	tion score for	r your trust ag	gainst all othe	er trusts.				
Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.6         Site #2       5.         Site #3       5.         Site #4       8.1         Site #4       Site 2       Site 3         Site #4       Site 1       Site 2       Site 3         Site 1       Site 2       Site 3       Site 4         Northumbria Specialist Emergency Care Hospital (134)       Hexham General Hospital (Score not shown as <30	0	.3									
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.6         Site #2       5         Site #3       8.1         Site #4       8.1         Site #1       Site 2         Site #2       Site 3         Site #4       Site 2         Site 1       Site 2         Site 3       Site 4         Northumbria Specialist Emergency Care Hospital (134)       Hexham General Hospital (Score not shown as <30		wn of sco	res for sites w	vithin your	trust.						
Site #2 Site #3 Site #4 <b>8.1</b> <b>Site 1</b> Site 2 Site 3 Site 4 Northumbria Specialist Emergency Care Hospital (134) Hexham General Hospital (Score not shown as <30 Site 4 North Tyneside General Hospital (A7)	This bench	marking all	ows you to comp	-		thin your trus	t with all				
Site #3         Site #4         8.1         Site 1       Site 2         Site 3       Site 4         Northumbria Specialist Emergency Care Hospital (134)       Hexham General Hospital (Score not shown as <30	Site #1 {	8.6									
Site #4     8.1       Site 1     Site 2     Site 3     Site 4       Northumbria Specialist Emergency Care Hospital (134)     Hexham General Hospital (Score not shown as <30	Site #2										
Site 1     Site 2     Site 3     Site 4       Northumbria Specialist Emergency Care Hospital (134)     Hexham General Hospital (Score not shown as <30	Site #3										
Northumbria SpecialistHexham General Hospital (Score not shown as <30Wansbeck Hospital (Score not shown as <30 respondents)North Tyneside General Hospital (47)	Site #4	3.1									
Emergency Care Hospital (134)       (Score not shown as <30	Site 1		Site 2	Site 3		Site 4					
			(Score not shown as <3				ide General Hospita				

Top five trusts		Bottom five trusts	5
Harrogate and District NHS Foundation Trust	9.0	Mid Yorkshire Hospitals NHS Trust	7.2
Airedale NHS Foundation Trust	8.7	Bradford Teaching Hospitals NHS Foundation Trust	7.3
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	7.6
The Leeds Teaching Hospitals NHS Trust	8.6	Gateshead Health NHS Foundation Trust	7.7
South Tees Hospitals NHS Foundation Trust	8.4	Calderdale and Huddersfield NHS Foundation Trust	7.8

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

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

Much wo than expe		/orse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ust sco	ore com	pared with	all other tr	usts:		
This ben	chmarkiı	ng compa	ares the ques	tion score for	· your trust ag	ainst all othe	er trusts.
Your Trust	7.6						
indst _							
				vithin your			
		•	you to comp	are the result	s for sites wit	hin your trus	t with all
otner site	es across	s trusts.					
Site #1	7.8						
-							
Site #2	7.8						
-							
Site #3	7.5						
-						_	
Site #4	6.8						
Site 1		Site	2	Site 3		Site 4	
lorthumbria			am General Hospit	al (53) Wansbee	ck Hospital (65)		ide General Hospita
Emergency C	are Hospitai	(310)				(121)	

Top five trusts		Bottom five trusts	3
Harrogate and District NHS Foundation Trust	7.6	Bradford Teaching Hospitals NHS Foundation Trust	6.4
Northumbria Healthcare NHS Foundation Trust	7.6	Mid Yorkshire Hospitals NHS Trust	6.4
Northern Lincolnshire and Goole NHS Foundation Trust	7.6	South Tyneside and Sunderland NHS Foundation Trust	6.4
South Tees Hospitals NHS Foundation Trust	7.5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	6.5
Sheffield Teaching Hospitals NHS Foundation Trust	7.5	Calderdale and Huddersfield NHS Foundation Trust	6.5

### 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			
our trust s	core com	pared with	all other tr	usts:					
his benchma	rking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.			
Your Trust <b>7.8</b>									
Breakdown	of scores	for sites w	ithin your	trust:					
his benchmai ther sites acro	rking allows		-		hin your trus	t with all			
Site #1 8.2									
Site #2									
Site #3									
Site #4									
lite 1	Site	2	Site 3		Site 4				
lorthumbria Specialis mergency Care Hos	pital (63) (Sco	nam General Hospit re not shown as <3 ondents)		ck Hospital (Score r s <30 respondents)	North Tynesi (Score not sl respondents)				
49 Adult Inpatie	49 Adult Inpatient Survey 2020   RTF   Northumbria Healthcare NHS Foundation Trust								

Top five trusts		Bottom five trusts	5
The Leeds Teaching Hospitals NHS Trust	8.2	Bradford Teaching Hospitals NHS Foundation Trust	6.4
			_
Airedale NHS Foundation Trust	8.1	Mid Yorkshire Hospitals NHS Trust	6.5
Sheffield Teaching Hospitals NHS Foundation Trust	8.1	Northern Lincolnshire and Goole NHS Foundation Trust	6.9
South Tees Hospitals NHS Foundation Trust	8.1	Gateshead Health NHS Foundation Trust	7.1
Harrogate and District NHS Foundation Trust	8.0	County Durham and Darlington NHS Foundation Trust	7.5

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

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

Much wor than expect			About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ust score o	compared with	all other tr	usts:		
This ben	chmarking co	ompares the que	stion score for	r your trust aç	gainst all othe	er trusts.
Your Trust	9.6					
	own of sca	ores for sites v	within your	trust		
		lows you to comp	-		thin your trus	t with all
	s across trus	•			,	
Site #1	9.6					
Site #2	10.0					
- Site #3	0.6					
Sile #3	9.6					
Site #4	9.7					
Site 1		Site 2	Site 3		Site 4	
Northumbria S Emergency Ca	Specialist are Hospital (303)	Hexham General Hosp	ital (52) Wansbe	ck Hospital (64)	North Tynesi (115)	de General Hospital
		ļ	ļ			ļ

Top five trusts		Bottom five trusts
Sheffield Teaching Hospitals NHS Foundation Trust	9.7	Mid Yorkshire Hospitals NHS Trust <b>9.1</b>
South Tees Hospitals NHS Foundation Trust	9.7	Bradford Teaching Hospitals NHS Foundation Trust
Airedale NHS Foundation Trust	9.7	Gateshead Health NHS Foundation Trust <b>9.3</b>
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.7	North Tees and Hartlepool NHS Foundation Trust
Calderdale and Huddersfield NHS Foundation Trust	9.6	The Leeds Teaching Hospitals NHS Trust 9.4

