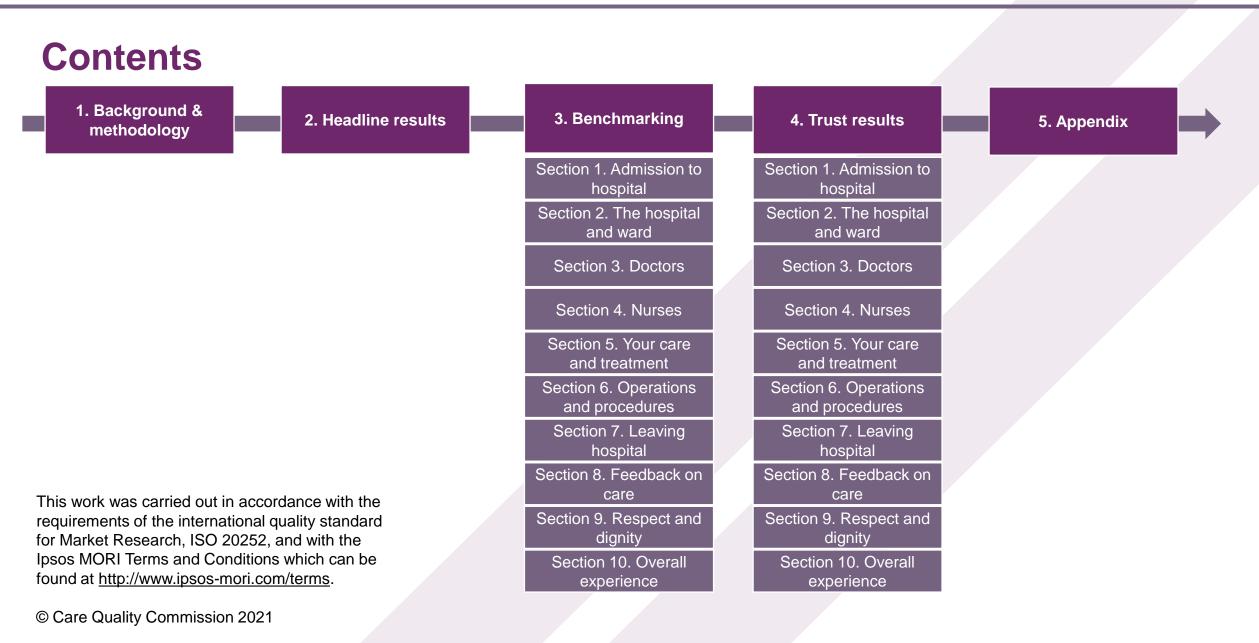
NHS Adult Inpatient Survey 2020 Benchmark Report

Pennine Acute Hospitals NHS Trust



1 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust



2 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

Background and methodology

This section includes:

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



Background and methodology

The NHS Patient Survey Programme

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

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

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

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

The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

Trend data

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

Further information about the survey

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

Key terms used in this report

The 'expected range' technique

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

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

More information can be found in the Appendix.

Standardisation

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

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

Scoring

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

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

Trust average

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

Suppressed data

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

Further information about the methods

For further information about the statistical methods used in this report, please refer to the <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?

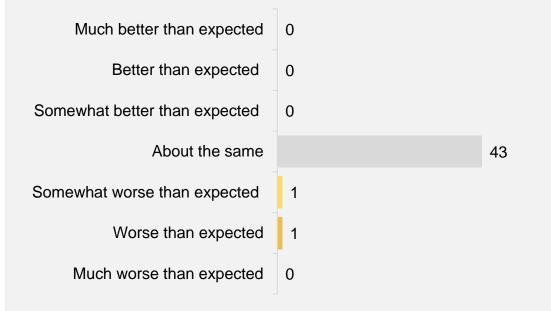
This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.

1,250 invited to take part	Ethnicity	Religion
 374 completed 88% urgent/emergency admission 12% planned admission 33% response rate 46% average response rate for all trusts 34% response rate for your trust last year 	White83%Mixed1%Asian or Asian British12%Black or Black British1%Arab or other ethnic group0%Not known2%	No religion15%Buddhist<0.5%Christian70%Hindu0%Jewish1%Muslim12%Sikh0%Other1%Prefer not to say1%
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 54% Male 46% Intersex 0% 1% of participants said their gender is different from the sex they were registered with at birth.	Age 7% 16-35

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.

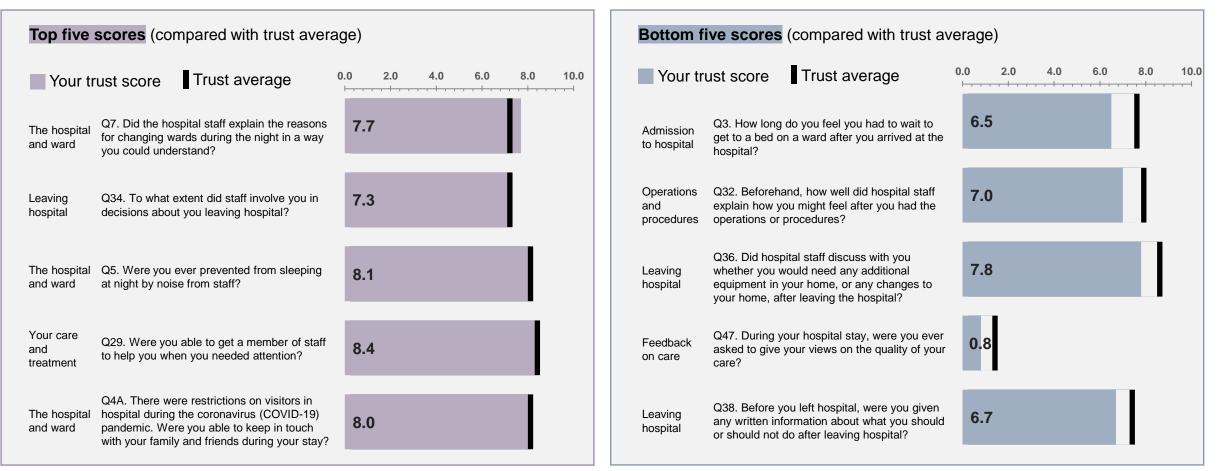
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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



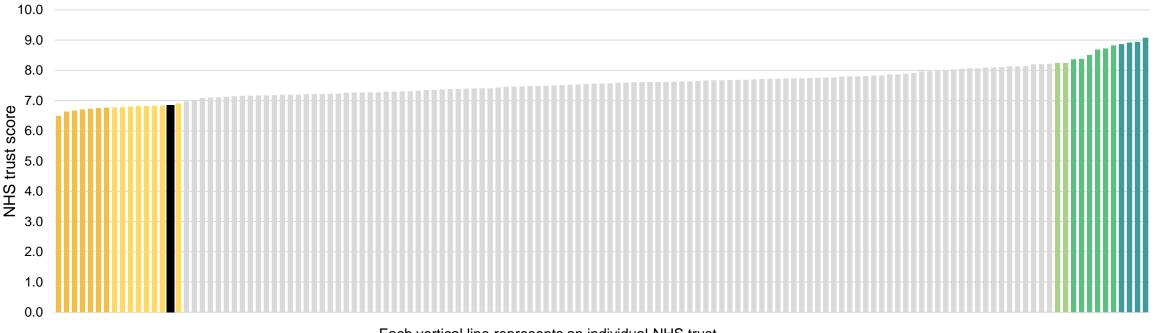
Section 1. Admission to hospital

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 = 6.9 (Somewhat worse)



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

Section 1. Admission to hospital (continued)

Question scores

	Ab	out the sa			Somew		ed nan expected	Bet	mewhat wors	ected	ected				All tru	ists in Er	ngland
0.0		1.0	than expect	3.0	 ◆ Your tr 4.0 	5.0	6.0	7.0	8.0	9.0	10.0		Number of respondents (your trust)	trust	Trust average score	Lowest score	Highest score
Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?								•				About the same	44	7.2	7.7	5.8	9.1
Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?							•					Worse	343	6.5	7.5	6.0	9.3

