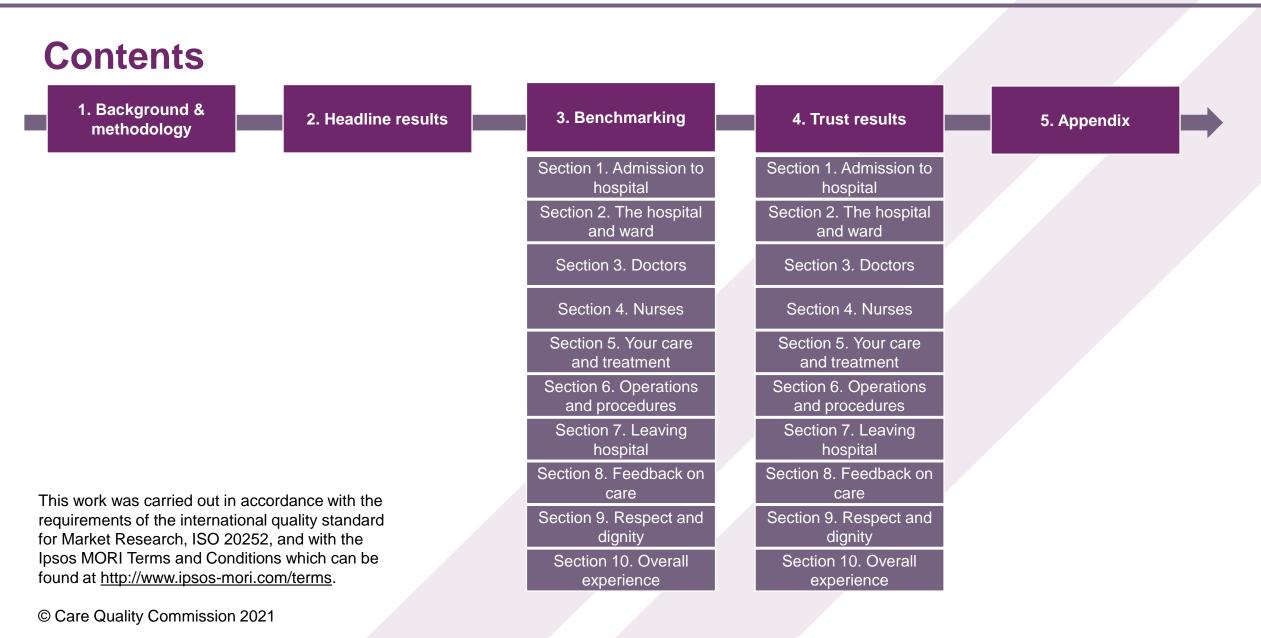
NHS Adult Inpatient Survey 2020 Benchmark Report

Oxford University Hospitals NHS Foundation Trust



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Background and methodology

This section includes:

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



Background and methodology

The NHS Patient Survey Programme

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

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

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

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

The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

Trend data

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

Further information about the survey

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

Key terms used in this report

The 'expected range' technique

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

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

More information can be found in the Appendix.

Standardisation

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

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

Scoring

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

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

Trust average

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

Suppressed data

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

Further information about the methods

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

Using the survey results

Navigating this report

This report is split into five sections:

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

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

How to interpret the graphs in this report

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

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

Other data sources

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

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

Headline results

This section includes:

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



Who took part in the survey?

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

1,250 invited to take part	Ethnicity	Religion
 603 completed 58% urgent/emergency admission 42% planned admission 51% response rate 46% average response rate for all trusts 46% response rate for your trust last year 	White93%Mixed1%Asian or Asian British3%Black or Black British1%Arab or other ethnic group<0.5%Not known2%	No religion 25% Buddhist 1% Christian 68% Hindu 1% Jewish 1% Muslim 1% Sikh <0.5% Other 1% Prefer not to say 1%
Long-term conditions of participants said they have physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").	Sex At birth were you registered as Female 49% Male 51% Intersex 0% <0.5% 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.

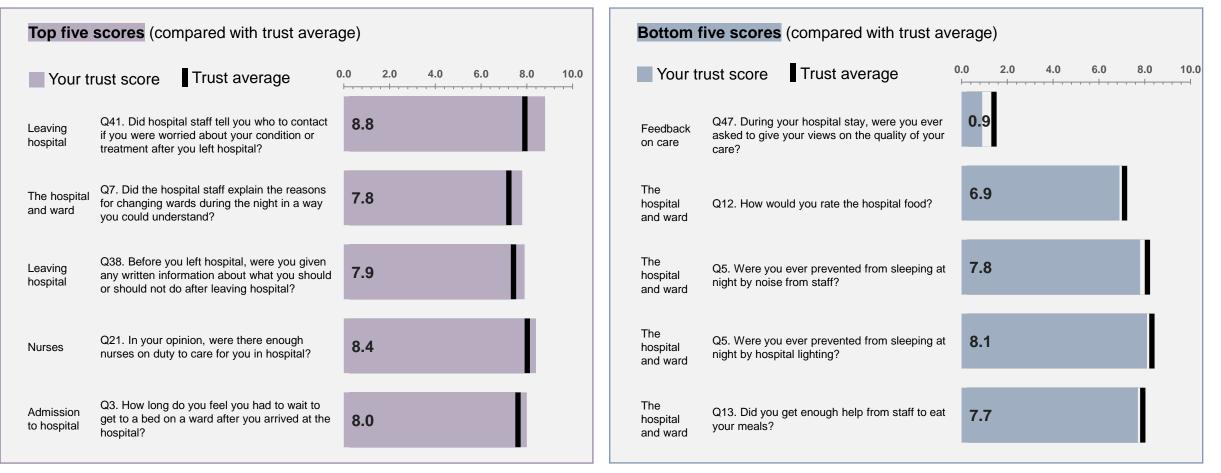
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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.



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



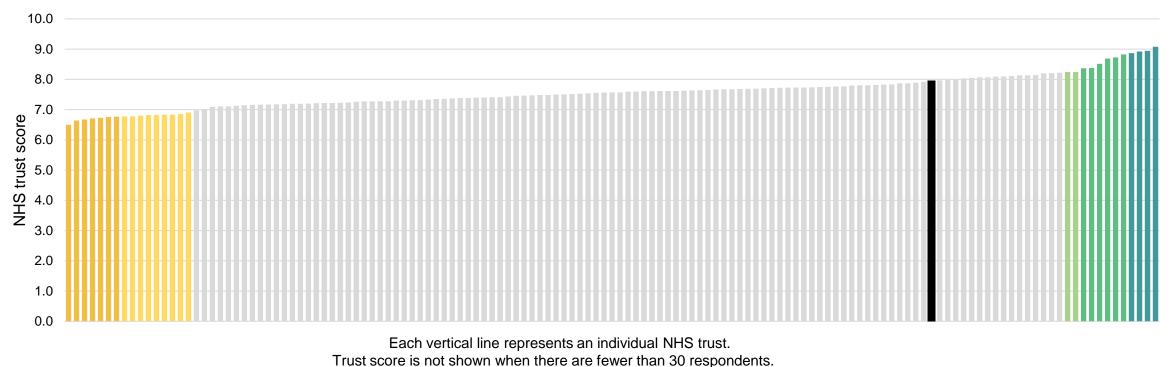
Section 1. Admission to hospital

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.

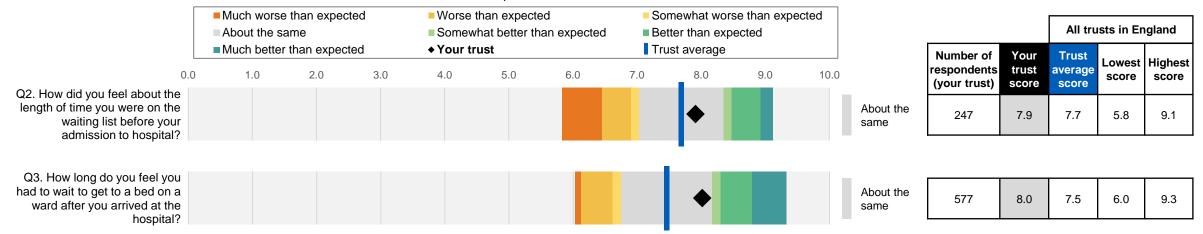
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 8.0 (About the same)



Section 1. Admission to hospital (continued)

Question scores



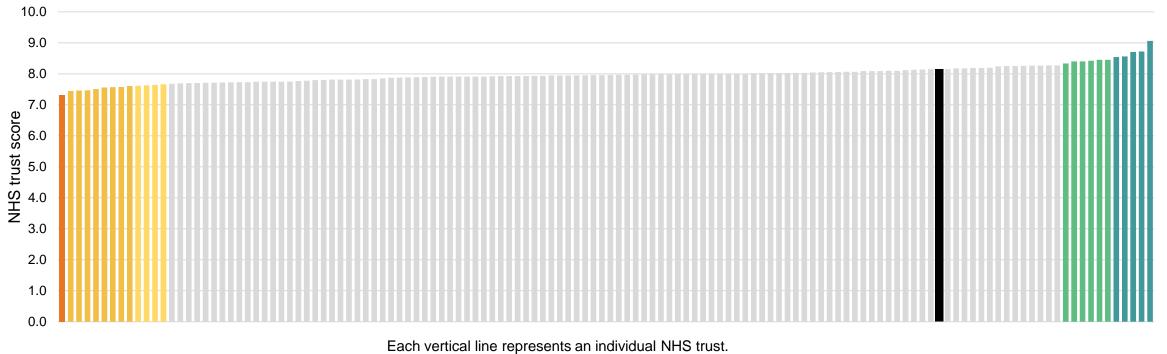
Section 2. The hospital and ward

Section score

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

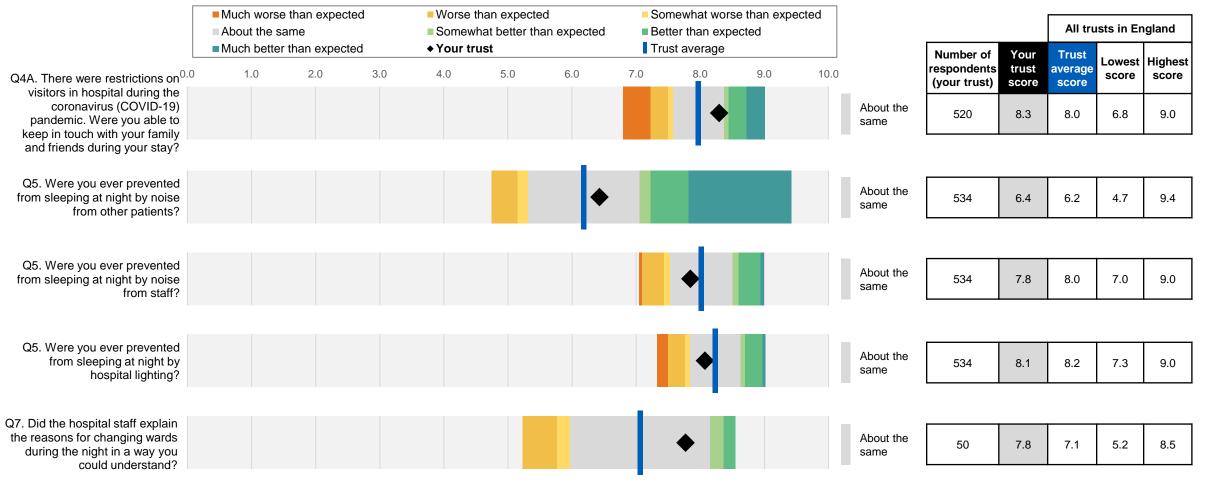


Your trust section score = 8.1 (About the same)