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	ichma	arking comp	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your Trust	9.0						
			<b>c</b> • •				
			for sites w	-			( 10 - II
		arking allows ross trusts.	you to comp	are the result	is for sites wit	inin your trus	t with all
-	0 00						_
Site #1	9.0						
Site #2	9.2						
Site #3	8.6						
	0.0						
Site #4	9.1						
ite 1		Site	2	Site 3		Site 4	
lorthumbria	Speciali	ist Hex	ham General Hospit	al (46) Wansbe	ck Hospital (56)	North Tynesi	de General Hospita
mergency C	Care Ho	spital (308)				(111)	

Top five trusts		Bottom five trusts	
Northumbria Healthcare NHS Foundation Trust	9.0	Northern Lincolnshire and Goole NHS Foundation Trust	
South Tees Hospitals NHS Foundation Trust	9.0	The Rotherham NHS Foundation Trust	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.0	Mid Yorkshire Hospitals NHS Trust <b>8.3</b>	
Gateshead Health NHS Foundation Trust	8.9	Airedale NHS Foundation Trust <b>8.6</b>	
County Durham and Darlington NHS Foundation Trust	8.9	Bradford Teaching Hospitals NHS Foundation Trust	

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

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

Much wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ist sc	ore com	pared with	all other tr	usts:		
This ben	chmark	king compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	9.3						
	hmark	king allows	for sites w	•	<b>trust:</b> is for sites wit	hin your trus	t with all
Site #1	9.1						
Site #2	10.0						
Site #3	9.4						
Site #4	9.7						
Site 1		Site	2	Site 3		Site 4	
Northumbria S Emergency Ca			am General Hospit	al (53) Wansber	ck Hospital (63)	North Tynesi (125)	de General Hospital

Top five trusts		Bottom five trusts
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.6	Northern Lincolnshire and Goole NHS Foundation Trust
The Leeds Teaching Hospitals NHS Trust	9.4	The Rotherham NHS Foundation Trust
South Tees Hospitals NHS Foundation Trust	9.3	Bradford Teaching Hospitals NHS Foundation Trust
North Tees and Hartlepool NHS Foundation Trust	9.3	Mid Yorkshire Hospitals NHS Trust <b>8.9</b>
Sheffield Teaching Hospitals NHS Foundation Trust	9.3	Airedale NHS Foundation Trust <b>9.1</b>

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

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

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tru	ust sc	ore com	pared with	all other tr	usts:		
his ben	chmarl	king compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust	9.1						
reakd	own c	of scores	s for sites w	ithin your	trust:		
his bend	chmark	king allows	you to comp	are the result	s for sites wit	thin your trus	t with all
		ss trusts.				-	
ì							
ite #1	9.1						
ite #2	9.3						
ite #3	9.0						
-							
ite #4	9.1						
	0.1						
ite 1		Site	2	Site 3		Site 4	
orthumbria S mergency C			ham General Hospit	al (51) Wansbe	ck Hospital (64)	North Tynesi (125)	ide General Hospi

Top five trusts	Top five trusts			3
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.1		Bradford Teaching Hospitals NHS Foundation Trust	7.9
Northumbria Healthcare NHS Foundation Trust	9.1		The Rotherham NHS Foundation Trust	8.1
County Durham and Darlington NHS Foundation Trust	8.9		Northern Lincolnshire and Goole NHS Foundation Trust	8.2
The Leeds Teaching Hospitals NHS Trust	8.8		Mid Yorkshire Hospitals NHS Trust	8.4
Harrogate and District NHS Foundation Trust	8.8		Hull University Teaching Hospitals NHS Trust	8.5

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
			pared with						
This ben	nchma	arking comp	ares the ques	tion score for	r your trust ag	jainst all othe	er trusts.		
Your Trust	9.0								
Breakd	lown	of scores	s for sites w	vithin your	trust:				
		arking allows ross trusts.	s you to comp	are the result	ts for sites wit	hin your trus	t with all		
Site #1	8.9								
Site #2	2 10.0								
Site #3	9.0								
Site #4	9.3								
Site 1		Site	2	Site 3		Site 4			
Northumbria Emergency (			ham General Hospit	al (49) Wansbe	ck Hospital (59)	North Tynesi (115)	de General Hospital		

Top five trusts		Bottom five trusts	5
North Cumbria Integrated Care NHS Foundation Trust	9.2	Mid Yorkshire Hospitals NHS Trust	8.3
South Tees Hospitals NHS Foundation Trust	9.1	Airedale NHS Foundation Trust	8.6
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.1	Bradford Teaching Hospitals NHS Foundation Trust	8.7
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	9.0	Northern Lincolnshire and Goole NHS Foundation Trust	8.7
South Tyneside and Sunderland NHS Foundation Trust	9.0	Gateshead Health NHS Foundation Trust	8.7

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

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

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tr	Your trust score compared with all other trusts:										
This ben	This benchmarking compares the question score for your trust against all other trusts.										
Your Trust	9.1										
Breakd	lown	of scores	s for sites w	vithin vour	trust:						
This ben	chma		you to comp	•		hin your trus	t with all				
Site #1	9.0										
Site #2	10.	0									
Site #3	9.1										
Site #4	9.5										
Site 1		Site	2	Site 3		Site 4					
Northumbria Emergency C			ham General Hospit	tal (53) Wansbe	ck Hospital (65)	North Tynesi (125)	de General Hospital				

_		
Top five trusts		Bottom five trusts
South Tyneside and Sunderland NHS Foundation Trust	9.4	Mid Yorkshire Hospitals NHS Trust <b>8.7</b>
		Nerthear
South Tees Hospitals NHS Foundation Trust	9.3	Northern Lincolnshire and Goole NHS Foundation Trust
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.3	Airedale NHS Foundation Trust <b>8.8</b>
Sheffield Teaching Hospitals NHS Foundation Trust	9.3	Bradford Teaching Hospitals NHS Foundation Trust
County Durham and Darlington NHS Foundation Trust	9.3	The Leeds Teaching Hospitals NHS Trust 9.0