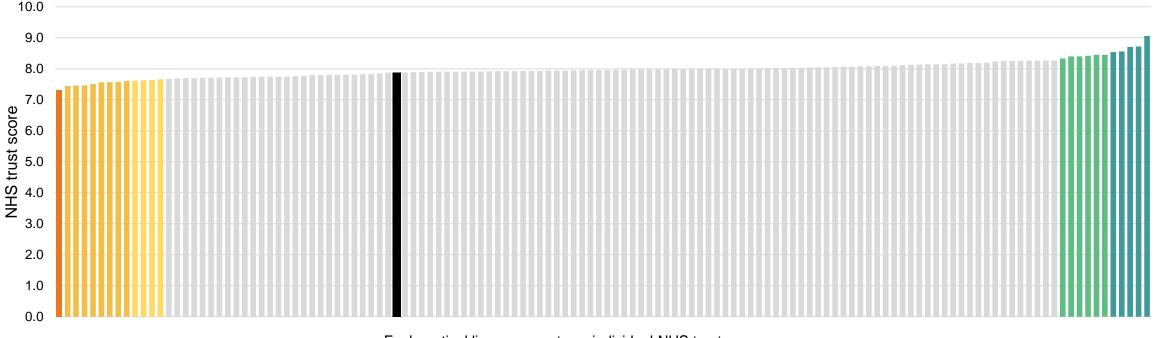
Section 2. The hospital and ward

Section score

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



Your trust section score = 7.9 (About the same)



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

NHS

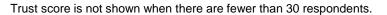
Section 2. The hospital and ward (continued)

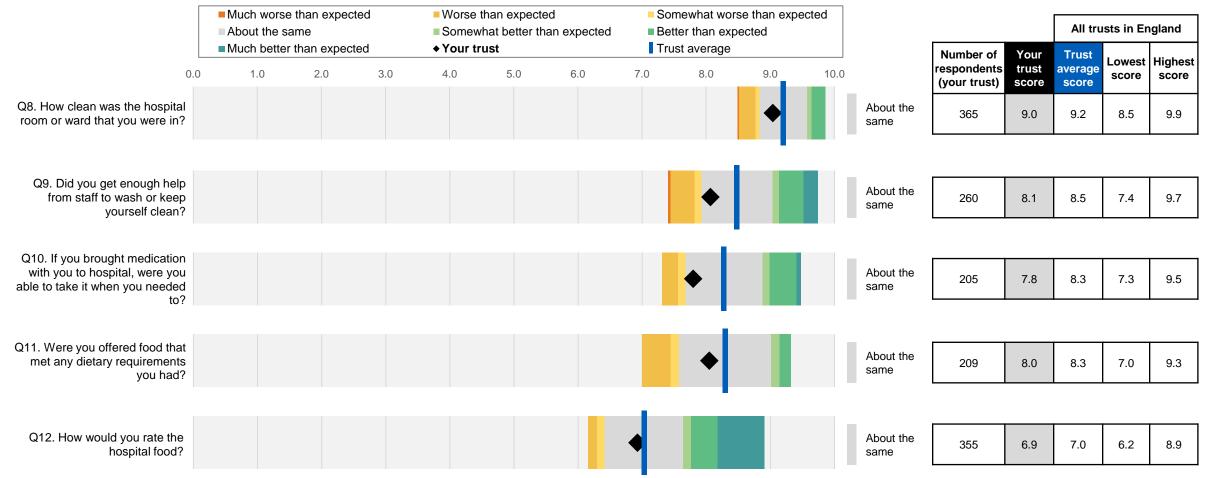
Question scores

	A	pout the s	e than expe ame than expe				ed an expected	Bet	newhat wors ter than expe st average	e than expected	cted					sts in En	gland
Q4A. There were restrictions on ^{0.} visitors in hospital during the		1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
coronavirus (COVID-19) pandemic. Were you able to keep in touch with your family									•			About the same	326	8.0	8.0	6.8	9.0
and friends during your stay?																	
Q5. Were you ever prevented from sleeping at night by noise from other patients?							•					About the same	348	6.1	6.2	4.7	9.4
Q5. Were you ever prevented																	1
from sleeping at night by noise from staff?									•			About the same	348	8.1	8.0	7.0	9.0
Q5. Were you ever prevented											1				1		[]
from sleeping at night by hospital lighting?									•			About the same	348	7.9	8.2	7.3	9.0
Q7. Did the hospital staff explain											1	A hout the					[]
the reasons for changing wards during the night in a way you could understand?									•			About the same	77	7.7	7.1	5.2	8.5

Section 2. The hospital and ward (continued)

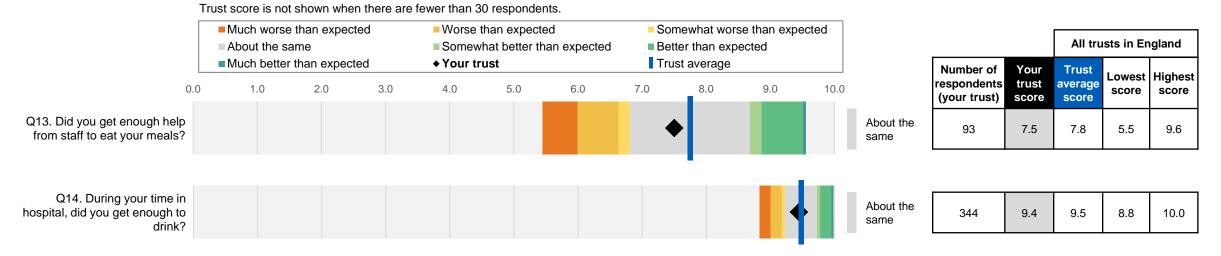
Question scores





Section 2. The hospital and ward (continued)

Question scores



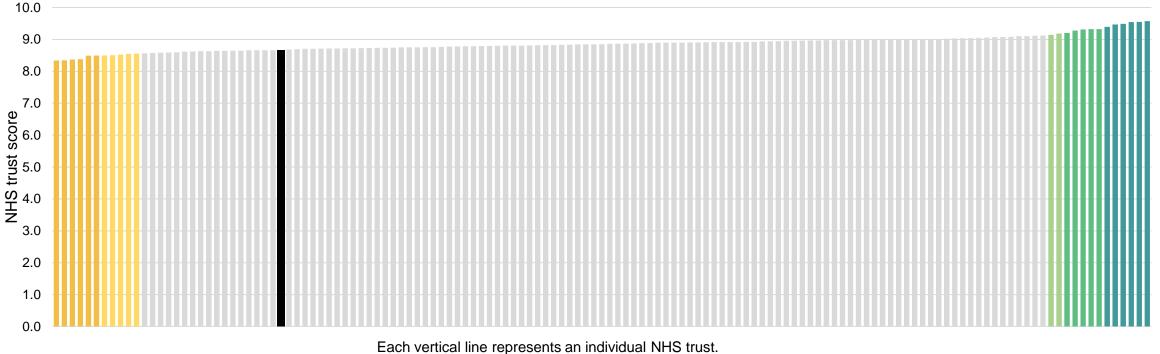
Section 3. Doctors

Section score

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

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

Your trust section score = 8.7 (About the same)



Section 3. Doctors (continued)

Question scores

Q16. Did you have confidence

and trust in the doctors treating

you?



		All tru	All trusts in England						
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score					
347	8.6	8.8	8.2	9.6					

About the same	370	9.1	9.2	8.7	9.9	
----------------	-----	-----	-----	-----	-----	--

Q17. When doctors spoke about										
your care in front of you, were					About the	366	Q /	86	70	9.6
you included in the					same	300	0.4	0.0	1.5	9.0
conversation?										