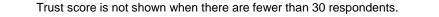
Section 2. The hospital and ward (continued)

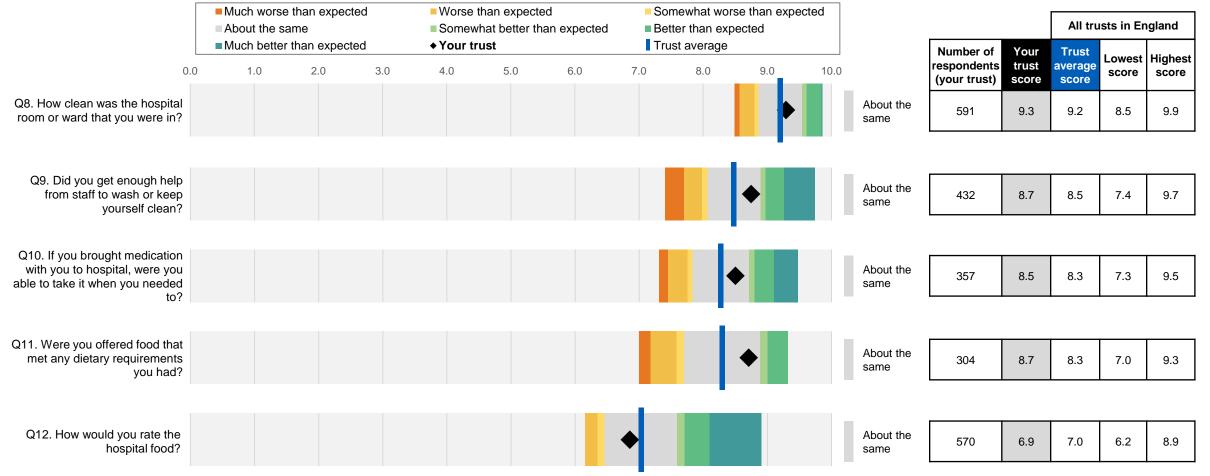
Question scores



Section 2. The hospital and ward (continued)

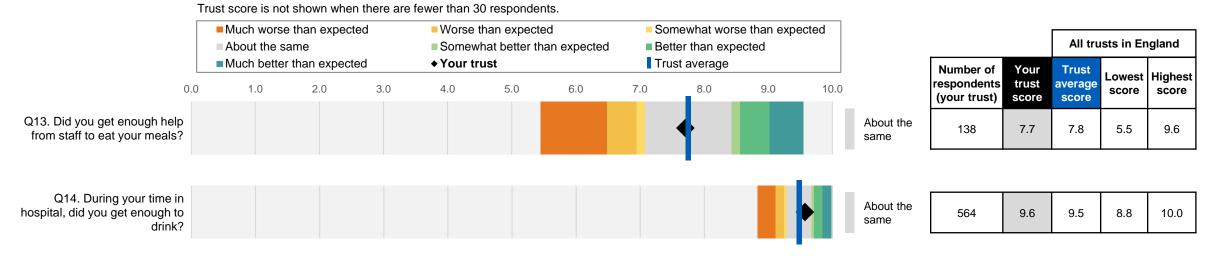
Question scores





Section 2. The hospital and ward (continued)

Question scores



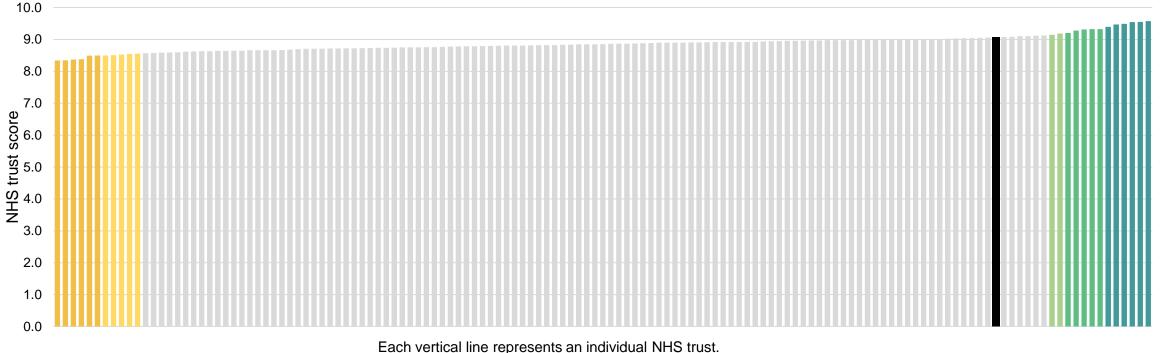
Section 3. Doctors

Section score

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

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

Your trust section score = 9.1 (About the same)



Section 3. Doctors (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents. Much worse than expected Worse than expected Somewhat worse than expected All trusts in England About the same Somewhat better than expected Better than expected Much better than expected Trust average Your trust Your Number of Trust Lowest Highest respondents trust average 0.0 1.0 2.0 4.0 5.0 6.0 7.0 8.0 10.0 3.0 9.0 score score (your trust) score score Q15. When you asked doctors questions, did you get answers 554 Better 9.2 8.8 8.2 9.6 you could understand? Q16. Did you have confidence About the and trust in the doctors treating 9.9 8.7 599 9.4 9.2 same you? Q17. When doctors spoke about your care in front of you, were About the 599 8.6 7.9 9.6 8.7 you included in the same conversation?

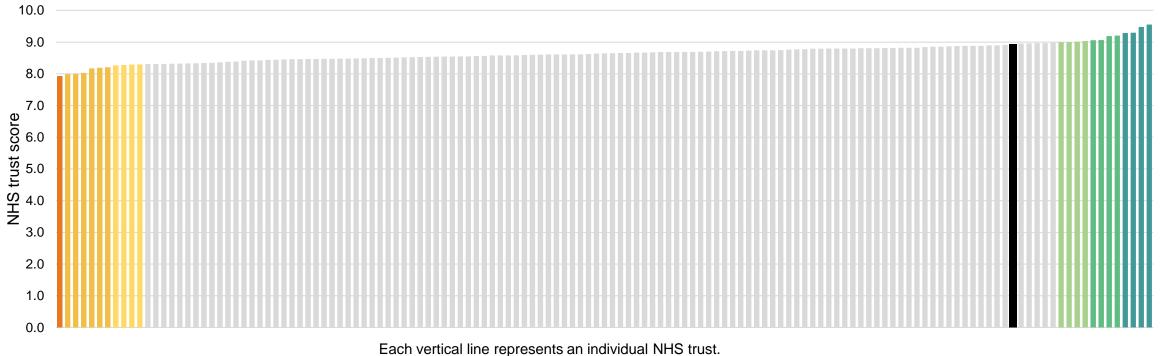
Section 4. Nurses

Section score

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

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

Your trust section score = 8.9 (About the same)



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

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Section 4. Nurses (continued)

Question scores

	 Much worse than expected About the same Much better than expected 			Somew	 Worse than expected Somewhat better than expected Your trust 		Bett	er than expe	e than expecte cted	d				All tru	sts in En	gland
ا 0.0	 1.0	2.0	3.0	 ◆ Your tr 4.0 	ust 5.0	6.0	7.0	t average 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	565	9.0	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?									Image: A start of the start		About the same	601	9.3	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	595	8.9	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?								•			Somewhat better	600	8.4	7.9	6.4	9.3

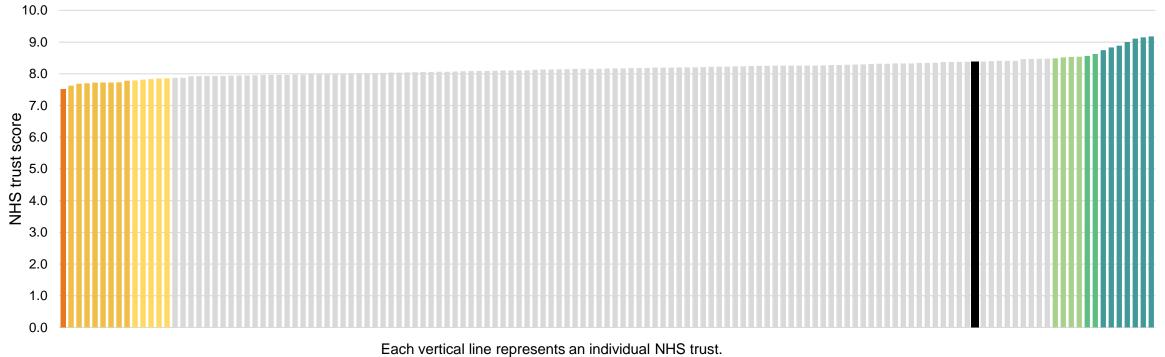
Section 5. Your care and treatment

Section score

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

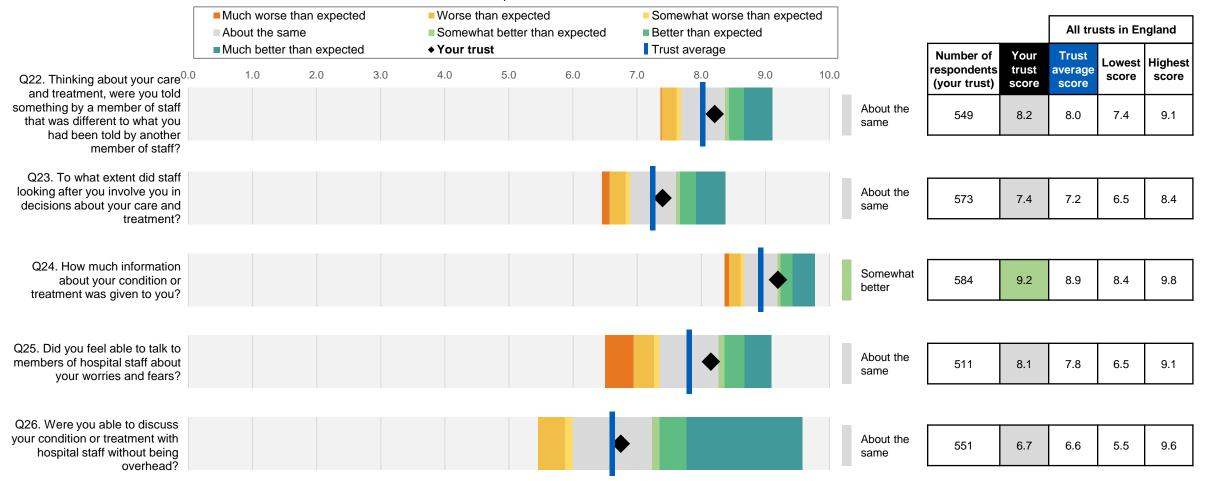
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 8.4 (About the same)