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

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

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
					·	expected	than expected				
			pared with								
This ben	This benchmarking compares the question score for your trust against all other trusts.										
Your Trust	9.0										
Breakd	lown	of scores	for sites w	vithin your	trust:						
		•	you to comp	are the result	s for sites wit	hin your trus	t with all				
	es acro	oss trusts.									
Site #1	9.0										
Site #2	9.2										
							_				
Site #3	8.3										
Site #4	9.4										
_	,		_	011 0		<b>0</b> 1/2 4					
Site 1		Site		Site 3		Site 4					
Northumbria Emergency C			nam General Hospit	al (51) Wansbe	ck Hospital (64)	North Tynesi (122)	de General Hospit				

#### Comparison with other trusts within your region

		_		
Top five trusts			Bottom five trusts	5
South Tees Hospitals NHS Foundation Trust	9.1		Bradford Teaching Hospitals NHS Foundation Trust	8.2
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.1		Mid Yorkshire Hospitals NHS Trust	8.3
Northumbria Healthcare NHS Foundation Trust	9.0		Northern Lincolnshire and Goole NHS Foundation Trust	8.5
North Cumbria Integrated Care NHS Foundation Trust	9.0		The Rotherham NHS Foundation Trust	8.5
Harrogate and District NHS Foundation Trust	9.0		Sheffield Teaching Hospitals NHS Foundation Trust	8.7

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

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

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your tr	ust s	score com	pared with	all other tr	usts:			
This ben	nchma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.	
Your Trust	8.2							
			(					
				vithin your				
		arking allows ross trusts.	you to comp	are the result	is tor sites wi	inin your trus	i with all	
-							_	
Site #1	8.2							
-								
Site #2	8.2							
Site #3	8.4							
-	0.4							
Site #4	8.2							
Site 1		Site	2	Site 3		Site 4		
	Northumbria Specialist Hexham General Hospital (52) Wansbeck Hospital (65) North Tyneside General Hospital (125) (125)							

Top five trusts		Bottom five trusts	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.5	The Rotherham NHS Foundation Trust	6.4
South Tees Hospitals NHS Foundation Trust	8.4	Mid Yorkshire Hospitals NHS Trust	6.8
Northumbria Healthcare NHS Foundation Trust	8.2	Barnsley Hospital NHS Foundation Trust	7.0
Harrogate and District NHS Foundation Trust	8.2	Northern Lincolnshire and Goole NHS Foundation Trust	7.3
South Tyneside and Sunderland NHS Foundation Trust	8.2	Bradford Teaching Hospitals NHS Foundation Trust	7.3

# 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				
	Your trust score compared with all other trusts:									
This benchm	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust <b>8.4</b>										
Breakdow	n of scores	for sites w	vithin vour	trust:						
	arking allows		-		hin your trus	t with all				
	_									
Site #1 8.5	)									
Site #2 9.3	3									
Site #3 8.3	3									
Site #4 8.5	5									
Site 1	Site	2	Site 3		Site 4					
Site 1     Site 2     Site 3     Site 4       Northumbria Specialist Emergency Care Hospital (296)     Hexham General Hospital (50)     Wansbeck Hospital (56)     North Tyneside General Hospital (119)										
	I		ļ		ļ					

Top five trusts		Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.5	Northern Lincolnshire and Goole NHS Foundation Trust	7.4
Northumbria Healthcare NHS Foundation Trust	8.4	The Rotherham NHS Foundation Trust	7.5
South Tyneside and Sunderland NHS Foundation Trust	8.4	Mid Yorkshire Hospitals NHS Trust	7.5
Harrogate and District NHS Foundation Trust	8.4	Airedale NHS Foundation Trust	7.6
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.3	Bradford Teaching Hospitals NHS Foundation Trust	7.6

## 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 exped		e than ected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your tru	our trust score compared with all other trusts:									
This ben	chmarking	compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.			
Your Trust	7.4									
			f		1					
				vithin your	trust: ts for sites wit	hin your true	t with all			
	s across tr		you to comp	ale lle lesui		unn your trus	t with all			
o:, ",										
Site #1	7.4									
Site #2	7.8									
-										
Site #3	7.0									
-										
Site #4	7.5									
Site 1		Site	2	Site 3		Site 4				
Northumbria S Emergency C	Specialist are Hospital (314		nam General Hospit	al (52) Wansbe	ck Hospital (62)	North Tynes (119)	ide General Hospita			
		,								

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Top five trusts		Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.8	The Rotherham NHS Foundation Trust	6.6
South Tees Hospitals NHS Foundation Trust	7.6	Northern Lincolnshire and Goole NHS Foundation Trust	6.8
County Durham and Darlington NHS Foundation Trust	7.5	Mid Yorkshire Hospitals NHS Trust	6.8
South Tyneside and Sunderland NHS Foundation Trust	7.4	Bradford Teaching Hospitals NHS Foundation Trust	6.8
Sheffield Teaching Hospitals NHS Foundation Trust	7.4	Calderdale and Huddersfield NHS Foundation Trust	7.1

# 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 tr	our trust score compared with all other trusts:										
This ben	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust	8.9										
			s for sites w	-							
		arking allows ross trusts.	s you to comp	are the result	s for sites wit	thin your trus	t with all				
	,5 ac	1000 110010.					_				
Site #1	8.9										
Site #2	8.4										
- Site #3	0.4										
Sile #3	9.1										
Site #4	9.3										
	0.0										
Site 1		Site	2	Site 3		Site 4					
Northumbria			tham General Hospit	tal (53) Wansbe	ck Hospital (63)	North Tynesi (124)	de General Hospita				

Top five trusts		Bottom five trusts	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.2	Mid Yorkshire Hospitals NHS Trust <b>8.4</b>	
Gateshead Health NHS Foundation Trust	9.1	Northern Lincolnshire and Goole NHS Foundation Trust	
Harrogate and District NHS Foundation Trust	9.1	Bradford Teaching Hospitals NHS Foundation Trust	
The Leeds Teaching Hospitals NHS Trust	9.0	The Rotherham NHS Foundation Trust <b>8.7</b>	
Sheffield Teaching Hospitals NHS Foundation Trust	9.0	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	

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

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

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ber	nchma	arking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	8.0						
Trust	0.0						
			s for sites w	-			
		arking allows ross trusts.	you to comp	are the result	s for sites wit	hin your trus	t with all
	55 au	033 (103(3).					
Site #1	8.0						
-							
Site #2	8.1						
Site #3	7.4						
Sile #3	7.4						
Site #4	8.5						
-	,						
Site 1		Site	2	Site 3		Site 4	
Northumbria Emergency (			ham General Hospit	al (36) Wansbe	ck Hospital (49)	North Tynes (107)	ide General Hospital
		ļ					,