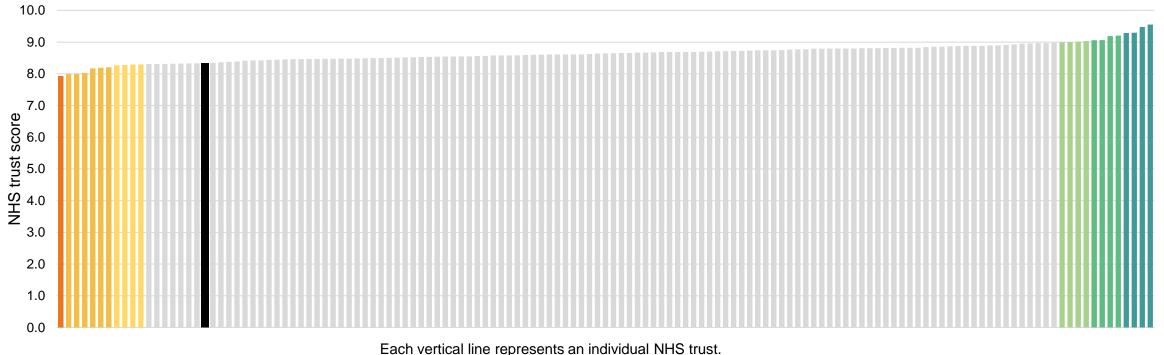
Section 4. Nurses

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 = 8.3 (About the same)



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

20 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

Section 4. Nurses (continued)

Question scores

	-	About the			Somew		ed an expected	Bett	er than exp	se than expo ected	ected				All tru	sts in En	ıgland
0.0		Much bette	er than expec	3.0	◆ Your tr 4.0	ust 5.0	6.0	7.0	t average 8.0	9.0	10.0		Number of respondents		Trust average	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?										•		About the same	(your trust) 352	score 8.6	score 8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?										•		About the same	369	8.9	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	365	8.4	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?												About the same	371	7.5	7.9	6.4	9.3

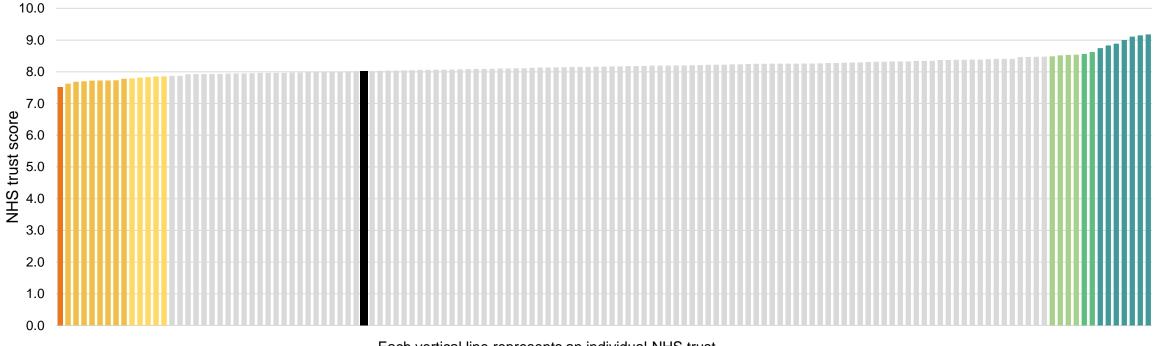
Section 5. Your care and treatment

Section score

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

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

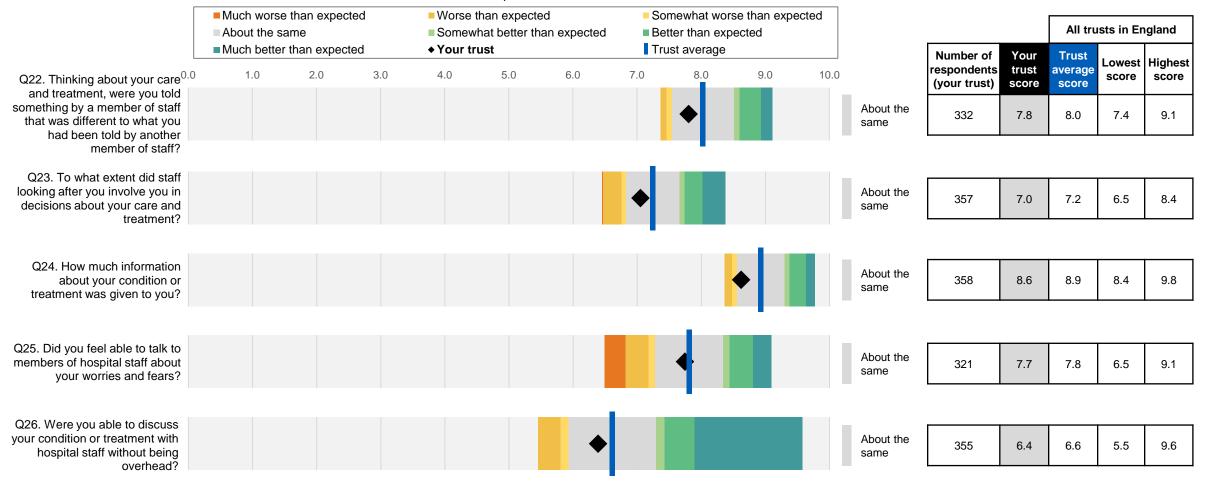
Your trust section score = 8.0 (About the same)



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

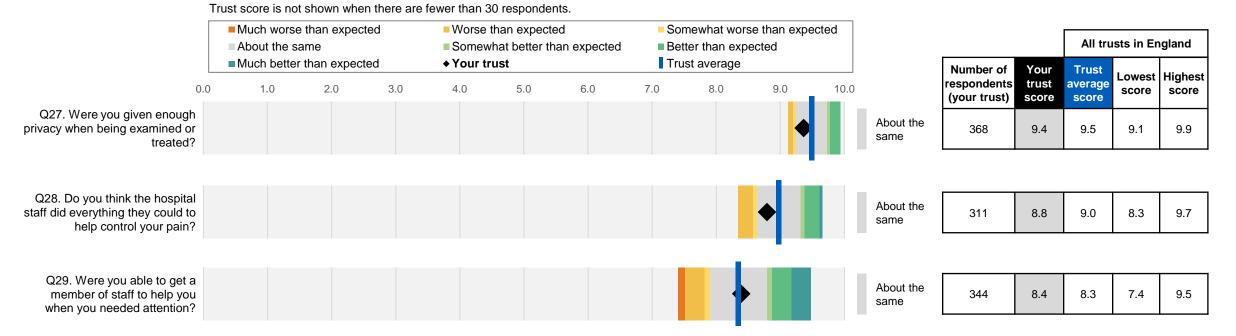
Section 5. Your care and treatment (continued)

Question scores



Section 5. Your care and treatment (continued)

Question scores



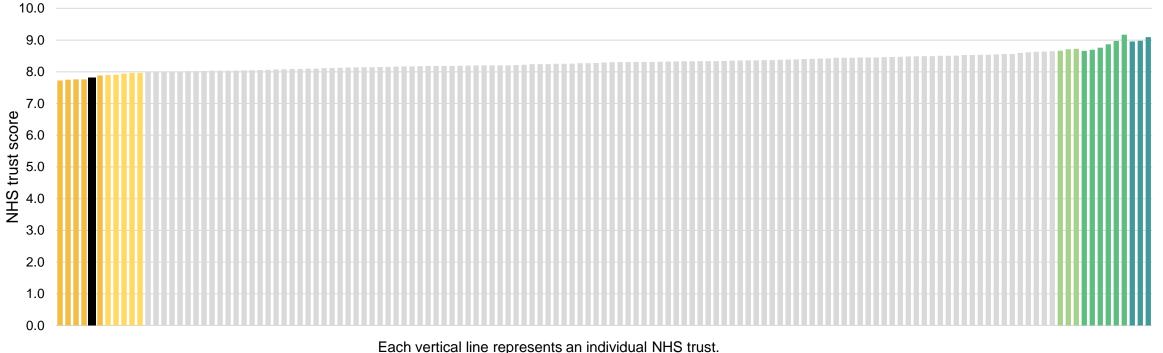
Section 6. Operations and procedures

Section score

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

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

Your trust section score = 7.8 (Worse)