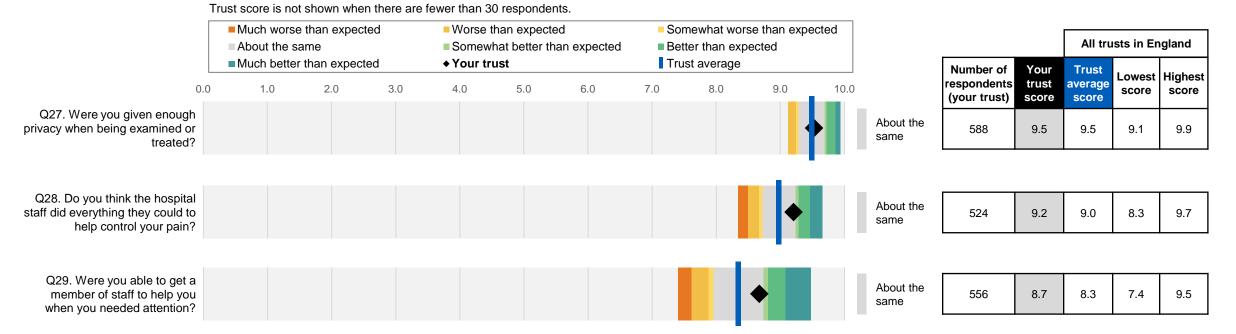
Section 5. Your care and treatment (continued)

Question scores



Section 5. Your care and treatment (continued)

Question scores



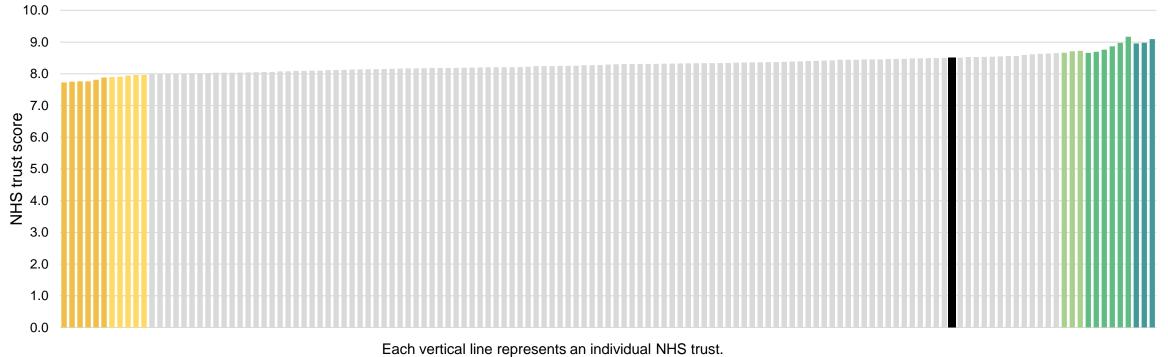
Section 6. Operations and procedures

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.

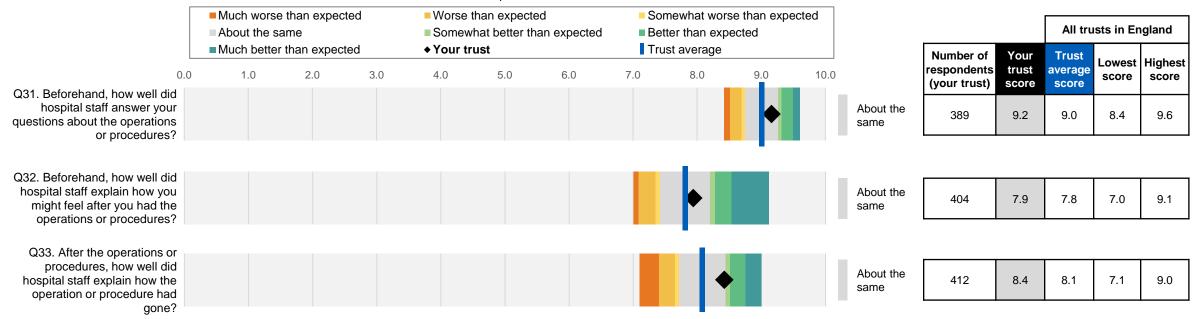
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

Your trust section score = 8.5 (About the same)



Section 6. Operations and procedures (continued)

Question scores

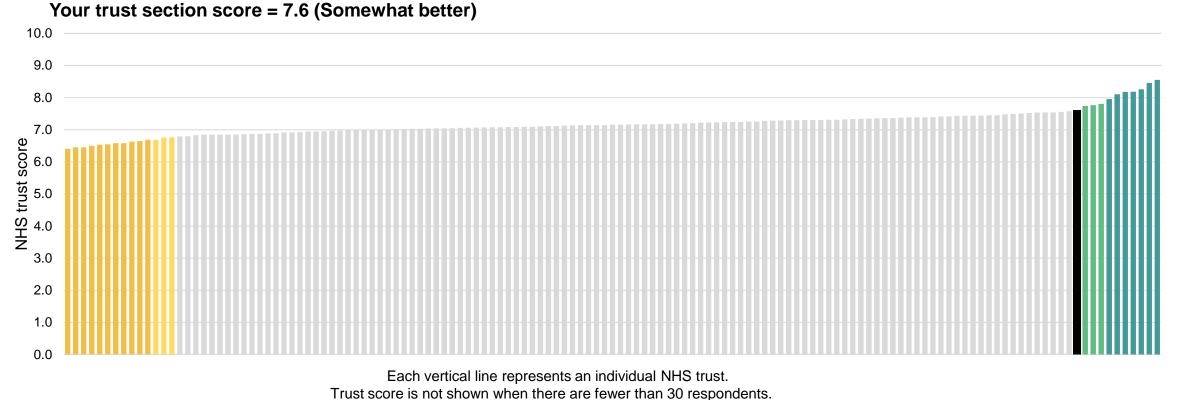


Section 7. Leaving hospital

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.

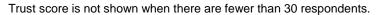


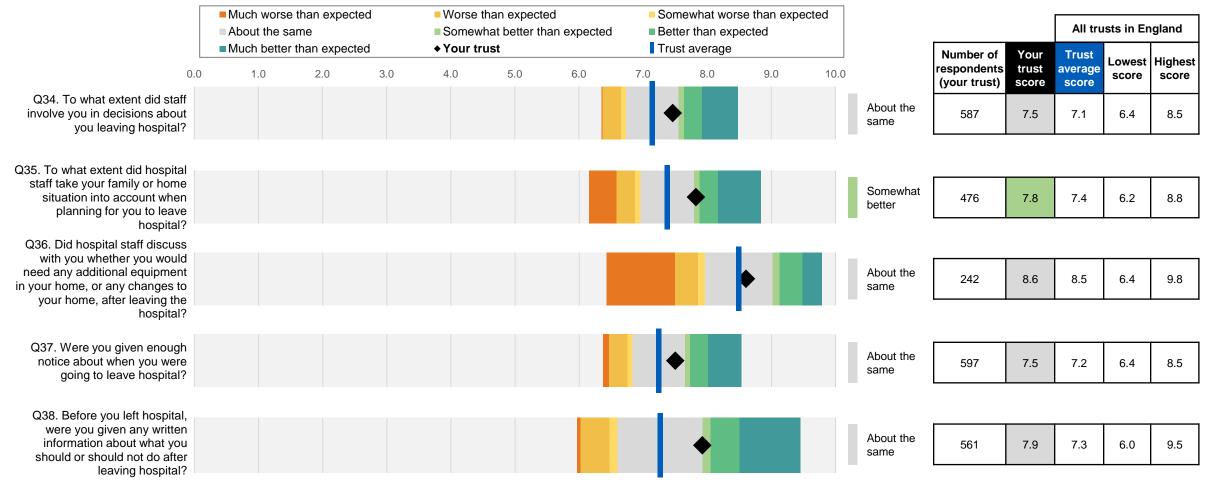


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Section 7. Leaving hospital (continued)

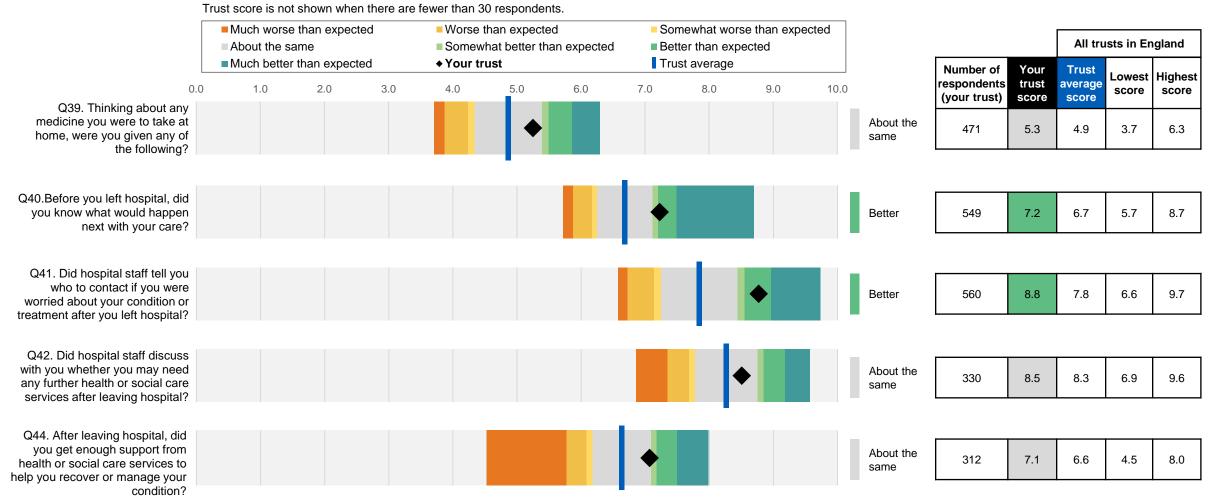
Question scores





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	

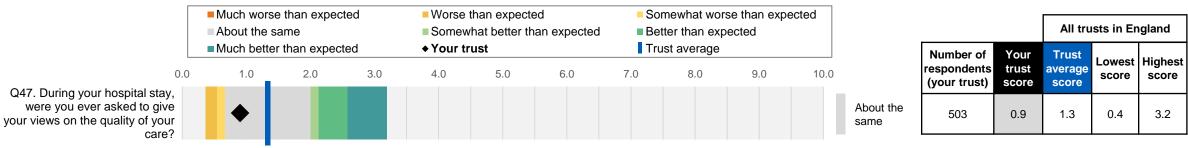
Your trust section score = 0.9 (About the same)

10.0	
9.0	
8.0	
7.0	
9100 6.0	
0.5 g	
0.3 0.3 0.3 0.3 0.3 0.3 0.3 0.3 0.3 0.3	
Z 3.0	
2.0	
1.0	
0.0	
	For the sectional line representation in dividual NUIC trust

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



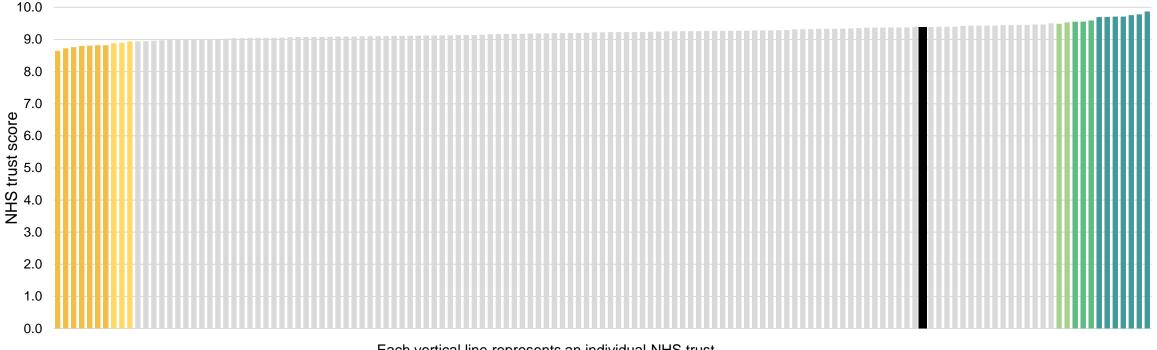
Section 9. Respect and dignity

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.