Top five trusts			Bottom five trusts		
South Tyneside and Sunderland NHS Foundation Trust	8.3		The Rotherham NHS Foundation Trust	7.2	
South Tees Hospitals NHS Foundation Trust	8.3		Mid Yorkshire Hospitals NHS Trust	7.2	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.2		Bradford Teaching Hospitals NHS Foundation Trust	7.3	
North Cumbria Integrated Care NHS Foundation Trust	8.1		Northern Lincolnshire and Goole NHS Foundation Trust	7.4	
York Teaching Hospital NHS Foundation Trust	8.1		Airedale NHS Foundation Trust	7.5	

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trus	score com	pared with	all other tr	usts:		
This benchi	marking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust <b>7.</b>						
	n of scores		-			
	narking allows Icross trusts.	you to comp	are the result	s for sites wit	thin your trus	t with all
	101035 110313.					
Site #1 8.	5					
					_	
Site #2 8	0					
Site #3 <b>7</b> .	4					
Site #3 7	1					
Site #4 7	1					
	-					
Site 1	Site	2	Site 3		Site 4	
Northumbria Spec Emergency Care		ham General Hospir	al (48) Wansbe	ck Hospital (55)	North Tynesi (120)	de General Hospital

Top five trusts		Bottom five trust	S
Northumbria Healthcare NHS Foundation Trust	7.9	The Rotherham NHS Foundation Trust	5.9
Gateshead Health NHS Foundation Trust	7.9	Northern Lincolnshire and Goole NHS Foundation Trust	6.0
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.1	Airedale NHS Foundation Trust	6.0
North Cumbria Integrated Care NHS Foundation Trust	7.0	Barnsley Hospital NHS Foundation Trust	6.1
South Tees Hospitals NHS Foundation Trust	7.0	Mid Yorkshire Hospitals NHS Trust	6.2

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

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

	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		-				
nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
9.7						
lown	of scores	for sites w	ithin your	trust:		
nchma	arking allows		-		thin your trus	t with all
9.8						
10.	0					
9.5						
9.5						
	Site	2	Site 3		Site 4	
		nam General Hospit	al (51) Wansbe	ck Hospital (64)	North Tynesi (124)	ide General Hospital
	9.7 Jown hochma es act 9.8 10. 9.5 9.5 Special	ected expected rust score com nchmarking compa 9.7 down of scores nchmarking allows es across trusts. 9.8 10.0 9.5 9.5 9.5 Site	ected expected than expected than expected expected than expected than expected expected than expected expected with the chinarking compares the quest 9.7 down of scores for sites where the expected e	ected     expected     than expected     the same       rust score compared with all other the nchmarking compares the question score for 9.7       9.7       down of scores for sites within your nchmarking allows you to compare the result es across trusts.       9.8     10.0       9.5     9.5       Site 2       Site 3       Site 3       Site 3	ected       expected       than expected       the same       than expected         rust score compared with all other trusts:       and the same       than expected         nchmarking compares the question score for your trust age         9.7         down of scores for sites within your trust:         nchmarking allows you to compare the results for sites with es across trusts.         9.8         10.0         9.5         9.6         9.7         9.8         9.9         9.9	ected     expected     than expected     the same     than expected     expected       rust score compared with all other trusts:       nchmarking compares the question score for your trust against all other       9.7     down of scores for sites within your trust:       nchmarking allows you to compare the results for sites within your trustes across trusts.       9.8     10.0       9.5     Site 2       Site 3       Site 3       Site 4       Specialist

Top five trusts		Bottom five trusts	5
Northumbria Healthcare NHS Foundation Trust	9.7	Mid Yorkshire Hospitals NHS Trust	9.2
County Durham and Darlington NHS Foundation Trust	9.6	Calderdale and Huddersfield NHS Foundation Trust	9.2
Gateshead Health NHS Foundation Trust	9.6	York Teaching Hospital NHS Foundation Trust	9.3
South Tyneside and Sunderland NHS Foundation Trust	9.6	Bradford Teaching Hospitals NHS Foundation Trust	9.3
North Tees and Hartlepool NHS Foundation Trust	9.6	The Leeds Teaching Hospitals NHS Trust	9.3

# 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 wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.7						
	lown	ofscores	for sites w	vithin your	truct.		
This ben	chma			are the result		hin your trus	t with all
-							
Site #1	8.7						
Site #2	9.3						
Site #3	9.2						
Site #4	9.0						
Site 1		Site	2	Site 3		Site 4	
Northumbria Emergency (			nam General Hospit	al (47) Wansber	ck Hospital (53)	North Tynesi (114)	de General Hospita

<b>-</b>			
Top five trusts		Bottom five trusts	5
County Durham and Darlington NHS Foundation Trust	9.2	Bradford Teaching Hospitals NHS Foundation Trust	8.3
South Tees Hospitals NHS Foundation Trust	9.1	Northern Lincolnshire and Goole NHS Foundation Trust	8.4
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	9.1	Mid Yorkshire Hospitals NHS Trust	8.5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.1	The Rotherham NHS Foundation Trust	8.6
Harrogate and District NHS Foundation Trust	9.1	Airedale NHS Foundation Trust	8.7

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

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

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	usts	score com	pared with	all other tr	usts:		
This ber	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	8.6						
Breakd	lowr	of scores	s for sites w	vithin vour	trust:		
This ben	chma		you to comp	-		thin your trus	t with all
Site #1	8.5						
Site #2	9.4						
Site #3	8.8						
Site #4	9.1						
Site 1		Site	2	Site 3		Site 4	
Northumbria Emergency (			ham General Hospit	tal (47) Wansber	ck Hospital (61)	North Tynesi (120)	de General Hospital

		_			
Top five trusts	Top five trusts			5	
South Tees Hospitals NHS Foundation Trust	8.8		The Rotherham NHS Foundation Trust	7.4	
North Cumbria Integrated Care NHS Foundation Trust	8.8		Bradford Teaching Hospitals NHS Foundation Trust	7.7	
South Tyneside and Sunderland NHS Foundation Trust	8.7		Mid Yorkshire Hospitals NHS Trust	7.7	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7		Northern Lincolnshire and Goole NHS Foundation Trust	7.9	
Northumbria Healthcare NHS Foundation Trust	8.6		The Leeds Teaching Hospitals NHS Trust	8.0	