Section 6. Operations and procedures (continued)

Question scores



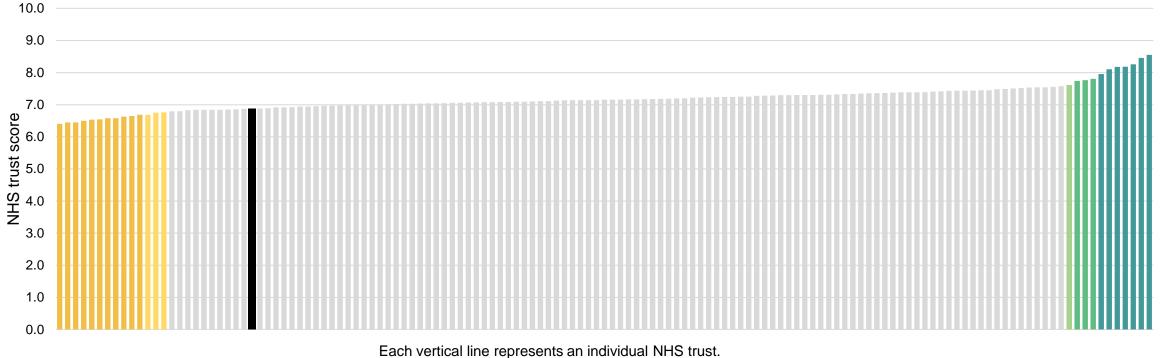
Section 7. Leaving hospital

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.

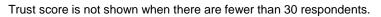
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

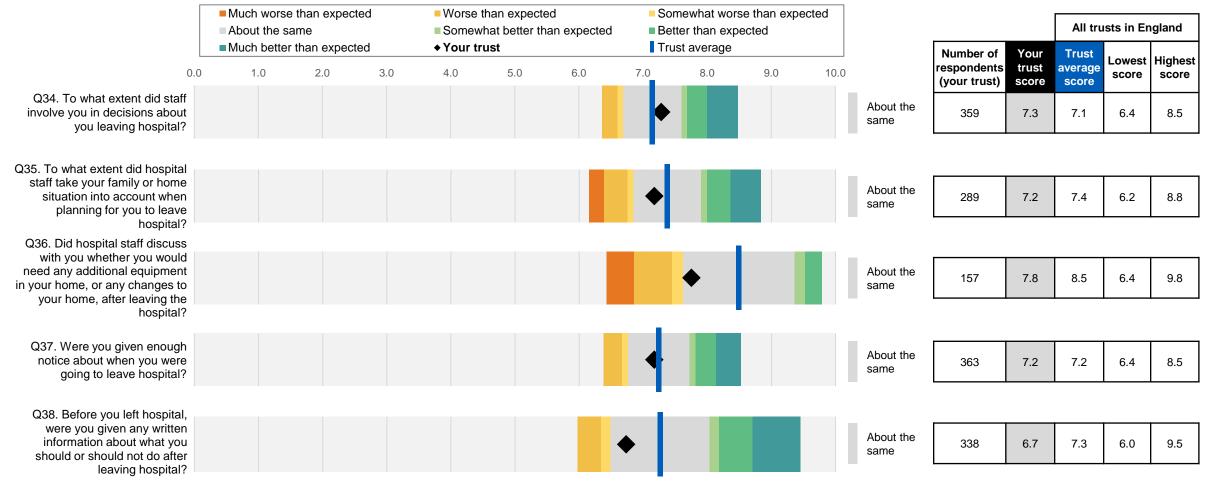
Your trust section score = 6.9 (About the same)



Section 7. Leaving hospital (continued)

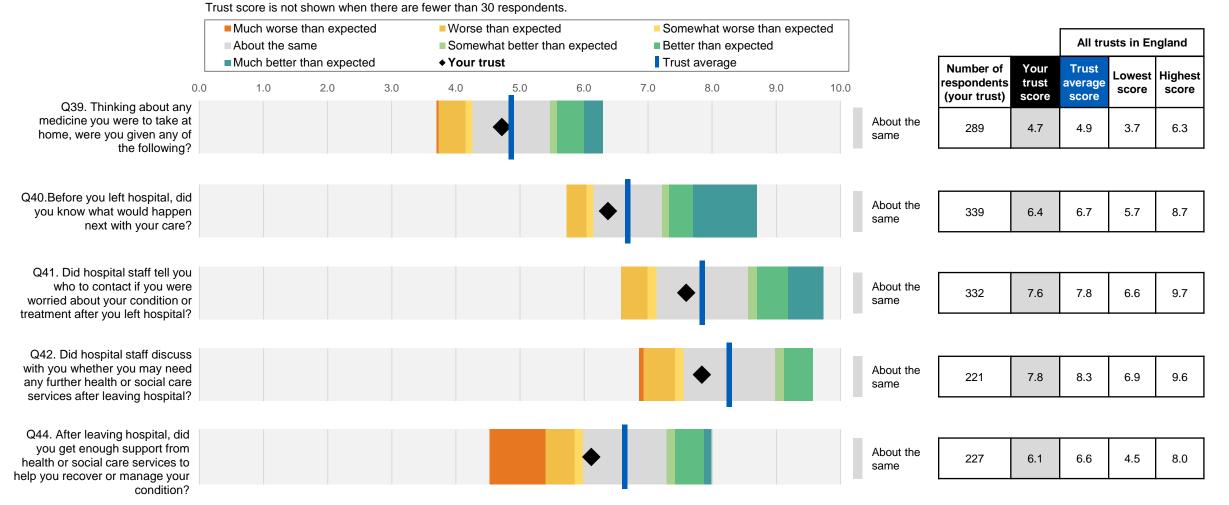
Question scores





Section 7. Leaving hospital (continued)

Question scores



Section 8. Feedback on the quality of your care

Section score

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

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

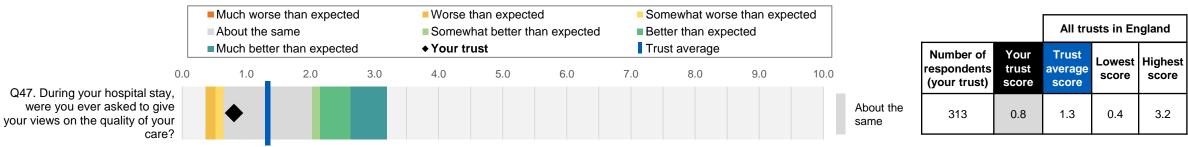
Your trust section score = 0.8 (About the same)

10.0	
9.0	
8.0	
7.0	
ore ore	
0.0 S	
5.0 Since	
0.0 0.2 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
3.0	lu.
2.0	
1.0	
0.0	
0.0	

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

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

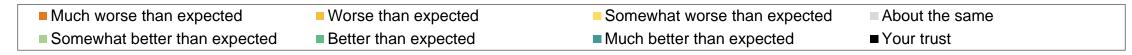
Question score



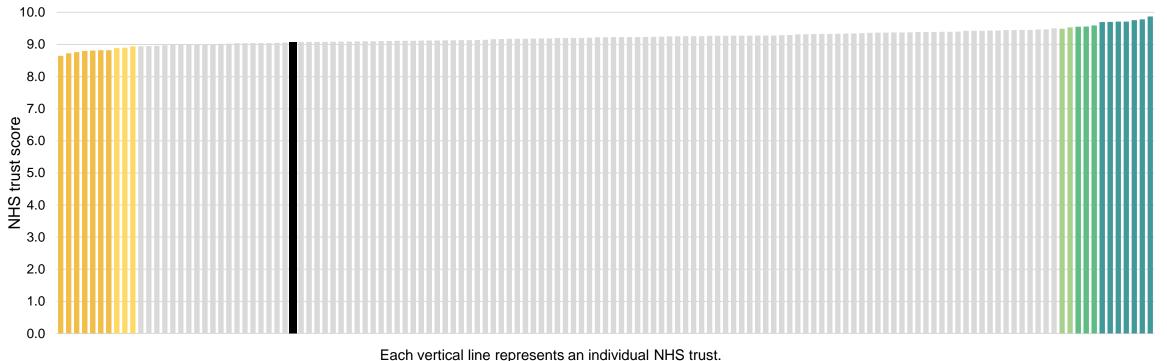
Section 9. Respect and dignity

Section score

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



Your trust section score = 9.1 (About the same)