Your trust section score = 9.4 (About the same)



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

All trusts in England

score

8.6

Lowest Highest

score

9.9

Trust

average

score

9.2

Section 9. Respect and dignity (continued)

Question score

	 Much worse than expected About the same Much better than expected 				Somew	than expecte hat better th	 Somewhat worse than expected Better than expected 							
0.0 Q45. Overall, did you feel you		1.0	2.0	3.0	♦ Your tr 4.0	5.0	6.0	7.0	st average 8.0	9.0	10.0)	Number of respondents (your trust)	trust
were treated with respect and dignity while you were in the hospital?											•	About the same	599	9.4

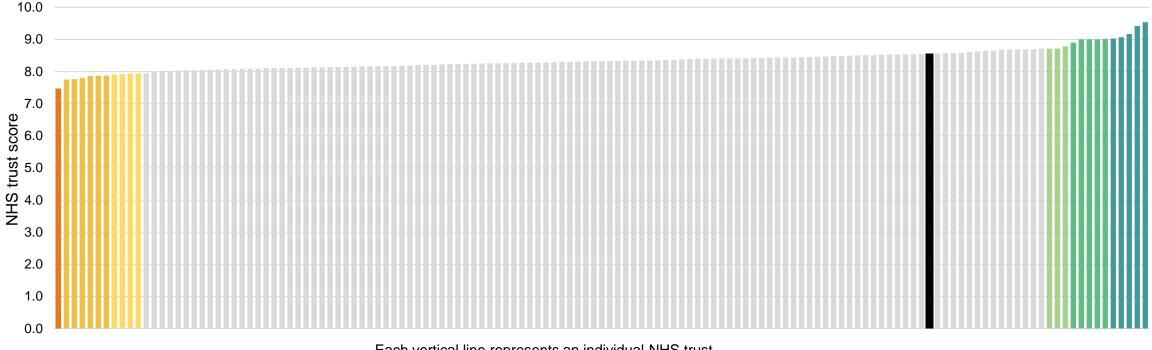
Section 10. Overall experience

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 = 8.6 (About the same)



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

Section 10. Overall experience (continued)

Question score

	 Much worse About the s Much better 	ame				ed an expected	 Somewhat worse than expected Better than expected Trust average 					Nu	
	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		res (yo
Q46. Overall, how was you experience while you were i the hospital	n									•		About the same	

			All trusts in England		
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
е	597	8.6	8.4	7.5	9.5

Trust results

This section includes:

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



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

Results for your trust

		-									
Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
		·				CAPCULCU	than expected				
	Your trust score compared with all other trusts:										
This ber	nchma	arking comp	ares the ques	tion score f	or your trust aç	gainst all othe	er trusts.				
Your Trust	7.9										
			s for sites w	-							
		arking allows ross trusts.	s you to comp	are the resu	Its for sites wit	thin your trus	t with all				
	es ac										
Site #1	9.2										
_											
Site #2	7.1										
-											
Site #3											
-											
Site #4	7.8										
Site 1		Site	2	Site 3		Site 4					
Churchill Hos	spital (7	3) Nuf	ield Orthopaedic Ce	entre (65) Hortor	General Hospital (Sc	ore John Radclin	ffe Hospital (106)				
				not sh	own as <30 responde	nts)					
		ļ		Į.		ļ					

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

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

Results for your trust

Much wors than expect			mewhat worse nan expected	About the sam		Somewhat better than expected	Better expe		Much better than expected		
Your trust score compared with all other trusts:											
This benc	This benchmarking compares the question score for your trust against all other trusts.										
Your Trust 8	8.0										
Breakdo	own of so	ores fo	or sites v	vithin ye	our t	rust:					
	•	-	u to comp	are the re	esults	for sites wi	thin you	ur trus	t with all		
other sites	s across tru	ists.									
Site #1	1 9.4										
Site #2	8.8										
Site #3	7.3										
-								_			
Site #4	7.8										
Site 1		Site 2		Sit	te 3		Site	e 4			
Churchill Hospital (109)		Nuffield	Orthopaedic Ce	entre (73) Ho	orton Ge	eneral Hospital (31) Joh	n Radclif	ffe Hospital (364)		

Comparison with other trusts within your region

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

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
our trust score compared with all other trusts:										
his benchmarking compares the question score for your trust against all other trusts.										
Your Trust 8.3										
	n of scores		-							
	narking allows cross trusts.	s you to comp	are the result	ts for sites wit	inin your trus	t with all				
	0.000 1.000.									
Site #1 8.	2									
Site #2 9.	4									
-										
Site #3										
	•									
Site #4 8.	2									
Site 1	Site	2	Site 3		Site 4					
Churchill Hospital	(98) Nuff	ield Orthopaedic Ce		General Hospital (Sc vn as <30 responder		fe Hospital (332)				
			HOL SHOW	in as <50 responder	115)					

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat be than expected						
Your tr	ust s	score com	pared with	all other	trusts:	ļ	ļ				
	Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts.										
Your						t againet an					
Trust	6.4										
Breakd	lown	of scores	s for sites w	vithin voi	ır trust:						
			you to comp	-		within your	trust with all				
		ross trusts.	you to comp			within your					
-											
Site #1	6.6										
_						-					
Site #2	6.1										
_											
Site #3	4.4										
-						_					
Site #4	6.7										
_											
Site 1		Site	2	Site	3	Site 4	l I				
Churchill Hos	Churchill Hospital (97)		ield Orthopaedic Ce	entre (68) Horto	on General Hospita	al (30) John	Radcliffe Hospital (339)				

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

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

Results for your trust

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score con	npared with	all other	trusts:		
This ben	chma	arking comp	pares the ques	tion score for	or your trust aç	gainst all oth	er trusts.
Your Trust	7.8						
Breakd	lown	of score	s for sites w	vithin vou	r trust:		
				•	Its for sites wit	thin your true	st with all
other site	es ac	ross trusts.					
Site #1	8.1						
-	0.1						
Site #2	8.6						
Site #3	8.0						
Site #4	7.8						
Site 1		Sit	e 2	Site 3		Site 4	
Churchill Hos	Churchill Hospital (97)		ffield Orthopaedic Ce	entre (68) Horton	General Hospital (30) John Radcli	iffe Hospital (339)

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

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

Results for your trust

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your tr	ust	score con	npared with	all other ti	rusts:					
This ber	nchm	arking comp	ares the ques	stion score for	r your trust aç	gainst all othe	er trusts.			
Your Trust	8.1									
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.										
Site #1	7.9	7.9								
Site #2	8.5	8.5								
Site #3	8.5									
Site #4	8.0									
Site 1	_	Sit	e 2	Site 3		Site 4				
Churchill Ho	spital (9	7) Nu	ffield Orthopaedic Ce	entre (68) Horton C	General Hospital (30) John Radcli	ffe Hospital (339)			

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

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust	score com	pared with	all other tr	usts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 7.8						
Tust						
Breakdowr			-			
This benchma other sites ac	•	you to comp	are the result	s for sites wit	hin your trus	t with all
	1055 110515.					
Site #1						
-						
Site #2						
_						
Site #3						
-						
Site #4 7.4						
Site 1	Site	2	Site 3		Site 4	
Churchill Hospital (S shown as <30 respo		ield Orthopaedic Ce ore not shown as <3		General Hospital (Sc /n as <30 responder		fe Hospital (33)
shown as <50 respo		ondents)		in as <50 responder	1(5)	

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score con	npared with	all other to	rusts:		
This ben	chma	arking comp	pares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Your Trust	9.3						
This ben	chma		s for sites w s you to comp	-		thin your trus	t with all
Site #1	9.5						
Site #2	8.8						
Site #3	9.5						
Site #4	9.2						
Site 1		Sit	e 2	Site 3		Site 4	
Churchill Hos	spital (1 ⁻	13) Nu	ffield Orthopaedic Ce	ntre (75) Horton (General Hospital (31) John Radclif	fe Hospital (372)