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

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

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust so	core com	pared with	all other tr	usts:		
This ber	nchmar	king compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	9.3						
			e 14				
				ithin your		h.'	6
		king allows oss trusts.	you to comp	are the result	IS FOR SITES WIT	inin your trus	t with all
-							
Site #1	9.4						
Site #2	9.4						
	9.4						
Site #3	9.6						
-	_	_	_	_	_	_	
Site #4	9.0						
Site 1		Site	2	Site 3		Site 4	
Northumbria Emergency (			nam General Hospit	al (43) Wansbee	ck Hospital (34)	North Tynesi (80)	de General Hospital
5 .,	-1	. ,					

#### Comparison with other trusts within your region

Tan Cartana (a		1 [		
Top five trusts			Bottom five trusts	5
North Tees and Hartlepool NHS Foundation Trust	9.4		Northern Lincolnshire and Goole NHS Foundation Trust	8.4
Northumbria Healthcare NHS Foundation Trust	9.3		Bradford Teaching Hospitals NHS Foundation Trust	8.7
South Tyneside and Sunderland NHS Foundation Trust	9.3		Mid Yorkshire Hospitals NHS Trust	8.8
South Tees Hospitals NHS Foundation Trust	9.2		Airedale NHS Foundation Trust	8.8
York Teaching Hospital NHS Foundation Trust	9.1		The Leeds Teaching Hospitals NHS Trust	8.9

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### 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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	ust s	score com	pared with	all other tr	usts:				
This ber	his benchmarking compares the question score for your trust against all other trusts.								
Your Trust	8.0								
Breako	lowr	of scores	for sites w	vithin vour	trust:				
This ber	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	7.4								
Site #2	8.0								
Site #3	8.2								
Site #4	7.9								
Site 1		Site	2	Site 3		Site 4			
Northumbria Emergency			ham General Hospit	al (43) Wansbe	ck Hospital (39)	North Tynesi (87)	de General Hospita		

Top five trusts		Bottom five trusts	
Gateshead Health NHS Foundation Trust	8.4	Northern Lincolnshire and Goole NHS Foundation Trust	
Mid Yorkshire Hospitals NHS Trust	8.2	Hull University Teaching Hospitals NHS Trust <b>7.5</b>	
North Tees and Hartlepool NHS Foundation Trust	8.1	The Leeds Teaching Hospitals NHS Trust <b>7.5</b>	
Harrogate and District NHS Foundation Trust	8.0	Bradford Teaching Hospitals NHS Foundation Trust	
Airedale NHS Foundation Trust	8.0	North Cumbria Integrated Care NHS Foundation Trust <b>7.6</b>	

### 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 we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust	score com	pared with	all other tr	usts:		
This ber	nchma	arking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	8.3						
			¢ 14				
This ben	chma		s for sites w s you to comp	-		thin your trus	t with all
	)						
Site #1	8.5						
Site #2	8.8						
Site #3	8.8	i					
Site #4	8.0						
Site 1	]	Site	e 2	Site 3		Site 4	
Northumbria Emergency (			kham General Hospit	tal (45) Wansbe	ck Hospital (41)	North Tynesi (86)	ide General Hospita

		-		
Top five trusts	Top five trusts			5
Gateshead Health NHS Foundation Trust	8.6		Calderdale and Huddersfield NHS Foundation Trust	7.5
Harrogate and District NHS Foundation Trust	8.4		Northern Lincolnshire and Goole NHS Foundation Trust	7.7
Northumbria Healthcare NHS Foundation Trust	8.3		Hull University Teaching Hospitals NHS Trust	7.7
South Tyneside and Sunderland NHS Foundation Trust	8.3		The Leeds Teaching Hospitals NHS Trust	7.8
South Tees Hospitals NHS Foundation Trust	8.3		North Cumbria Integrated Care NHS Foundation Trust	7.8

# Leaving hospital: Q34. To what extent did staff involve you in decisions about you 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
Your trus	t score com	pared with	all other tr	usts:		
This bench	marking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust <b>7</b> .	4					
ITUST		<b>c</b> 1,	.,			
	vn of scores		-		hin your truc	t with all
	marking allows across trusts.	s you to comp	are the result	S IOI SILES WI	inin your trus	l with an
Site #1 7	.1					
Site #2	.2					
Site #3 7	.3					
-						
Site #4	.1					
Site 1	Site	2	Site 3		Site 4	
Northumbria Spe Emergency Care		ham General Hospi	tal (50) Wansbe	ck Hospital (65)	North Tynesi (122)	de General Hospital
Lineigeney eare					()	
						ļ

Top five trusts		Bottom five trusts	6
North Tees and Hartlepool NHS Foundation Trust	7.6	Northern Lincolnshire and Goole NHS Foundation Trust	6.6
	_		
South Tees Hospitals NHS Foundation Trust	7.6	The Rotherham NHS Foundation Trust	6.8
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.5	Mid Yorkshire Hospitals NHS Trust	6.8
South Tyneside and Sunderland NHS Foundation Trust	7.5	Bradford Teaching Hospitals NHS Foundation Trust	6.8
Northumbria Healthcare NHS Foundation Trust	7.4	Barnsley Hospital NHS Foundation Trust	6.9

### 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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	ust s	score co	mpared with	all other to	rusts:				
This ber	his benchmarking compares the question score for your trust against all other trusts.								
Your Trust	7.7								
Breako	lowr	of scor	es for sites w	vithin your	trust:				
This ber	nchma		ws you to comp	-		thin your trus	t with all		
Site #1	7.2								
Site #2	8.8								
Site #3	8.4								
Site #4	8.3								
Site 1		s	Site 2	Site 3		Site 4			
Northumbria Emergency			lexham General Hospit	tal (38) Wansbe	ck Hospital (59)	North Tynesi (102)	de General Hospita		

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Top five trusts		Bottom five trusts	5
South Tees Hospitals NHS Foundation Trust	7.8	The Rotherham NHS Foundation Trust	6.5
Northumbria Healthcare NHS Foundation Trust	7.7	Mid Yorkshire Hospitals NHS Trust	6.5
Sheffield Teaching Hospitals NHS Foundation Trust	7.6	Northern Lincolnshire and Goole NHS Foundation Trust	6.8
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.6	Bradford Teaching Hospitals NHS Foundation Trust	6.9
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	7.6	The Leeds Teaching Hospitals NHS Trust	6.9