Section 9. Respect and dignity (continued)

Question score

	A	bout the s	e than expec ame · than expec				ed an expected	Be	mewhat wor tter than exp ust average	se than expo pected	ected		Number o
0.0)	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		responden (your trust
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?										•		About the same	367

			All tru	Il trusts in England				
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score			
!	367	9.1	9.2	8.6	9.9			

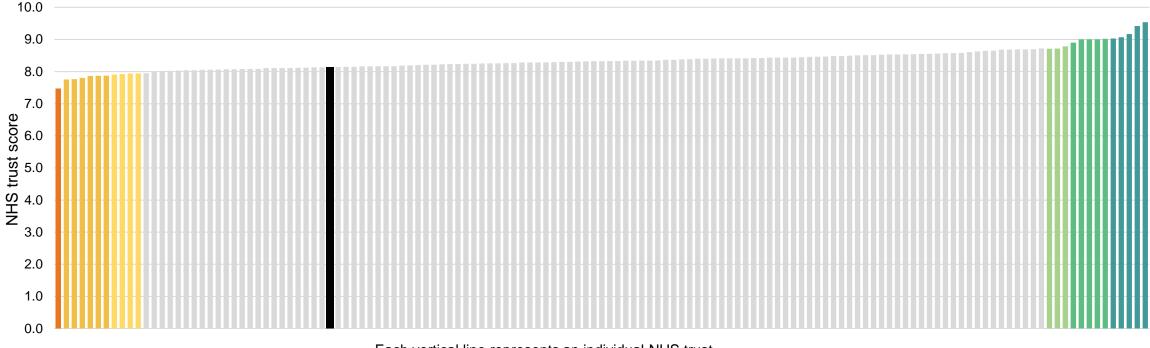
Section 10. Overall experience

Section score

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



Your trust section score = 8.1 (About the same)



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

All trusts in England

score

7.5

Lowest Highest

score

9.5

Trust

average

score

8.4

Section 10. Overall experience (continued)

Question score

		 Much worse About the set 	ame		 Worse than expected Somewhat better than expected 			 Somewhat worse than expected Better than expected 			ected				
	0.0	Much better 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)		
Q46. Overall, how was your experience while you were in the hospital?									•			About the same	368	8.1	

Trust results

This section includes:

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

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

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

Ipsos MORI

lpsos

36 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
our trust score compared with all other trusts:							
his benchma	arking compa	res the ques	tion score for	r your trust ag	ainst all othe	er trusts.	
Your Trust 7.2							
Reakdown	of scores	for sites w	vithin your	truct			
	arking allows		-		hin your true	t with all	
ther sites ac			ale life lesui		inn your trus	t with an	
ite #1							
site #2							
_							
Site #3							
ite 1		Site 2		Site	3		
	spital (Score not sho		nester General Hos			Score not shown as	
s <30 respondents)		not shown as	s <30 respondents)	<301	espondents)		
		ļ		ļ			
37 Adult Inpati	ent Survey 2020	RW6 Pennine	Acute Hospitals	NHS Trust			

Top five trusts	Top five trusts			Bottom five trusts			
The Christie NHS Foundation Trust	9.1		East Cheshire NHS Trust	6.5			
The Clatterbridge Cancer Centre NHS Foundation Trust	8.9		Wrightington, Wigan and Leigh NHS Foundation Trust	6.9			
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.5		Wirral University Teaching Hospital NHS Foundation Trust	7.0			
East Lancashire Hospitals NHS Trust	8.4		University Hospitals of Morecambe Bay NHS Foundation Trust	7.2			
Liverpool University Hospitals NHS Foundation Trust	8.3		Countess of Chester Hospital NHS Foundation 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 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	nchma	arking compa	ares the ques	tion score for	^r your trust a	gainst all othe	er trusts.	
Your Trust	6.5							
				ithin your			6 - 10 - 11	
		rking allows oss trusts.	you to comp	are the result	s for sites w	ithin your trus	t with all	
-								
Site #1	6.1							
_								
Site #2	6.2							
Sile #2	0.2							
_								
Site #3	6.5							
-			0.44		0.14	•		
Site 1		· · · (75)	Site 2		Site		(100)	
Fairfield Gen	eral Hos	spital (75)	North Mancr	ester General Hos	Dital (83) Roy	al Oldham Hospital	(169)	
			!		1			

Comparison with other trusts within your region

Top five trusts		Bottom five trusts	6
The Walton Centre NHS Foundation Trust	9.1	Wrightington, Wigan and Leigh NHS Foundation Trust	6.4
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.9	Pennine Acute Hospitals NHS Trust	6.5
Liverpool Women's NHS Foundation Trust	8.9	Warrington and Halton Hospitals NHS Foundation Trust	6.5
The Christie NHS Foundation Trust	8.8	Blackpool Teaching Hospitals NHS Foundation Trust	6.9
The Clatterbridge Cancer Centre NHS Foundation Trust	8.7	Stockport NHS Foundation Trust	6.9

38 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

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		Top fi
	score com	•						Liver NH
Your	narking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.	- 1	
Trust 8.0							- i	
	n of scores narking allows		-		thin your true	t with all		The NH
	cross trusts.	you to comp		เอาบา อแฮอ พท	umi your trus			
Site #1 7.	4							
-							- !	The Fo
Site #2 7.	8							10
-							- !	
Site #3 8.	0							The Cance
Site 1		Site 2		Site	3			Fou
airfield General H	lospital (76)	North Manch	ester General Hos	pital (76) Roya	I Oldham Hospital	(161)		
							i	Liver Ches
								Fou

		_			
Top five trusts			Bottom five trusts	5	
Liverpool Women's NHS Foundation Trust	9.0		Southport and Ormskirk Hospital NHS Trust	7.6	
The Walton Centre NHS Foundation Trust	8.5		Manchester University NHS Foundation Trust	7.7	
The Christie NHS Foundation Trust	8.5		Mid Cheshire Hospitals NHS Foundation Trust	7.7	
The Clatterbridge Cancer Centre NHS Foundation Trust	8.5		Warrington and Halton Hospitals NHS Foundation Trust	7.7	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.4		Wrightington, Wigan and Leigh NHS Foundation Trust	7.8	

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your tr	Your trust score compared with all other trusts:							
This ber	nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.	
Your Trust	6.1							
This ber	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.							
Site #1	Site #1 6.3							
Site #2	5.8							
Site #3	5.8							
Site 1			Site 2		Site	3		
Fairfield Ger	neral Ho	spital (75)	North Manch	nester General Hosţ	oital (87) Roy	al Oldham Hospital	(169)	

Top five trusts		Bottom five trusts		
The Clatterbridge Cancer Centre NHS Foundation Trust	8.8	Lancashire Teaching Hospitals NHS Foundation Trust	5.3	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.1	Tameside and Glossop Integrated Care NHS Foundation Trust	5.5	
Liverpool Women's NHS Foundation Trust	7.7	Wrightington, Wigan and Leigh NHS Foundation Trust	5.5	
The Christie NHS Foundation Trust	7.4	Southport and Ormskirk Hospital NHS Trust	5.6	
St Helens and Knowsley Teaching Hospitals NHS Trust	7.1	Countess of Chester Hospital NHS Foundation Trust	5.8	