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

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

Results for your trust

Much worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Your Trust score compared with all other trusts: Your Trust 8.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.8 9.8 Site #2 9.8 Site #3 Site 2 Site 3 Site 4 Churchill Hospital (84) Nuffield Onthopaedic Centre (64) Horton General Hospital (Score not shown as <30 respondents) John Radcliffe Hospital (265)											
Your Trust 8.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.8 9.8 Site #2 9.8 Site #3 Site #4 Site #4 Site 2 Site 3 Site #4 Site 2 Site 3 Site 4 Site 4 Site 4 Churchill Hospital (84) Nuffield Orthopaedic Centre (64) Horton General Hospital (Score John Radcliffe Hospital (265)											
Your Trust 8.7 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.8 9.8 Site #2 9.8 Site #3 Site #4 8.7 Site #4 Nuffield Orthopaedic Centre (64) Horton General Hospital (Score John Radcliffe Hospital (265)	Your trust	score com	pared with	all other tr	rusts:						
8.7 Breakdown of scores for sites within your trust: Trust Trust Breakdown of scores for sites within your trust: Trust Breakdown of scores for sites within your trust: Trust Trust Breakdown of scores for sites within your trust with all other sites across trusts. Site #1 8.8 Site #2 9.8 Site #3 Site #3 Site 1 Site 2 Site 3 Site 4 Site 1 Site 2 Site 3 Site 4 Site 1 Site 2 Site 3 Site 4 Site 1 Site 3 Site 4 Site 1 Site 3 Site 4 Site 2 Site 3 Site 4 Site 1 Site 3 <th colspan="4" s<="" td=""><td>This benchm</td><td>arking compa</td><td>ares the ques</td><td>tion score for</td><td>r your trust aç</td><td>gainst all othe</td><td>er trusts.</td></th>	<td>This benchm</td> <td>arking compa</td> <td>ares the ques</td> <td>tion score for</td> <td>r your trust aç</td> <td>gainst all othe</td> <td>er trusts.</td>				This benchm	arking compa	ares the ques	tion score for	r your trust aç	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 8.8 9.8 Site #2 9.8 Site #3 Site #4 8.7 Site 4 Site 1 Site 2 Site 4 9.8 Site 4 Site 4 Nuffield Orthopaedic Centre (64) Horton General Hospital (Score) John Radcliffe Hospital (265)	07										
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.8 9.8 Site #2 9.8 Site #3 Site #4 8.7 Site 4 8.7 Site 1 Site 2 Site 2 Site 4 Nuffield Orthopaedic Centre (64) Horton General Hospital (Score John Radcliffe Hospital (265)		a of sooros	for citor y	vithin your	truct						
other sites across trusts. Site #1 8.8 Site #2 9.8 Site #3 Site #4 8.7 Site 1 Site 2 Site 3 Site 4 Nuffield Orthopaedic Centre (64) Horton General Hospital (Score John Radcliffe Hospital (265)				•		thin your trus	t with all				
Site #2 Site #3 Site #4 Site #4 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (84) Nuffield Orthopaedic Centre (64) Horton General Hospital (Score John Radcliffe Hospital (265)		-	, I			,					
Site #2 9.8 Site #3 Site #4 8.7 Site 1 Site 2 Site 3 Site 4 Nuffield Orthopaedic Centre (64) Horton General Hospital (Score John Radcliffe Hospital (265)	Site #1 8 8	2									
Site #3 Site #4 8.7 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (84) Nuffield Orthopaedic Centre (64) Horton General Hospital (Score John Radcliffe Hospital (265)											
Site #4 8.7 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (84) Nuffield Orthopaedic Centre (64) Horton General Hospital (Score) John Radcliffe Hospital (265)	Site #2 9.8	}									
Site #4 8.7 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (84) Nuffield Orthopaedic Centre (64) Horton General Hospital (Score) John Radcliffe Hospital (265)	-										
Site 1 Site 2 Site 3 Site 4 Churchill Hospital (84) Nuffield Orthopaedic Centre (64) Horton General Hospital (Score) John Radcliffe Hospital (265)	Site #3										
Churchill Hospital (84) Nuffield Orthopaedic Centre (64) Horton General Hospital (Score John Radcliffe Hospital (265)	Site #4 8.7	,									
Churchill Hospital (84) Nuffield Orthopaedic Centre (64) Horton General Hospital (Score John Radcliffe Hospital (265)											
	Site 1	Site	2	Site 3		Site 4					
	Churchill Hospital (8	:4) Nuffi	eld Orthopaedic Ce				fe Hospital (265)				

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Top five trusts		Bottom five trust	S	
Queen Victoria Hospital NHS Foundation Trust	9.1	Medway NHS Foundation Trust	7.7	
East Sussex Healthcare NHS Trust	8.9	Dartford and Gravesham NHS Trust	7.8	
Isle of Wight NHS Trust	8.8	East Kent Hospitals University NHS Foundation Trust	8.1	
Western Sussex Hospitals NHS Foundation Trust	8.8	Portsmouth Hospitals University NHS Trust	8.2	
Oxford University Hospitals NHS Foundation Trust	8.7	Frimley Health NHS Foundation Trust	8.3	

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

Results for your trust

Much wors than expected			About the same	Somewhat better than expected	Better than expected	Much better than expected
		•		·		
Your true	st score co	ompared with	all other tr	usts:		
This bencl	nmarking co	mpares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
Your	.5					
Trust 0	.0					
Breakdo	wn of sco	res for sites v	vithin your	trust:		
	-	ows you to comp	are the result	s for sites wit	hin your trus	t with all
other sites	across trust	S.				
Site #1	8.5					
	5.5					
Site #2	8.1					
-	5.1					
Site #3						
Site #4	8.5					
Site 1		Site 2	Site 3		Site 4	
Churchill Hospit	al (72)	Nuffield Orthopaedic Ce		General Hospital (So /n as <30 responder		fe Hospital (214)

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

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

Results for your trust

		-					
Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		·				onpoolou	and of pooled
			pared with				
This ben	nchma	arking comp	ares the ques	tion score	for your trust ag	gainst all othe	er trusts.
Your Trust	8.7						
			s for sites w	-			
		arking allows ross trusts.	s you to comp	are the re	sults for sites wi	thin your trus	t with all
	es ac	1055 110515.					
Site #1	9.0						
-							_
Site #2	9.3						
_							
Site #3							
_							
Site #4	8.6						
Site 1		Site	2	Site	3	Site 4	
Churchill Hos	spital (6	3) Nuf	field Orthopaedic Ce		on General Hospital (So		ife Hospital (190)
				not	shown as <30 responde	nts)	

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

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

Results for your trust

Much 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 6.9 Stelland Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Your Trust 6.9 Stelland Somewhat worse the results for sites within your trust Somewhat better expected Better than expected Much better than expected Site #1 6.6 7.1 Site 2 Site 3 Site 4 Site 4 Site #1 Site 2 Site 3 Site 4 Site 4 Site 4 Site 4 Churchill Hospital (106) Nuffield Orthopaedic Centre (73) Horton General Hospital (31) John Radoliffe Hospital (360)								
than expectedexpectedthan expectedthan expectedexpectedthan expectedYour Trust score compared with all other trusts:Your Trust score compares the question score for your trust against all other trusts.Your Trust6.9Breakdown of scores for sites within your trust:Site #16.6Site #27.1Site #36.9Site #46.6Site #2Site #2Site #2Site #2Site #2Site #2Site #2Site 2Site 2Site 2Site 3Site 4Site 2Site 3Site 4								
This benchmarking compares the question score for your trust against all other trusts. Your Trust 6.9 Break/own 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 6.6 Site #2 7.1 Site #3 6.8 Site #4 6.9								
Your Trust 6.9 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 6.6 Site #2 7.1 Site #3 6.8 Site #4 6.9 Site #4 5.9 Site #4 5.9 Site #4 5.9 Site 1 5.9 Site 2 5.9 Site #3 6.9 Site #4 5.9 Site 1 5.9 Site 2 5.9 Site 3 5.9				•				
Trust 6.9 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 6.6 Site #2 7.1 Site #3 6.8 Site #4 6.9 Site 1 Site 2 Site 3 Site 1 Site 2 Site 3	This ben	chm	arking comp	pares the ques	tion score f	or your trust ag	gainst all othe	er trusts.
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 6.6 Site #2 7.1 Site #3 6.8 Site #4 6.9 Site 1 Site 2 Site 2 Site 2 Site 2 Site 3 Site 4		6.9						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 6.6 Site #2 7.1 6.8 6.9 Site #4 6.9 Site 1 Site 2 Site 2 Site 2 Site 2 Site 3 Site 4	Breakd	lowr	n of score	s for sites w	vithin you	r trust:		
Site #1 6.6 Site #2 7.1 Site #3 6.8 Site #4 6.9 Site 1 Site 2 Site 3 Site 4					-		thin your trus	t with all
Site #2 7.1 Site #3 6.8 Site #4 6.9 Site 1 Site 2 Site 3 Site 4	other site	es ac	ross trusts.					
Site #2 7.1 Site #3 6.8 Site #4 6.9 Site 1 Site 2 Site 3 Site 4	Site #1	6 6						
Site #3 6.8 Site #4 6.9 Site 1 Site 2 Site 3 Site 4		0.0						
Site #3 6.8 Site #4 6.9 Site 1 Site 2 Site 3 Site 4	Site #2	7.1						
Site #4 6.9 Site 1 Site 2 Site 3 Site 4								
Site 1 Site 2 Site 3 Site 4	Site #3	6.8						
Site 1 Site 2 Site 3 Site 4								
	Site #4	6.9	1					
	Site 1		Sit	e 2	Site 3		Site 4	
		spital (1	-		1			fe Hospital (360)
		. 、		•				/

Comparison with other trusts within your region

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

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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
	•				CAPCULCU	than expected
Your trust	score com	pared with	all other tr	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 7.7						
Trust 1.1						
Breakdowr	n of scores	s for sites w	vithin your	trust:		
This benchma	•	you to comp	are the result	ts for sites wit	thin your trus	t with all
other sites ac	ross trusts.					
Site #1						
_						
Site #2						
_						
Site #3						
-						
Site #4 8.0						
Site 1	Site	2	Site 3		Site 4	
Churchill Hospital (S		ield Orthopaedic Ce		General Hospital (Sc		ffe Hospital (83)
shown as <30 respo	(ore not shown as <3 ondents)	0 not show	vn as <30 responde	nts)	

Bottom five trusts
Medway NHS Foundation Trust 7.0
Dartford and Gravesham NHS Trust 7.1
Portsmouth Hospitals University NHS Trust 7.4
Isle of Wight NHS Trust 7.4
East Kent Hospitals University NHS Foundation Trust

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

Results for your trust

		-						
Much wo than expe		Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better than expected	
than expe	xpected expected than expected the same than expected expected than expected							
Your tr	ust s	score com	pared with	all other	trusts:			
This ben	chma	arking comp	ares the ques	tion score f	or your trust ag	gainst all othe	er trusts.	
Your	9.6							
Trust	9.0							
Breakd	lown	of scores	s for sites w	vithin you	r trust:			
This ben	chma	arking allows	s you to comp	are the res	ults for sites wit	thin your trus	t with all	
other site	es aci	ross trusts.						
Site #1	0 E							
Sile #1	9.5							
Site #2	9.8							
	9.0							
Site #3								
-								
Site #4	9.6							
Site 1		Site	2	Site 3		Site 4		
Churchill Hos	pital (1	10) Nuf	field Orthopaedic Ce		n General Hospital (So own as <30 responde		fe Hospital (350)	

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

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

Results for your trust

	_									
			1			1				
Much wors than expect			About the same	Somewhat better than expected	Better than expected	Much better than expected				
· ·										
		ompared with								
This benc	hmarking co	mpares the ques	stion score for	r your trust aç	gainst all othe	er trusts.				
Your).2									
Trust	.2									
Breakdo	wn of sco	res for sites v	vithin vour	trust:						
		ows you to comp	•		thin vour trus	t with all				
	across trust			0 101 0100 WI						
Site #1	9.3									
-						_				
Site #2	8.9									
-										
Site #3	9.0									
-										
Site #4	9.2									
_										
Site 1		Site 2	Site 3		Site 4					
Churchill Hospital (106)		Nuffield Orthopaedic Ce	entre (69) Horton G	General Hospital (30) John Radclif	fe Hospital (349)				