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trust s	score com	pared with	all other tr	usts:					
This benchma	his benchmarking compares the question score for your trust against all other trusts.								
Your Trust <b>9.0</b>									
		<b>,</b> ,							
Breakdown			-						
This benchma	-	you to comp	are the result	s for sites wit	hin your trus	t with all			
other sites acr	oss trusts.								
Site #1 9.1									
<b>J</b>									
Site #2									
Site #3 8.8									
Site #4 9.6									
Site 1	Site	2	Site 3		Site 4				
Northumbria Speciali Emergency Care Hos		nam General Hospit re not shown as <3		ck Hospital (50)		de General Hospital			
Emergency Care Hos		ondents)	0		(60)				
					:				

Top five trusts	1	Bottom five trusts		
Harrogate and District NHS Foundation Trust	9.0	Bradford Teaching Hospitals NHS Foundation Trust	7.5	
Barnsley Hospital NHS Foundation Trust	9.0	Calderdale and Huddersfield NHS Foundation Trust	7.8	
Northumbria Healthcare NHS Foundation Trust	9.0	The Rotherham NHS Foundation Trust	7.9	
North Tees and Hartlepool NHS Foundation Trust	8.9	Mid Yorkshire Hospitals NHS Trust	8.1	
York Teaching Hospital NHS Foundation Trust	8.8	The Leeds Teaching Hospitals NHS Trust	8.2	

# Leaving hospital: Q37. Were you given enough notice about when you were going 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
Your trus	t score com	pared with	all other tr	usts:		
This bench	marking comp	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your Trust <b>7</b> .	4					
_						
	vn of scores		-			
	marking allows across trusts.	s you to comp	are the result	s for sites wit	hin your trus	t with all
Site #1 7	.0					
-						
Site #2 <b>7</b>	.1					
-						
Site #3 7	.8					
		_	_	_	_	
Site #4	.2					
Site 1	Site	2	Site 3		Site 4	
Northumbria Spe		ham General Hospit	tal (53) Wansbe	ck Hospital (65)	North Tynes	ide General Hospita
Emergency Care	Hospital (333)				(125)	
			1			

Top five trusts		Bottom five trusts
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.8	Northern Lincolnshire and Goole NHS Foundation Trust
South Tyneside and Sunderland NHS Foundation Trust	7.7	Bradford Teaching Hospitals NHS Foundation Trust
North Tees and Hartlepool NHS Foundation Trust	7.6	Mid Yorkshire Hospitals NHS Trust <b>6.8</b>
South Tees Hospitals NHS Foundation Trust	7.5	The Rotherham NHS Foundation Trust <b>6.8</b>
Northumbria Healthcare NHS Foundation Trust	7.4	The Leeds Teaching Hospitals NHS Trust <b>6.8</b>

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

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

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	ust s	score com	pared with	all other t	rusts:				
This ber	nchma	arking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.		
Your Trust	7.6								
	low	ofcooroc	for citor y	lithin your	truct				
This ber	nchma		for sites w you to comp	•	ts for sites wi	thin your trus	t with all		
Site #1	7.2								
Site #2	8.7								
Site #3	8.2								
Site #4	8.1								
Site 1		Site	2	Site 3		Site 4			
	Interf     Onterf     Onterf     Onterf       Iorthumbria Specialist mergency Care Hospital (311)     Hexham General Hospital (53)     Wansbeck Hospital (64)     North Tyneside General Hospital (116)								

Top five trusts		B	Bottom five trusts	5
Harrogate and District NHS Foundation Trust	7.9	н	Mid Yorkshire lospitals NHS Trust	6.0
Northumbria Healthcare NHS Foundation Trust	7.6		The Rotherham NHS Foundation Trust	6.4
Calderdale and Huddersfield NHS Foundation Trust	7.4		Northern Lincolnshire and Goole NHS Foundation Trust	6.5
North Tees and Hartlepool NHS Foundation Trust	7.4		Barnsley Hospital NHS Foundation Trust	6.8
Hull University Teaching Hospitals NHS Trust	7.4		Bradford Teaching Hospitals NHS Foundation Trust	6.8

# 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
Your trust	score com	pared with	all other tr	usts:		
This benchn	narking compa	ares the ques	tion score for	your trust aç	ainst all othe	er trusts.
Your Trust <b>5.3</b>						
_	n of opprov		vithin your	4711041		
This benchm	arking allows		<b>vithin your</b> are the result		hin your trus	t with all
other sites a	cross trusts.					
Site #1 5.3	3					
-						
Site #2 3.9	9					
Site #3 5.4	4					
Site #4 5.1	1					
Site 1	Site	2	Site 3		Site 4	
Northumbria Speci Emergency Care H		ham General Hospit	tal (45) Wansbeg	ck Hospital (57)	North Tynesi (104)	de General Hospita

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Top five trusts		Bottom five trusts			
Harrogate and District NHS Foundation Trust	5.5	Mid Yorkshire Hospitals NHS Trust	3.7		
Northumbria Healthcare NHS Foundation Trust	5.3	Northern Lincolnshire and Goole NHS Foundation Trust	4.0		
South Tees Hospitals NHS Foundation Trust	5.3	Bradford Teaching Hospitals NHS Foundation Trust	4.1		
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	5.2	The Rotherham NHS Foundation Trust	4.1		
The Newcastle upon Tyne Hospitals NHS Foundation Trust	5.1	Barnsley Hospital NHS Foundation Trust	4.3		

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

### **Results for your trust**

Much wor than expec			what worse expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ust score	compare	d with	all other tr	usts:		
This ben	chmarking c	compares t	he ques	tion score for	· your trust aç	gainst all othe	er trusts.
Your Trust	6.8						
			•.				
				vithin your		4 h	المطائب ا
	chmarking a s across tru	-	to compa	are the result	IS TOP SITES WI	thin your trus	st with all
						_	
Site #1	6.7						
-							
Site #2	7.5						
Site #3	6.3						
Sile #3	0.3						
Site #4	7.5						
Site 1		Site 2		Site 3		Site 4	
Northumbria S Emergency Ca	Specialist are Hospital (287)	Hexham Ge	neral Hospit	al (47) Wansbe	ck Hospital (62)	North Tynes (113)	side General Hospital

Top five trusts		Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.2	Northern Lincolnshire and Goole NHS Foundation Trust	5.9
Gateshead Health NHS Foundation Trust	7.1	Bradford Teaching Hospitals NHS Foundation Trust	5.9
Harrogate and District NHS Foundation Trust	7.0	Mid Yorkshire Hospitals NHS Trust	6.0
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	6.9	The Rotherham NHS Foundation Trust	6.1
County Durham and Darlington NHS Foundation Trust	6.9	The Leeds Teaching Hospitals NHS Trust	6.2