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

Results for your trust

Much wors than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·						
	st score com	-				
This benc	hmarking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8	.1					
Breakdo	wn of scores	s for sites w	vithin your	trust:		
	nmarking allows		-		thin your trus	t with all
	across trusts.	you to comp			unin your dus	
1						
Site #1	7.9					
Site #2	8.3					
Site #3	8.1					
Sile #3	D. I					
Site 1		Site 2		Site	3	
Fairfield Genera	al Hospital (75)	1	nester General Hosp		al Oldham Hospital	(169)
		North Marici	lester General 1103			(103)

Top five trusts		Bottom five trusts	i	
The Clatterbridge Cancer Centre NHS Foundation Trust	8.9	Lancashire Teaching Hospitals NHS Foundation Trust	7.0	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.9	Blackpool Teaching Hospitals NHS Foundation Trust	7.4	
The Christie NHS Foundation Trust	8.5	Southport and Ormskirk Hospital NHS Trust	7.6	
Tameside and Glossop Integrated Care NHS Foundation Trust	8.4	Wrightington, Wigan and Leigh NHS Foundation Trust	7.8	
St Helens and Knowsley Teaching Hospitals NHS Trust	8.4	Mid Cheshire Hospitals NHS Foundation Trust	7.8	

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

Results for your trust

	-							
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
	score com	-						
This benchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust 7.9								
Broakdow	n of scores	for sitos y	vithin your	truct				
			-		thin your true			
other sites ac	arking allows	you to comp	are the result	IS TOT SILES WI	unin your trus	si with all		
Site #1 7.4	4							
Sile #1 7. 4	•							
-								
Site #2 8.1	1							
Site #3 7.9	•							
Site 1		Site 2		Site	3			
Fairfield General He	irfield General Hospital (75) North Manchester General Hospital (87) Royal Oldham Hospital (169)							
		1						

Top five trusts		Bottom five trusts	
St Helens and Knowsley Teaching Hospitals NHS Trust	8.9	Lancashire Teaching Hospitals NHS Foundation Trust	7.7
The Walton Centre NHS Foundation Trust	8.9	Pennine Acute Hospitals NHS Trust	7.9
Wrightington, Wigan and Leigh NHS Foundation Trust	8.8	Mid Cheshire Hospitals NHS Foundation Trust	7.9
Manchester University NHS Foundation Trust	8.7	Salford Royal NHS Foundation Trust	8.0
The Clatterbridge Cancer Centre NHS Foundation Trust	8.7	Tameside and Glossop Integrated Care NHS Foundation Trust	8.1

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

Results for your trust

	-									
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
·										
Your trust	score com	pared with	all other tr	usts:						
This benchn	his benchmarking compares the question score for your trust against all other trusts.									
Your Trust 7.7	,									
Breakdow	n of scores	for sites w	vithin vour	trust:						
	narking allows		-		thin vour trus	t with all				
other sites a	-	, ,			,					
Site #1										
_										
Site #2										
Sile #2										
Site #3 8.	2									
Site 1		Site 2		Site	3					
Fairfield General H as <30 respondent	lospital (Score not sh s)		nester General Hos s <30 respondents)	pital (Score Roya	al Oldham Hospital ((43)				
43 Adult Inpa	43 Adult Inpatient Survey 2020 RW6 Pennine Acute Hospitals NHS Trust									

-			_
Top five trusts		Bottom five trusts	
The Christie NHS Foundation Trust	8.5	Stockport NHS Foundation Trust	5.8
St Helens and Knowsley Teaching Hospitals NHS Trust	7.7	Tameside and Glossop Integrated Care NHS Foundation Trust	6.3
Pennine Acute Hospitals NHS Trust	7.7	Southport and Ormskirk Hospital NHS Trust	6.3
Warrington and Halton Hospitals NHS Foundation Trust	7.7	Lancashire Teaching Hospitals NHS Foundation Trust	6.6
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.5	East Lancashire Hospitals NHS Trust	6.6

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

Results for your trust

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		·			·	onpoolou	
			-	all other tr			
This ben	chm	arking compa	ares the ques	tion score for	your trust a	gainst all othe	er trusts.
Your Trust	9.0						
Broakd	lowr	of scores	for sites w	vithin your	truct		
				are the result		thin your true	t with all
		ross trusts.	you to comp	are the result	S IOI SILES WI	umi your trus	
-							
Site #1	9.0						
Site #2	9.3						
_							
Site #3	9.0						
Sile #3	9.0						
Site 1			Site 2		Site	3	
Fairfield Gen	eral Ho	spital (80)	North Manch	nester General Hosp	oital (92) Roya	al Oldham Hospital	(176)
			Į.		Į.		

		_		_
Top five trusts			Bottom five trusts	5
The Clatterbridge Cancer Centre NHS Foundation Trust	9.8		Southport and Ormskirk Hospital NHS Trust	8.9
The Walton Centre NHS Foundation Trust	9.7		Manchester University NHS Foundation Trust	8.9
The Christie NHS Foundation Trust	9.6		Pennine Acute Hospitals NHS Trust	9.0
Liverpool Women's NHS Foundation Trust	9.6		Salford Royal NHS Foundation Trust	9.0
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.6		Countess of Chester Hospital NHS Foundation Trust	9.1

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

Results for your trust

	_								
Much wo		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	ust score com	-							
This ben	chmarking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
Your Trust	8.1								
The second secon									
	own of scores		-						
	chmarking allows s across trusts.	s you to comp	are the result	ts for sites wi	ithin your trus	t with all			
	s across trusts.								
Site #1	8.0								
	0.0								
-									
Site #2	8.4								
-									
Site #3	8.0								
Sile #3	0.0								
Site 1		Site 2		Site	3				
Fairfield Gene	ral Hospital (50)	North Manch	nester General Hos	pital (68) Roy	al Oldham Hospital	(132)			
		ļ							

Top five trusts		Bottom five trusts	5	
The Christie NHS Foundation Trust	9.2	Pennine Acute Hospitals NHS Trust	8.1	
The Walton Centre NHS Foundation Trust	9.2	Manchester University NHS Foundation Trust	8.2	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.1	Tameside and Glossop Integrated Care NHS Foundation Trust	8.2	
Warrington and Halton Hospitals NHS Foundation Trust	9.0	Salford Royal NHS Foundation Trust	8.3	
Wirral University Teaching Hospital NHS Foundation Trust	8.7	Countess of Chester Hospital NHS Foundation Trust	8.3	

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

Results for your trust

Much wo		Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better
than expe	cieu	expected	than expected	the same	than expected	expected	than expected
Your tru	ust s	core com	pared with	all other tr	usts:		
This ben	chmai	rking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your	7.0						
Trust	7.8						
Breakd	own	of scores	for sites w	vithin your	trust:		
				are the result		thin vour trus	st with all
		oss trusts.	,				
٦							
Site #1	8.2						
Site #2	8.1						
-							
Site #3	7.7						
	1.1						
Site 1			Site 2		Site	3	
	eral Hosn	ital (47)		ester General Hosr	1	al Oldham Hospital	(105)
	field General Hospital (47) North Manchester General Hospital (44) Royal Oldham Hospital (105)						
			ļ		ļ		

Top five trusts		Bottom five trusts	
The Christie NHS Foundation Trust	9.1	Wirral University Teaching Hospital NHS Foundation Trust	7.7
Southport and Ormskirk Hospital NHS Trust	8.7	Pennine Acute Hospitals NHS Trust	7.8
Bolton NHS Foundation Trust	8.5	Lancashire Teaching Hospitals NHS Foundation Trust	7.8
Liverpool Women's NHS Foundation Trust	8.5	Wrightington, Wigan and Leigh NHS Foundation Trust	7.8
East Cheshire NHS Trust	8.5	Stockport NHS Foundation Trust	7.9

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
					CAPCOLOU	than expected
	score com	-				
This benchr	narking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust 8.0						
	n of scores		-			
	narking allows	you to comp	are the result	ts for sites wi	thin your trus	t with all
other sites a	cioss trusts.					
Site #1 8.	•					
Site #1 8.	3					
-						
Site #2 7.	3					
_						
Site #3 8.	1					
		0 14 0				
Site 1		Site 2		Site		(20)
Fairfield General H	lospital (48)	North Manch	ester General Hos	pital (52) Roy	al Oldham Hospital	(96)