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

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

Results for your trust

Much wor than expect		e than Somewhat than exp			Better than expected	Much better than expected			
Your trust score compared with all other trusts:									
		-		e for your trust a	gainst all othe	er trusts.			
Your	-	•	•	,	5				
Trust	9.4								
Breakd	own of s	cores for sit	tes within yo	our trust:					
			-	esults for sites wi	thin your trus	t with all			
	s across tr	•			2				
ite #1	0.0								
lie #1	9.6								
ite #2	9.6								
-	010								
Site #3	8.5								
	_					_			
Site #4	9.5								
ite 1		Site 2	Sit	te 3	Site 4				
hurchill Hosp	oital (113)		1	orton General Hospital (32		fe Hospital (379)			
					-,	10 1 100p.tdl (01 0)			

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

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

Results for your trust

		-									
Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
	Your trust score compared with all other trusts:										
This ber	nchma	arking comp	ares the ques	tion score f	or your trust ag	ainst all othe	er trusts.				
Your Trust	8.7										
Breakd	lowr	of scores	s for sites w	vithin vou	r trust:						
				-	ults for sites wit	hin your trus	t with all				
		ross trusts.	, 1			,					
-											
Site #1	9.2										
Site #2	• •										
Sile #2	9.0										
Site #3	8.6										
	0.0										
Site #4	8.6										
	0.0										
Site 1		Site	2	Site 3		Site 4					
Churchill Hos	Churchill Hospital (113)		ield Orthopaedic Ce	entre (74) Hortor	n General Hospital (33) John Radclif	fe Hospital (379)				

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
	Your trust score compared with all other trusts:										
This ber	This benchmarking compares the question score for your trust against all other trusts.										
Your Trust											
This ben	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.										
Site #1	9.0	9.0									
Site #2	8.8										
Site #3	9.0										
Site #4	9.0										
Site 1		Site	2	Site 3		Site 4					
Churchill Hos	spital (1	10) Nuff	ield Orthopaedic Ce	ntre (70) Horton C	General Hospital (30) John Radclif	fe Hospital (355)				

Top five trusts		Bottom f	ive trust	S	
Queen Victoria Hospital NHS Foundation Trust	9.6		ay NHS ion Trust	8.4	
Brighton and Sussex University Hospitals NHS Trust	9.2	Peter's H NHS For	l and St Iospitals undation ust	8.6	
East Sussex Healthcare NHS Trust	9.2	Dartfo Gravesh Tru		8.6	
University Hospital Southampton NHS Foundation Trust	9.1	Buckingh Healthca Tru		8.7	
Western Sussex Hospitals NHS Foundation Trust	9.1	East Kent F Universit Foundatio	y NHS	8.7	

Nurses: Q19. Did you have confidence and trust in the nurses treating 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	ust s	score com	pared with	all other t	rusts:	ļ	
			ares the ques			gainst all othe	er trusts.
Your	9.3						
Trust	3.5						
Breakd	lowr	of scores	s for sites w	vithin your	trust:		
		•	s you to comp	are the resul	ts for sites wi	thin your trus	t with all
other site	es ac	ross trusts.					
-	• •						
Site #1	9.2						
-							
Site #2	8.9						
_							
Site #3	9.3						
_							
Site #4	9.4						
Site 1		Site		Site 3		Site 4	
		1		1			
Churchill Hos	spital (1	13) Nuf	field Orthopaedic Ce	entre (75) Horton (General Hospital (33) John Radclif	fe Hospital (380)

Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.7	Medway NHS Foundation Trust	8.6
Western Sussex Hospitals NHS Foundation Trust	9.4	East Kent Hospitals University NHS Foundation Trust	8.8
University Hospital Southampton NHS Foundation Trust	9.3	Dartford and Gravesham NHS Trust	8.9
Oxford University Hospitals NHS Foundation Trust	9.3	Ashford and St Peter's Hospitals NHS Foundation Trust	9.0
East Sussex Healthcare NHS Trust	9.3	Isle of Wight NHS Trust	9.0

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

Results for your trust

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Varue te						·	·
			pared with				
_	ncnma	arking comp	ares the ques	stion score to	or your trust aç	jainst all othe	er trusts.
Your Trust	8.9						
Breako	lowr	of scores	s for sites w	vithin your	trust		
				•	ts for sites with	hin your true	t with all
		ross trusts.	s you to comp		13 101 31163 WI	unit your trus	
-							
Site #1	9.5						
-							
Site #2	9.0						
-							
Site #3	8.7						
-	-						
Site #4	8.8						
Site 1	_	Site	. ว	Site 3		Site 4	
	naitel (1			1	Canaral Llaanital (22	1	fe Lleepitel (275)
Churchill Hos	spital (1	13) INUI	ield Orthopaedic Ce	entre (74) Horton	General Hospital (33) John Raddii	fe Hospital (375)

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			pared with				
This ben	chma	arking comp	ares the ques	tion score fo	or your trust ag	gainst all othe	er trusts.
Your Trust	8.4						
Breakd	owr	of scores	s for sites w	ithin your	trust:		
		•	you to comp	are the resu	ts for sites wi	thin your trus	t with all
other site	es ac	ross trusts.					
	• •						
Site #1	8.2						
-							
Site #2	8.5						
_							
Site #3	8.5						
-							_
Site #4	8.5						
Site 1		0:4-	•	0:4- 0		0:4- 4	
		Site		Site 3		Site 4	
Churchill Hos	pital (1	13) Nufl	ield Orthopaedic Ce	ntre (75) Horton	General Hospital (33) John Radclift	fe Hospital (379)

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

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

Results for your trust

		_					
Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			pared with				
This ber	nchm	arking comp	ares the ques	tion score fo	or your trust ag	gainst all othe	er trusts.
Your Trust	8.2						
Breakd	lowr	of scores	s for sites w	vithin you	· trust:		
				-	Its for sites wit	thin your trus	t with all
		ross trusts.				•	
-							
Site #1	8.1						
-	-						
Site #2	7.5						
	-						
Site #3	7.8						
-							
Site #4	8.4						
-		0.44	•	0:4- 0		044	
Site 1		Site		Site 3		Site 4	
Churchill Hos	spital (1	06) Nuf	field Orthopaedic Ce	entre (68) Horton	General Hospital (30) John Radclif	fe Hospital (345)

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

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

Results for your trust

Much wo 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:		1
This ben	chma	arking compa	- ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your		• •				-	
Trust	7.4						
Breakd	lowr	of scores	for sites w	vithin vour	trust:		
			you to comp	-		thin vour trus	t with all
		ross trusts.	yeu te comp				
Site #1	8.0						
-							
Site #2	7.3						
Site #2	6.0						
Site #3	6.2						
Site #4	7.4						
Sile #4	7.4						
Site 1		Site	2	Site 3		Site 4	
Churchill Hos	spital (1	10) Nuff	ield Orthopaedic Ce	entre (72) Horton G	General Hospital (32	2) John Radclif	fe Hospital (359)

Comparison with other trusts within your region

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

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

Results for your trust

Much wor than expec			About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ist score c	ompared with	all other tr	usts:		
This bend	hmarking co	mpares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your Trust	9.2					
Trust _						
		res for sites v	•			
	hmarking all s across trus	ows you to comp	are the result	s for sites wit	hin your trus	t with all
		15.				
Site #1	9.6					
Site #2	9.8					
- 1						_
Site #3	8.8					
-	• •					
Site #4	9.2					
Site 1		Site 2	Site 3		Site 4	
Churchill Hosp	ital (111)	Nuffield Orthopaedic Ce	entre (74) Horton G	General Hospital (32) John Radcliff	fe Hospital (367)

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

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

Results for your trust

		-							
Much 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	Your trust score compared with all other trusts:								
			•		or your trust ag	gainst all othe	er trusts.		
Your	8.1								
Trust	0.1								
Breakd	lown	of scores	s for sites w	vithin your	trust:				
		-	s you to comp	are the resu	ts for sites wit	thin your trus	t with all		
other site	es aci	ross trusts.							
Site #1	8.8								
_									
Site #2	8.7								
-									
Site #3									
-									
Site #4	8.1								
Site 1		Site	2	Site 3		Site 4			
Churchill Hos	spital (10	00) Nuf	field Orthopaedic Ce		General Hospital (Sc wn as <30 responder		fe Hospital (320)		
						113)			

			_			
Top five tru	ists			Bottom five trus	sts	
Queen Vi Hospital Foundatior	NHS	9.1		Medway NHS Foundation Trust	7.0	
University H Southampto Foundation	n NHS	8.4		Dartford and Gravesham NHS Trust	7.2	
Oxford Uni Hospitals Foundatior	NHS	8.1		East Kent Hospitals University NHS Foundation Trust	7.4	
Western S Hospitals Foundatior	NHS	8.1		Frimley Health NHS Foundation Trust	7.5	
Royal Surre Foundation		8.1		Buckinghamshire Healthcare NHS Trust	7.6	

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

Results for your trust

		-							
Much wo than expe		Worse than expected	Somewhat worse than expected	Abo the sa		Somewhat better than expected	Better than expected	Much better than expected	
			npared with						
This ben	chma	arking comp	ares the ques	stion sco	ore fo	r your trust a	gainst all ot	her trusts.	
Your Trust	6.7								
must									
			s for sites w		-				
		arking allow ross trusts.	s you to comp	are the	result	ts for sites wi	thin your tru	ist with all	
	-3 at	1035 110315.							
Site #1	6.6								
Site #2	6.8								
-									
Site #3									
Site #4	6.0								
Site #4	6.8								
Site 1		Sit	e 2		Site 3		Site 4		
Churchill Hos	pital (1	03) Nu	ffield Orthopaedic Ce			General Hospital (So vn as <30 responde		cliffe Hospital (355)	
					not snov	m as <30 responde	nis)		

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

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

Results for your trust

		-							
Much 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	nchm	arking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.		
Your	9.5								
Trust	3.5								
Breakd	lowr	n of scores	s for sites w	vithin your	trust:				
This ben	chma	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all		
other site	es ac	ross trusts.							
0:1 // 4									
Site #1	9.7								
Site #2									
Sile #2	9.8								
Site #3	8.7								
Sile #3	0.1								
Site #4	9.6								
Sile #4	9.0								
Site 1		Site	2	Site 3		Site 4			
Churchill Hospital (112) Nuffield Orthopaedic Centre (74) Horton General Hospital (32) John Radcliffe Hospital							fe Hospital (370)		
				1					

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

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

Results for your trust

Much wors than expect			e About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tru	Your trust score compared with all other trusts:									
This benc	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	.2									
ITUSt										
		ores for sites	•			· ···				
	across true	lows you to comp sts.	pare the result	is for sites wi	inin your trus	t with all				
Site #1	9.2									
Site #2	9.4									
	9.4									
Site #3										
Site #4	9.2									
Site 1		Site 2	Site 3		Site 4					
Churchill Hospi	tal (99)	Nuffield Orthopaedic C	centre (71) Horton C	General Hospital (Sc	ore John Radclif	fe Hospital (327)				
-			not show	vn as <30 responde	nts)					

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	our trust score compared with all other trusts:								
This ber	nchma	arking comp	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.		
Your Trust	07								
Breakd	lowr	of score	s for sites w	vithin your	trust:				
	This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.								
Site #1	9.0								
Site #2	9.3								
Site #3	8.5								
Site #4	8.7								
Site 1		Sit	e 2	Site 3		Site 4			
Churchill Hos	e 1 Site 2 Site 3 Site 4 urchill Hospital (102) Nuffield Orthopaedic Centre (71) Horton General Hospital (31) John Radcliffe Hospital (352)								