# 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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust sc	ore com	pared with	all other tr	usts:		
This ber	nchmark	king compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.1						
Breako	lown c	of scores	for sites w	ithin your	trust:		
		ting allows ss trusts.	you to comp	are the result	s for sites wit	hin your trus	t with all
Site #1	7.8						
Site #2	9.3						
Site #3	8.2						
Site #4	9.0						
Site 1		Site	2	Site 3		Site 4	
Northumbria Emergency (			am General Hospit	al (50) Wansber	ck Hospital (62)	North Tynes (121)	ide General Hospita

Top five trusts		Bottom five trusts	
York Teaching Hospital NHS Foundation Trust	8.4	Mid Yorkshire Hospitals NHS Trust <b>6.9</b>	
Harrogate and District NHS Foundation Trust	8.3	Northern Lincolnshire and Goole NHS Foundation Trust	
Sheffield Teaching Hospitals NHS Foundation Trust	8.3	The Leeds Teaching Hospitals NHS Trust <b>7.5</b>	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.3	Airedale NHS Foundation Trust <b>7.6</b>	
South Tees Hospitals NHS Foundation Trust	8.2	The Rotherham NHS Foundation Trust <b>7.6</b>	

## 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		
Your tr	ust s	score com	pared with	all other tr	usts:				
This ber	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust	8.7								
This ber	<b>Breakdown of scores for sites within your trust:</b> This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	8.8								
Site #2	9.9								
Site #3	8.6								
Site #4	9.3								
Site 1		Site	2	Site 3		Site 4			
Northumbria Emergency			ham General Hospit	al (31) Wansbe	ck Hospital (42)	North Tynesi (84)	de General Hospita		

Top five trusts		Bottom five trusts	5
Harrogate and District NHS Foundation Trust	8.9	Mid Yorkshire Hospitals NHS Trust	7.3
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.9	Northern Lincolnshire and Goole NHS Foundation Trust	7.5
Northumbria Healthcare NHS Foundation Trust	8.7	Airedale NHS Foundation Trust	7.6
York Teaching Hospital NHS Foundation Trust	8.7	Bradford Teaching Hospitals NHS Foundation Trust	7.7
Calderdale and Huddersfield NHS Foundation Trust	8.6	Hull University Teaching Hospitals NHS Trust	8.0

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trus	t score com	pared with	all other to	rusts:		
his bench	marking comp	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
Your <b>7.</b>	)					
Trust	2					
3 reakdov	n of scores	s for sites w	vithin your	trust:		
his benchr	narking allows	you to comp	are the resul	ts for sites wit	hin your trus	t with all
ther sites a	across trusts.					
Site #1 7	4					
ite #1 7	.4					
Site #2 8	7					
	.1					
Site #3 8	1					
Site #4 <b>7</b>	.7					
iite 1	Site	2	Site 3		Site 4	
lorthumbria Spece		ham General Hospit	al (30) Wansbe	ck Hospital (44)	North Tynesi (81)	de General Hospital
inergeney care						

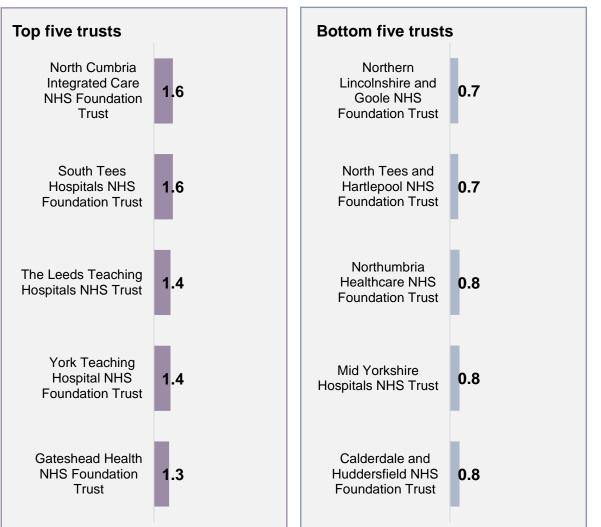
		-	-
Top five trusts		Bottom five trusts	5
South Tees Hospitals NHS Foundation Trust	7.4	Bradford Teaching Hospitals NHS Foundation Trust	5.7
County Durham and Darlington NHS Foundation Trust	7.2	Mid Yorkshire Hospitals NHS Trust	6.0
Northumbria Healthcare NHS Foundation Trust	7.2	Hull University Teaching Hospitals NHS Trust	6.3
Calderdale and Huddersfield NHS Foundation Trust	7.1	Northern Lincolnshire and Goole NHS Foundation Trust	6.3
Barnsley Hospital NHS Foundation Trust	7.0	Sheffield Teaching Hospitals NHS Foundation Trust	6.4

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

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

Much worse than expecte	-	se than bected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust score compared with all other trusts:							
his benchmarking compares the question score for your trust against all other trusts.							
′our rust <b>0</b>	8						
eakdo	wn of s	scores	for sites w	vithin you	r trust:		
is bench her sites	-		you to comp	are the resu	ults for sites wit	hin your trus	t with all
e #1 <b>(</b>	.8						
e #2 💈	2.2						
e #3 1	.1						
e #4 1	.3						
e 1		Site	2	Site 3	i	Site 4	
rthumbria Spe ergency Care			am General Hospi	tal (44) Wansl	beck Hospital (51)	North Tynesi (111)	de General Hospital

### Comparison with other trusts within your region



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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your trus	t score com	pared with	all other tr	usts:			
This benchmarking compares the question score for your trust against all other trusts.							
Your Trust <b>9.</b>	0.0						
Breakdov	vn of score	s for sites v	vithin your	trust:			
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.							
Site #1 9.2							
Site #2 9.9							
Site #3 9.1							
Site #4 9	.6						
Site 1	Site	e 2	Site 3		Site 4		
Northumbria Spe Emergency Care		kham General Hospi	tal (53) Wansber	ck Hospital (64)	North Tynesi (124)	de General Hospital	