Top five trusts		Bottom five trusts	
The Walton Centre NHS Foundation Trust	9.2	Tameside and Glossop Integrated Care NHS Foundation Trust	7.5
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.0	Liverpool University Hospitals NHS Foundation Trust	7.6
The Christie NHS Foundation Trust	9.0	Manchester University NHS Foundation Trust	7.7
East Cheshire NHS Trust	8.9	Stockport NHS Foundation Trust	7.9
Liverpool Women's NHS Foundation Trust	8.8	Lancashire Teaching Hospitals NHS Foundation Trust	7.9

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
						expected	than expected
Your to	rust	score com	pared with	all other tr	usts:		
This be	nchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your	6.9						
Trust	0.5						
Breake	dowr	n of scores	for sites w	vithin your	trust:		
		-	you to comp	are the result	s for sites wi	thin your trus	t with all
other sit	es ac	ross trusts.					
Site #1	7.1						
	-						
Site #2	7.1						
	-						
Site #3	7.0						
Site 1			Site 2		Site	3	
Fairfield Ge	neral Ho	spital (80)	North Manch	nester General Hosp	pital (89) Roya	al Oldham Hospital	(171)

Top five trusts		Bottom five trusts	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.1	Manchester University NHS Foundation Trust	6.2
The Walton Centre NHS Foundation Trust	8.0	Lancashire Teaching Hospitals NHS Foundation Trust	6.4
The Christie NHS Foundation Trust	7.9	Bolton NHS Foundation Trust	6.5
Mid Cheshire Hospitals NHS Foundation Trust	7.4	East Lancashire Hospitals NHS Trust	6.6
The Clatterbridge Cancer Centre NHS Foundation Trust	7.4	Tameside and Glossop Integrated Care NHS Foundation Trust	6.7

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trust s	our trust score compared with all other trusts:								
This benchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
Your Trust 7.5									
Breakdown	of scores	for sites w	vithin your	trust:					
This benchma other sites aci	arking allows		-		thin your trus	t with all			
Site #1									
_									
Site #2									
-									
Site #3 7.3									
One #3 7.3									
Site 1		Site 2		Site	3				
Fairfield General Hos as <30 respondents)	• •		nester General Hosj s <30 respondents)	pital (Score Roy	al Oldham Hospital ((56)			
49 Adult Inpati	9 Adult Inpatient Survey 2020 RW6 Pennine Acute Hospitals NHS Trust								

-			-	
Top five trusts		Bottom five trusts	; 	
Liverpool Women's NHS Foundation Trust	9.1	Lancashire Teaching Hospitals NHS Foundation Trust	6.7	
The Christie NHS Foundation Trust	8.8	Tameside and Glossop Integrated Care NHS Foundation Trust	6.8	
The Clatterbridge Cancer Centre NHS Foundation Trust	8.6	Manchester University NHS Foundation Trust	7.2	
East Cheshire NHS Trust	8.6	St Helens and Knowsley Teaching Hospitals NHS Trust	7.3	
Wirral University Teaching Hospital NHS Foundation Trust	8.2	Pennine Acute Hospitals NHS Trust	7.5	

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 expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Varn fri	Your trust score compared with all other trusts:								
			-						
This ben	chma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust	9.4								
Breakd	own	of scores	for sites w	vithin your	trust:				
				-		thin your trus	t with all		
		oss trusts.	you to comp		3 101 31163 WI	umi your trus			
1									
Site #1	9.6								
	9.0								
-									
Site #2	9.6								
Site #3	9.3								
Site 1			Site 2		Site	3			
Fairfield Gene	airfield General Hospital (76) North Manchester General Hospital (85) Royal Oldham Hospital (166)								
					ļ				

Top five trusts		Bottom five trusts	5
Liverpool Women's NHS Foundation Trust	9.8	Salford Royal NHS Foundation Trust	9.3
The Walton Centre NHS Foundation Trust	9.8	Lancashire Teaching Hospitals NHS Foundation Trust	9.3
The Christie NHS Foundation Trust	9.8	Liverpool University Hospitals NHS Foundation Trust	9.4
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.8	Tameside and Glossop Integrated Care NHS Foundation Trust	9.4
East Cheshire NHS Trust	9.7	Mid Cheshire Hospitals NHS Foundation Trust	9.4

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	ust :	score com	pared with	all other tr	usts:				
This ber	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust	8.6								
Trust	•••								
Breako	lowr	n of scores	for sites w	ithin your	trust:				
		-	you to comp	are the result	s for sites wi	thin your trus	t with all		
other sit	es ac	ross trusts.							
Site #1	8.5								
	-								
Site #2	8.4								
Site #3	8.7								
Site 1			Site 2		Site	3			
Fairfield Ger	airfield General Hospital (76) North Manchester General Hospital (86) Royal Oldham Hospital (168)								

Top five trusts		Bottom five trusts	
Liverpool Women's NHS Foundation Trust	9.5	Blackpool Teaching Hospitals NHS Foundation Trust	8.5
The Christie NHS Foundation Trust	9.4	Lancashire Teaching Hospitals NHS Foundation Trust	8.5
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.2	Pennine Acute Hospitals NHS Trust	8.6
The Walton Centre NHS Foundation Trust	9.1	East Lancashire Hospitals NHS Trust	8.6
Manchester University NHS Foundation Trust	9.0	Stockport NHS Foundation Trust	8.6

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

Results for your trust

Much wo than exped		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Vour tri	ict cooro com	norod with	all other t	ucto.	-		
	ust score com	-			nainet all othe	or tructo	
_	chmarking comp	ales life ques		your trust aç	Jainst an Othe	1 110515.	
Your Trust	9.1						
_ Dreekd	own of occurs	for olteo u		1			
	own of scores		-				
	chmarking allows s across trusts.	s you to comp	are the result	s for sites wi	thin your trus	t with all	
0.1 114							
Site #1	9.0						
-							
Site #2	9.1						
	3.1						
-							
Site #3	9.2						
Site 1		Site 2		Site	3		
airfield General Hospital (81) North Manchester General Hospital (92) Royal Oldham Hospital (179)							
				ļ			

Top five trusts		Bottom five trusts)
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.7	Lancashire Teaching Hospitals NHS Foundation Trust	9.0
Liverpool Women's NHS Foundation Trust	9.7	University Hospitals of Morecambe Bay NHS Foundation Trust	9.0
The Christie NHS Foundation Trust	9.6	Stockport NHS Foundation Trust	9.1
The Clatterbridge Cancer Centre NHS Foundation Trust	9.6	Blackpool Teaching Hospitals NHS Foundation Trust	9.1
The Walton Centre NHS Foundation Trust	9.6	Pennine Acute Hospitals 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 wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
			-	all other tr						
This ben	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	8.4									
Breakd	lown	of scores	for sites w	vithin your	trust:					
				-		ithin your trus	t with all			
		ross trusts.	,р			, .				
-										
Site #1	8.3									
-										
Site #2	8.1									
	0.1									
_										
Site #3	8.4									
_										
Site 1			Site 2		Site	3				
Fairfield Gen	Cairfield General Hospital (79) North Manchester General Hospital (91) Royal Oldham Hospital (178)									

Top five trusts		Bottom five trusts
Liverpool Women's NHS Foundation Trust	9.6	Wrightington, Wigan and Leigh NHS Foundation Trust
The Christie NHS Foundation Trust	9.4	Blackpool Teaching Hospitals NHS Foundation Trust
The Clatterbridge Cancer Centre NHS Foundation Trust	9.3	Pennine Acute Hospitals NHS Trust 8.4
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.0	East Lancashire Hospitals NHS Trust 8.4
St Helens and Knowsley Teaching Hospitals NHS Trust	9.0	Bolton NHS Foundation Trust 8.4