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

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

Results for your trust

Much wor than expec		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tru	our trust score compared with all other trusts:								
his ben	his benchmarking compares the question score for your trust against all other trusts.								
Your	9.2								
Trust	0.2								
			s for sites w	•					
		arking allows oss trusts.	s you to comp	are the resul	ts for sites wit	thin your trus	t with all		
	5 au	055 110515.							
Site #1	8.7								
-							_		
Site #2	9.3								
Site #3									
Site #4	9.3								
	0.0								
Site 1		Site	2	Site 3		Site 4			
Churchill Hosp	oital (92	2) Nuf	field Orthopaedic Ce		General Hospital (So vn as <30 responde		fe Hospital (218)		
					·				

Top five trusts	Top five trusts		Bottom five trusts		
Queen Victoria Hospital NHS Foundation Trust	9.6		Medway NHS Foundation Trust	8.7	
Oxford University Hospitals NHS Foundation Trust	9.2		East Kent Hospitals University NHS Foundation Trust	8.8	
University Hospital Southampton NHS Foundation Trust	9.1		Dartford and Gravesham NHS Trust	8.8	
Western Sussex Hospitals NHS Foundation Trust	9.1		Surrey and Sussex Healthcare NHS Trust	8.9	
Royal Surrey NHS Foundation Trust	9.1		Portsmouth Hospitals University NHS Trust	8.9	

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

Results for your trust

Much 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 t	rusts:		
This ber	chma	arking comp	ares the ques	tion score fo	or your trust aç	gainst all othe	er trusts.
Your Trust	7.9						
Breakd	lowr	of score	s for sites v	vithin vour	trust:		
This ben	chma			-	Its for sites wit	thin your trus	t with all
Site #1	7.4						
Site #2	8.1						
Site #3							
Site #4	8.0						
Site 1		Site	2	Site 3		Site 4	
Churchill Hos	spital (94	4) Nuf	field Orthopaedic Ce		General Hospital (Sc wn as <30 responder		fe Hospital (230)

Top five trusts	1	Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	8.8	East Kent Hospitals University NHS Foundation Trust	7.4
Hampshire Hospitals NHS Foundation Trust	8.0	Portsmouth Hospitals University NHS Trust	7.4
Ashford and St Peter's Hospitals NHS Foundation Trust	7.9	Buckinghamshire Healthcare NHS Trust	7.4
Maidstone and Tunbridge Wells NHS Trust	7.9	Isle of Wight NHS Trust	7.5
Oxford University Hospitals NHS Foundation Trust	7.9	Medway NHS Foundation Trust	7.5

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

Results for your trust

		-								
Much wo than expe		Worse than expected	n Somewhat worse than expected	Abo the s		Somewhat better than expected	Better th expected		Much better than expected	
Your tr	Your trust score compared with all other trusts:									
This ben	chm	arking con	npares the ques	stion sc	ore fo	r your trust ag	gainst al	l othe	r trusts.	
Your Trust	8.4									
Brookd	owr		es for sites v	vithin		truct				
This ben	chma		ws you to comp		-		thin you	r trust	with all	
Site #1	8.4									
Site #2	8.5									
Site #3										
Site #4	8.4									
Site 1		:	Site 2		Site 3		Site 4	4		
Churchill Hos	pital (9	5)	Nuffield Orthopaedic Ce	entre (72)		General Hospital (So vn as <30 responde		Radcliffe	e Hospital (236)	

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Vour tr	Your trust score compared with all other trusts:								
			•			nainat all ath	or tructo		
_	cnma	rking comp	ares the ques	SUON SCOLE	or your trust ag	jainst all othe	er trusts.		
Your Trust	7.5								
Brookd	o	of	for sites y	uithin you					
			s for sites w	-		ul. !	4		
		rking allows oss trusts.	s you to comp	are the res	ults for sites wit	inin your trus	st with all		
		500 (10010).							
Site #1	7.9								
-		_	_	_		_			
Site #2	7.1								
Site #3	7.2								
Site #4	7.4								
Site 1		Site	2	Site 3		Site 4			
Churchill Hos	pital (108	3) Nuf	ield Orthopaedic Ce	entre (75) Horto	n General Hospital (32) John Radclif	ffe Hospital (372)		
		,			· · · · · · · · · · · · · · · · · · ·	,	······································		

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat be than expect		er than bected	Much better than expected
Your tr	ust s	score com	pared with	all othe	r trusts:			
This ben	chma	arking compa	ares the ques	tion score	e for your trus	t against	all othe	er trusts.
Your Trust	7.8							
				lithin vo				
			for sites w	-		within vo	our true	t with all
		ross trusts.	you to comp		30113 101 31163	, within yt		
_								
Site #1	8.5							
Site #2	7.9							
Site #3								
Site #4	7.7							
Site 1		Site	2	Site	93	Si	ite 4	
Churchill Hos	pital (8	7) Nuff	ield Orthopaedic Ce		ton General Hospita shown as <30 resp		ohn Radcli	ffe Hospital (294)

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

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

Results for your trust

	_					
		1				
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust	score com	pared with	all other tr	usts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust 8.6						
Breakdow	n of scores	for sites w	ithin your	trust:		
		you to comp	-		hin vour trus	t with all
other sites ad	-)			,	
Site #1 9.4	l i					
-						
Site #2 9.8	3					
-						
Site #3						
-						_
Site #4 8.2	2					
_						
Site 1	Site	2	Site 3		Site 4	
Churchill Hospital (31) Nuff	ield Orthopaedic Ce		General Hospital (Sc /n as <30 responder		fe Hospital (131)
				·		

		_		
Top five trusts			Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.4		Frimley Health NHS Foundation Trust	7.8
Western Sussex Hospitals NHS Foundation Trust	9.2		Medway NHS Foundation Trust	7.8
Maidstone and Tunbridge Wells NHS Trust	9.0		Dartford and Gravesham NHS Trust	7.9
East Sussex Healthcare NHS Trust	9.0		Isle of Wight NHS Trust	8.4
Ashford and St Peter's Hospitals NHS Foundation Trust	9.0		Royal Berkshire NHS Foundation Trust	8.4

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

Results for your trust

	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trust score compared with all other trusts:									
chm	arking comp	ares the ques	tion score f	for your trust ag	gainst all othe	er trusts.			
7.5									
lowr	of score	s for sites w	vithin vou	ır trust:					
			-		thin vour trus	t with all			
	-	,							
7.6									
7.4	,								
7.9									
- 4									
7.4									
	Site	2	Site 3	3	Site 4				
spital (1	11) Nut	field Orthopaedic Ce	entre (75) Horto	n General Hospital (32) John Radclif	ffe Hospital (379)			
	7.5 Iowr chma es ac 7.6 7.4 7.9 7.4	ected expected ust score com achmarking comp 7.5 lown of scores chmarking allows es across trusts. 7.6 7.4 7.9 7.4 Site	exted expected than expected ust score compared with achmarking compares the quest 7.5 lown of scores for sites we chmarking allows you to comp es across trusts. 7.6 7.4 7.9 7.4 Site 2	ectedexpectedthan expectedthe sameust score compared with all otherust score compared with all otherachmarking compares the question score7.5lown of scores for sites within youchmarking allows you to compare the restes across trusts.7.67.47.97.4Site 2Site 2	exceed expected than expected the same than expected ust score compared with all other trusts: access for sites with all other trusts: access for sites within your trust; 7.5 access for sites within your trust; access for sites within your trust; chmarking allows you to compare the results for sites with a sarross trusts. 7.6 7.4 7.9 7.4 Site 2 Site 3	exted expected than expected the same than expected expected ust score compared with all other trusts: nchmarking compares the question score for your trust against all other 7.5 Own of scores for sites within your trust: chmarking allows you to compare the results for sites within your trust against all other 7.6 7.6 7.4 Site 3 Site 4			

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

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

Results for your trust

Much wo 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	chm	arking comp	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.	
Your Trust	7.9							
Breakd	lowr	of score	s for sites w	vithin your	trust:			
This ben	chma		s you to comp	-		thin your trus	st with all	
Site #1	8.7							
Site #2	8.9							
Site #3	5.8							
Site #4	7.9							
ite 1		Site	e 2	Site 3		Site 4		
Churchill Hos	spital (9	9) Nut	field Orthopaedic Ce	entre (71) Horton C	General Hospital (30) John Radcli	ffe Hospital (361)	

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

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

Results for your trust

Site #3									
than expected expected than expected the same than expected expected than expected Your Trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Sour Trust 5.3 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 5.6 Site #2 Site #3 Site #4 5.2 Site 4 Site #4 Site #1 Site #2 Site #4 Site #4 Site #4 Site 1 Site 2 Site 4 Site 1 Site 2 Site 4 Site 1 Site 2 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score) John Radcliffe Hospital (200)									
Your Trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 5.3 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 5.6 Site #2 5.3 Site #3 5.2 Site #4 5.2 Site 1 Site 2 Site 3 Site #1 Site 2 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)									
Your Trust 5.3 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 5.6 5.3 5.3 Site #2 5.3 5.6 Site #3 Site #4 5.2 Site 2 Site 3 Site 2 Site 3 Site 2 Site 3 Site 2 Site 3 Site 4 Churchill Hospital (91)			·					expected	than expected
Your Trust 5.3 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 5.6 5.3 5.3 Site #2 5.3 Site #3 5.2 Site #4 5.2 Site 1 Site 2 Site 4 Site 2 Site 1 Site 2 Site 4 Site 4	Your tr	ust	score co	mpared with	all of	her tru	usts:		
Trust 5.3 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 5.6 Site #2 5.3 Site #3 5.2 Site #4 5.2 Site #1 Site 2 Site #2 Site 3 Site #4 Site 2 Site 1 Site 2 Site 4 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66)	This ber	nchm	arking com	pares the ques	stion sc	ore for	your trust ag	gainst all ot	her 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 5.6 5.6 5.3 Site #2 5.3 Site #3 5.2 Site #4 5.2 Site 1 Site 2 Site 3 Site 1 Site 2 Site 3 Site 4 1 Site 2 Site 3 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (91) Nutfield Orthopaedic Centre (66) Horton General Hospital (Score) John Radcliffe Hospital (290)		53							
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 5.6 5.3 Site #2 5.3 Site #3 Site #4 5.2 Site 1 Site 2 Site 2 Site 3 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score) John Radcliffe Hospital (290)	Irust	0.0							
other sites across trusts. Site #1 5.6 Site #2 5.3 Site #3 Site #4 5.2 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)	Breako	dowr	n of score	es for sites v	vithin	your t	rust:		
Site #1 5.6 Site #2 5.3 Site #3 5.2 Site #4 5.2 Site 1 Site 2 Site 3 Site 1 Site 2 Site 3 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)			-	•	are the	e results	for sites wi	thin your tru	ust with all
Site #2 Site #3 Site #4 Site #4 Site #4 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)	other sit	es ac	ross trusts.						
Site #2 Site #3 Site #4 Site #4 Site #4 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)	Site #1	5 6							
Site #3 Site #4 5.2 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)		0.0							
Site #4 5.2 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score) John Radcliffe Hospital (290)	Site #2	5.3	5						
Site #4 5.2 Site 1 Site 2 Site 3 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)		-							
Site 1 Site 2 Site 3 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score) John Radcliffe Hospital (290)	Site #3								
Site 1 Site 2 Site 3 Site 4 Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)		-							
Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)	Site #4	5.2	2						
Churchill Hospital (91) Nuffield Orthopaedic Centre (66) Horton General Hospital (Score John Radcliffe Hospital (290)			_						
			-					1	
	Churchill Ho	spital (9	1) N	uffield Orthopaedic Ce	entre (66)				Icliffe Hospital (290)