Top five trusts		Bottom five trusts		
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.4	Mid Yorkshire Hospitals NHS Trust	8.8	
Sheffield Teaching Hospitals NHS Foundation Trust	9.4	Bradford Teaching Hospitals NHS Foundation Trust	8.9	
South Tyneside and Sunderland NHS Foundation Trust	9.4	Northern Lincolnshire and Goole NHS Foundation Trust	9.0	
North Cumbria Integrated Care NHS Foundation Trust	9.4	Airedale NHS Foundation Trust	9.0	
County Durham and Darlington NHS Foundation Trust	9.3	The Rotherham NHS Foundation Trust	9.0	

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

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

		About the same	Somewhat better than expected	Better than expected	Much better than expected		
ust score c	ompared with	all other ti	rusts:				
This benchmarking compares the question score for your trust against all other trusts.							
8.5							
own of scr	ores for sites w	vithin your	trust				
This benchmarking allows you to compare the results for sites within your trust with all							
s across trus	15.				_		
8.5							
9.3							
8.2							
e #4 8.7							
	Site 2	Site 3		Site 4			
Specialist are Hospital (334)	Hexham General Hospi	tal (53) Wansbe	ck Hospital (66)	North Tynes (123)	ide General Hospital		
	expected expected expected st score c chmarking co expected s across trus 8.5 9.3 8.2 8.7	expected     than expected       ust score compared with chmarking compares the quest       8.5       own of scores for sites v chmarking allows you to comp s across trusts.       8.5       9.3       8.2       8.7       Site 2       Specialist	cted       expected       than expected       the same         ust score compared with all other the chmarking compares the question score for sites within your compares for sites within your chmarking allows you to compare the result s across trusts.         8.5       9.3       8.5         9.3       8.2       5         8.7       Site 2       Site 3         Site 3         Bapecialist	expected       than expected       the same       than expected         ust score compared with all other trusts:       chmarking compares the question score for your trust age         8.5       own of scores for sites within your trust:         chmarking allows you to compare the results for sites with a across trusts.         8.5         9.3         8.2         8.7         Site 2       Site 3         Specialist       Hexham General Hospital (53)	expected       than expected       the same       than expected       expected         ust score compared with all other trusts:       chmarking compares the question score for your trust against all other         8.5       own of scores for sites within your trust:       chmarking allows you to compare the results for sites within your trust s across trusts.         8.5       9.3       8.2         8.7       Site 2       Site 3       Site 4         Specialist       Hexham General Hospital (53)       Wansbeck Hospital (66)       North Tynesi		

•						
Top five trusts			Bottom five trusts			
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7		Mid Yorkshire Hospitals NHS Trust	7.8		
South Tees Hospitals NHS Foundation Trust	8.7		The Rotherham NHS Foundation Trust	7.9		
Sheffield Teaching Hospitals NHS Foundation Trust	8.6		Bradford Teaching Hospitals NHS Foundation Trust	7.9		
South Tyneside and Sunderland NHS Foundation Trust	8.5		Northern Lincolnshire and Goole NHS Foundation Trust	7.9		
Northumbria Healthcare NHS Foundation Trust	8.5		Barnsley Hospital NHS Foundation Trust	8.1		

## For further information

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



# Appendix



## **Comparison to other trusts**

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

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

## **Comparison to other trusts**

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

Somewhat worse than expected	Somewhat better than expected		
Your trust has not performed "somewhat worse than expected" for any questions.	<ul> <li>Q8. How clean was the hospital room or ward that you were in?</li> <li>Q12. How would you rate the hospital food?</li> <li>Q22. Thinking about your care and treatment, were you told something by a member of staff that was different to what you had been told by another member of staff?</li> <li>Q27. Were you given enough privacy when being examined or treated?</li> <li>Q31. Beforehand, how well did hospital staff answer your questions about the operations or procedures?</li> <li>Q44. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?</li> </ul>		

## **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
<ul> <li>Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?</li> <li>Q5. Were you ever prevented from sleeping at night by noise from staff?</li> <li>Q5. Were you ever prevented from sleeping at night by hospital lighting?</li> <li>Q17. When doctors spoke about your care in front of you, were you included in the conversation?</li> </ul>	<ul> <li>Q5. Were you ever prevented from sleeping at night by noise from other patients?</li> <li>Q26. Were you able to discuss your condition or treatment with hospital staff without being overheard?</li> </ul>





### **Results for Northumbria Healthcare NHS Foundation Trust**

### Where patient experience is best

- Noise from other patients: patients not being bothered by noise at night from other patients
- Privacy for discussions: patients being able to discuss their condition or treatment with hospital staff without being overheard
- Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Disturbance from hospital lighting: patients not being bothered at night from hospital lighting

### Where patient experience could improve

- Feedback on care: patients being asked to give their views on the quality of their care
- Pain control: where patients were in pain, feeling hospital staff did everything they could to help control their pain
- Taking medication: patients being able to take medication they brought to hospital when needed
- Keeping in touch during the COVID-19 pandemic: patients being able to keep in touch with family and friends during their stay in hospital
- Respect and dignity: patients being treated with respect and dignity while they were in the hospital

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

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at Northumbria Healthcare NHS Foundation Trust who had attended in late 2020. Responses were received from 590 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

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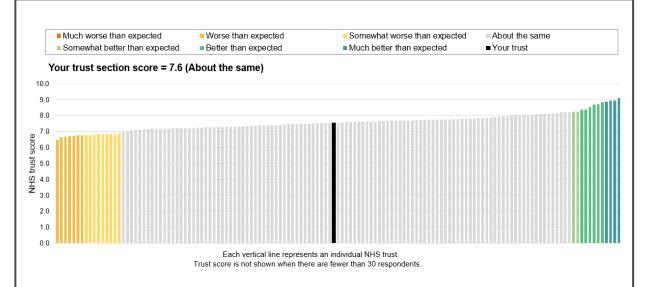
## How to interpret benchmarking in this report

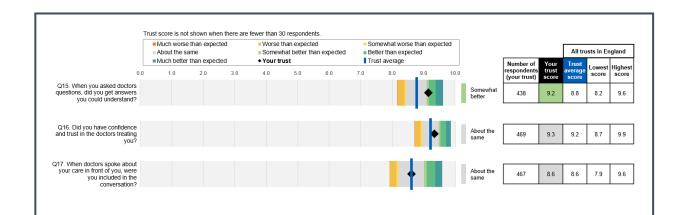
#### **Trust level benchmarking**

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

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

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





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

#### **Trust level benchmarking**

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

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

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

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

#### Site level benchmarking

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

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

### An example of scoring

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

#### Calculating an individual respondent's score

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

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

#### Calculating the trust score for each question

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

#### Calculating the section score

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