Top five trusts	1	Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	5.9	Dartford and Gravesham NHS Trust	4.2
Royal Surrey NHS Foundation Trust	5.3	Medway NHS Foundation Trust	4.3
Brighton and Sussex University Hospitals NHS Trust	5.3	Royal Berkshire NHS Foundation Trust	4.7
Oxford University Hospitals NHS Foundation Trust	5.3	Isle of Wight NHS Trust	4.7
Hampshire Hospitals NHS Foundation Trust	5.2	Portsmouth Hospitals University NHS Trust	4.7

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

Results for your trust

Much 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	our trust score compared with all other trusts:						
This bench	marking comp	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.	
Your Trust 7.	2						
	n of scores		-				
	narking allows across trusts.	s you to comp	are the resul	ts for sites wit	thin your trus	t with all	
Site #1 8	.2						
-							
Site #2 8	.0						
Site #3							
Site #4 7	.0						
Site 1	Site	. –	Site 3		Site 4		
Churchill Hospita	(106) Nuf	field Orthopaedic Ce		General Hospital (So vn as <30 responde		fe Hospital (342)	
			I				

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

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust	score com	pared with	all other tr	usts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 8.8						
Trust 0.0						
3reakdowr	n of scores	for sites w	ithin your/	trust:		
	-	you to comp	are the result	s for sites wit	hin your trus	t with all
other sites ac	ross trusts.					
Site #1 9.4						
JIC #1 3.4						
Site #2 9.6						
-						
Site #3 8.1						
Site #4 8.7						
Site 1	Site	2	Site 3		Site 4	
hurchill Hospital (1	09) Nuffi	eld Orthopaedic Ce	ntre (69) Horton G	General Hospital (30) John Radcliff	fe Hospital (352)

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

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			pared with				
	ncnma	arking comp	ares the ques	stion score f	or your trust aç	gainst all othe	er trusts.
Your Trust	8.5						
Breako	dowr	of scores	for sites v	vithin you	r trust:		
		arking allows ross trusts.	you to comp	are the resu	ults for sites wit	thin your trus	t with all
Site #1	8.8						
Site #2	9.7						
Site #3	-						
Site #4	8.4						
Site 1		Site	2	Site 3		Site 4	
Churchill Ho	spital (6	4) Nufi	ield Orthopaedic Ce		n General Hospital (So own as <30 responder		fe Hospital (194)

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

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

Results for your trust

orse ected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your truct access compared with all other tructor								
		-						
icnma	arking com	pares the ques	stion score to	r your trust ag	gainst all othe	er trusts.		
7.1								
lown	of score	es for sites w	vithin your	trust:				
	•		are the resul	ts for sites wit	thin your trus	t with all		
es aci	ross trusts.	1						
83								
0.0								
7.4								
7.0								
	S	ite 2	Site 3		Site 4			
spital (58	5) N	uffield Orthopaedic Ce				ffe Hospital (193)		
	ected ust s nchma 7.1 lown chma es act 8.3 7.4 7.0	exted expected ust score con inchmarking com 7.1 lown of score inchmarking allow es across trusts. 8.3 7.4 7.0	expected than expected ust score compared with achmarking compares the quest 7.1 lown of scores for sites v achmarking allows you to complete across trusts. 8.3 7.4 7.0 Site 2	exced expected than expected the same ust score compared with all other t inchmarking compares the question score for 7.1 lown of scores for sites within your inchmarking allows you to compare the resultes across trusts. 8.3 7.4 Site 2 Site 3 spital (55)	exceed expected than expected the same than expected ust score compared with all other trusts: according to the same than expected nchmarking compares the question score for your trust age 7.1 lown of scores for sites within your trust: according allows you to compare the results for sites with the same 8.3 7.4 7.0 Site 2 Site 3 spital (55) Nuffield Orthopaedic Centre (48) Horton General Hospital (Scores)	exted expected than expected the same than expected expected ust score compared with all other trusts: nchmarking compares the question score for your trust against all other 7.1 Indem of scores for sites within your trust: acted all other scores for sites within your trust: Indem of scores for sites within your trust: acted all other scores for sites within your trust: Indem of scores for sites within your trust: acted all other scores for sites within your trust Indem of scores for sites within your trust: acted all other scores for sites within your trust Indem of scores for sites within your trust 8.3 Indem of scores for sites within your trust 7.4 Indem of scores for sites within your trust 8.3 Indem of scores for sites within your trust 7.4 Indem of scores for sites within your trust 8.3 Indem of scores for sites within your trust 7.0 Site 3 Site 4		

Top five trusts		Bottom five trust	s
Queen Victoria Hospital NHS Foundation Trust	8.0	Dartford and Gravesham NHS Trust	5.9
Royal Surrey NHS Foundation Trust	7.4	Medway NHS Foundation Trust	6.0
East Sussex Healthcare NHS Trust	7.2	Frimley Health NHS Foundation Trust	6.2
Oxford University Hospitals NHS Foundation Trust	7.1	East Kent Hospitals University NHS Foundation Trust	6.3
University Hospital Southampton NHS Foundation Trust	6.9	Isle of Wight NHS Trust	6.5

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

Results for your trust

Much wors than expect		Worse than expected	Somewhat worse than expected	Abo the sa		Somewhat better than expected	Better t expec		Much better than expected
'our tru	st so	ore com	pared with	all ot	her tr	usts:			
his benc	hmar	king compa	ares the ques	tion sco	ore for	your trust a	gainst a	ll othe	er trusts.
Your Trust ().9								
Breakdo	own o	of scores	for sites w	vithin	your	trust:			
			you to comp		-		ithin you	r trus	t with all
ther sites	s acro	ss trusts.							
Site #1	1.0								
-	1.0								
Site #2	2.0								
-									
Site #3	<mark>0.</mark> 4								
-		_							
Site #4	0.9								
lite 1		Site	2		Site 3		Site	4	
Churchill Hospi	ital (95)	Nuffi	eld Orthopaedic Ce	entre (67)	Horton G	eneral Hospital (3	0) John	Radclif	fe Hospital (311)

Top five trusts		Bottom five trusts	5
Queen Victoria Hospital NHS Foundation Trust	2.6	Medway NHS Foundation Trust	0.6
Western Sussex Hospitals NHS Foundation Trust	2.1	Brighton and Sussex University Hospitals NHS Trust	0.6
East Sussex Healthcare NHS Trust	2.1	Dartford and Gravesham NHS Trust	0.8
University Hospital Southampton NHS Foundation Trust	1.9	Ashford and St Peter's Hospitals NHS Foundation Trust	0.8
Surrey and Sussex Healthcare NHS Trust	1.7	Buckinghamshire Healthcare NHS Trust	0.9

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		-	all other tr			
his benchma	arking compa	ares the ques	tion score for	your trust ag	ainst all othe	er trusts.
Your Trust 9.4						
Breakdown	of scores	for sites w	vithin your	trust:		
his benchma other sites aci	0	you to comp	are the result	s for sites wit	hin your trus	t with all
Site #1 9.7						
Site #2 9.8						
Site #3 8.6						
Site #4 9.4						
lite 1	Site	2	Site 3		Site 4	
hurchill Hospital (11	13) Nuffi	eld Orthopaedic Ce	entre (75) Horton G	eneral Hospital (33) John Radclif	fe Hospital (378)

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

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

Results for your trust

Much 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 to	rusts:		
This ber	nchm	arking comp	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.
Your Trust	8.6						
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.							
Site #1	8.7						
Site #2	8.8						
Site #3	7.7						
Site #4	8.6	i					
Site 1	_	Site	2	Site 3		Site 4	
Churchill Hos	spital (1	13) Nuf	field Orthopaedic Ce	entre (74) Horton C	General Hospital (33) John Radclif	fe Hospital (377)

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

For further information

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



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.	 Q21. In your opinion, were there enough nurses on duty to care for you in hospital? Q24. How much information about your condition or treatment was given to you? Q35. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital? 		

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
 Q15. When you asked doctors questions, did you get answers you could understand? Q40. Before you left hospital, did you know what would happen next with your care? Q41. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? 	Your trust has not performed "much better than expected" for any questions.





Results for Oxford University Hospitals NHS Foundation Trust

Where patient experience is best

- Contact: patients being given information about who to contact if they were worried about their condition or treatment after leaving hospital
- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- ✓ Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- Enough nurses: patients feeling there were enough nurses on duty to care for them in hospital
- Waiting to get to a bed: patients feeling that they waited the right amount of time to get to a bed on a ward after they arrived at the hospital

Where patient experience could improve

- Feedback on care: patients being asked to give their views on the quality of their care
- o Quality of food: patients describing the hospital food as good
- Noise from staff: patients not being bothered by noise at night from staff
- Disturbance from hospital lighting: patients not being bothered at night from hospital lighting
- Help with eating: patients being given enough help from staff to eat meals, if needed

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

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at Oxford University Hospitals NHS Foundation Trust who had attended in late 2020. Responses were received from 603 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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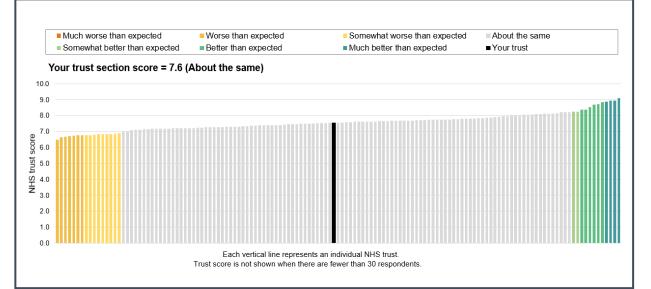
How to interpret benchmarking in this report

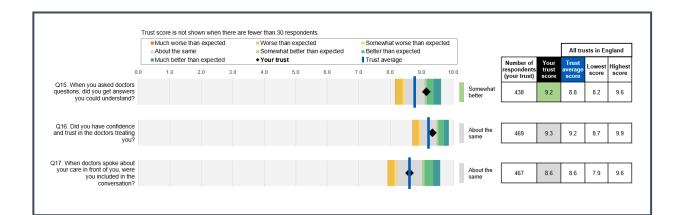
Trust level benchmarking

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.