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

Results for your trust

Much wors than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Va 4					-				
	st score com	-			nainat all atha	ar tructo			
_	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust 8	9.6								
Brookda		for sites y	lithin vour	17.101.					
	wn of scores		-		(l. !	4			
	nmarking allows across trusts.	s you to comp	are the result	IS TOP SITES WI	thin your trus	t with all			
Site #1	8.6								
	0.0								
Site #2	8.8								
-									
Site #3	0.0								
Sile #3	8.3								
Site 1		Site 2		Site	3				
Site 2 Site 3 Gairfield General Hospital (76) North Manchester General Hospital (88) Royal Oldham Hospital (170)									
		ļ							

Comparison with other trusts within your region

Top five trusts		Bottom five trusts	•
The Christie NHS Foundation Trust	9.4	Lancashire Teaching Hospitals NHS Foundation Trust	8.6
The Clatterbridge Cancer Centre NHS Foundation Trust	9.4	Pennine Acute Hospitals NHS Trust	8.6
East Cheshire NHS Trust	9.4	Blackpool Teaching Hospitals NHS Foundation Trust	8.7
The Walton Centre NHS Foundation Trust	9.3	Tameside and Glossop Integrated Care NHS Foundation Trust	8.8
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.2	Salford Royal NHS Foundation Trust	8.8

54 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

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

Results for your trust

	-					
	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better than expected
	·				cxpected	than expected
		-				
nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
8.9						
0.0						
lown	of scores	for sites w	ithin your/	trust:		
	0	you to comp	are the result	s for sites wit	thin your trus	t with all
es aci	ross trusts.					
9.2						
-						
9.1						
••••						
-						
8.7						
		Site 2		Site	3	
neral Hos	spital (81)	North Manch	ester General Hos	pital (92) Roya	I Oldham Hospital	(178)
	Achma 8.9 Jown Achma es acr 9.2 9.1 8.7	ected expected rust score com achmarking compa 8.9 down of scores achmarking allows es across trusts. 9.2 9.1	ected expected than expected than expected expected than expected than expected expected with the chemarking compares the quest 8.9 down of scores for sites w the chemarking allows you to complete across trusts. 9.2 9.1 8.7 Site 2	ected expected than expected the same rust score compared with all other that ot	ected expected than expected the same than expected rust score compared with all other trusts: nchmarking compares the question score for your trust age 8.9	exted expected than expected the same than expected expected cust score compared with all other trusts: nchmarking compares the question score for your trust against all other 8.9 down of scores for sites within your trust: nchmarking allows you to compare the results for sites within your trust 9.2 9.1 8.7 Site 2 Site 3

			-
Top five trusts		Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.6	Lancashire Teaching Hospitals NHS Foundation Trust	8.8
	_		
The Christie NHS Foundation Trust	9.6	Pennine Acute Hospitals NHS Trust	8.9
The Walton Centre NHS Foundation Trust	9.5	Blackpool Teaching Hospitals NHS Foundation Trust	9.0
East Cheshire NHS Trust	9.4	Manchester University NHS Foundation Trust	9.0
Wirral University Teaching Hospital NHS Foundation Trust	9.4	Southport and Ormskirk Hospital NHS Trust	9.0

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

Results for your trust

	-								
Much wo than expe		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	ust score cor	-							
This ben	chmarking com	pares the ques	tion score for	r your trust aç	gainst all othe	er trusts.			
Your Trust	8.4								
Breakd	own of score	s for sites w	vithin your	trust:					
	chmarking allow		-		hin vour trus	t with all			
	es across trusts.			.0 101 0100 WI	ann your truo				
Site #1	8.6								
Site #2	8.4								
Site #3	8.2								
Olle #0	0.2								
Site 1		Site 2		Site	3				
Fairfield Gen	eral Hospital (80)	North Manch	nester General Hosi	oital (90) Rova	I Oldham Hospital (178)			
	airfield General Hospital (80) North Manchester General Hospital (90) Royal Oldham Hospital (178)								

-			
Top five trusts		Bottom five trusts	S
Liverpool Women's NHS Foundation Trust	9.5	Pennine Acute Hospitals NHS Trust	8.4
The Clatterbridge Cancer Centre NHS Foundation Trust	9.3	Bolton NHS Foundation Trust	8.5
The Christie NHS Foundation Trust	9.3	Salford Royal NHS Foundation Trust	8.5
University Hospitals of Morecambe Bay NHS Foundation Trust	9.1	Stockport NHS Foundation Trust	8.5
Warrington and Halton Hospitals NHS Foundation Trust	9.1	Lancashire Teaching Hospitals NHS Foundation Trust	8.6

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
		·				oxpoolod			
			-	all other tr					
This ben	nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all oth	er trusts.		
Your Trust	7.5								
Tust	-								
Breakd	lown	of scores	for sites w	ithin your	trust:				
		0	you to comp	are the result	s for sites wi	thin your trus	st with all		
other site	es acr	ross trusts.							
0:1.1.114									
Site #1	7.8								
Site #2	7.5								
Site #3	7.2								
Site 1			Site 2		Site				
Fairfield Gen	irfield General Hospital (81) North Manchester General Hospital (93) Royal Oldham Hospital (179)								

Top five trusts		Bottom five trusts	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.5	Tameside and Glossop Integrated Care NHS Foundation Trust	7.3
The Christie NHS Foundation Trust	8.5	Lancashire Teaching Hospitals NHS Foundation Trust	7.4
The Clatterbridge Cancer Centre NHS Foundation Trust	8.5	Pennine Acute Hospitals NHS Trust	7.5
The Walton Centre NHS Foundation Trust	8.4	Southport and Ormskirk Hospital NHS Trust	7.5
East Cheshire NHS Trust	8.3	Stockport NHS Foundation Trust	7.6

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat bette than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ber	nchma	arking compa	ares the ques	tion score for	r your trust a	against all of	ther trusts.
Your Trust	7.8						
Breeks	1		for oltoo u		1		
			for sites w	-		lithin your tr	
		ross trusts.	you to compa	are the result		nunn your tr	usi willi ali
Site #1	7.9	1					
0'1	• •						
Site #2	8.3						
Site #3	7.8						
Site 1			Site 2		Sit	e 3	
Fairfield Ger	neral Ho	spital (71)	North Manch	ester General Hos	bital (80) Ro	yal Oldham Hospi	tal (165)

58 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

		_		
Top five trusts			Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.0		Lancashire Teaching Hospitals NHS Foundation Trust	7.8
The Christie NHS Foundation Trust	8.8		Tameside and Glossop Integrated Care NHS Foundation Trust	7.8
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.7		Pennine Acute Hospitals NHS Trust	7.8
Warrington and Halton Hospitals NHS Foundation Trust	8.6		Blackpool Teaching Hospitals NHS Foundation Trust	7.9
The Walton Centre NHS Foundation Trust	8.5		Manchester University NHS Foundation Trust	7.9

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

Results for your trust

		-								
Much wo		Worse than expected	Somewhat worse	About the same	Somewhat better	Better than expected	Much better			
	than expected expected than expected the same than expected expected than expected Your trust score compared with all other trusts:									
This ben	nchma	arking compa	ares the ques	tion score fo	r your trust a	gainst all othe	er trusts.			
Your Trust	7.0									
This ben	chma		f or sites w you to comp	•		thin your trus	t with all			
Site #1	7.1									
Site #2	7.2									
Site #3	7.1									
Site 1			Site 2		Site	3				
Fairfield Gen	eral Ho	spital (80)	North Manch	nester General Hos	pital (89) Roya	al Oldham Hospital	(170)			

Top five trusts		Bottom five trusts	5	
The Christie NHS Foundation Trust	8.0	Stockport NHS Foundation Trust	6.8	
The Clatterbridge		Blackpool Teaching		
Cancer Centre NHS Foundation Trust	8.0	Hospitals NHS Foundation Trust	7.0	
The Walton Centre NHS Foundation Trust	7.9	Pennine Acute Hospitals NHS Trust	7.0	
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.8	Southport and Ormskirk Hospital NHS Trust	7.1	
Liverpool Women's NHS Foundation Trust	7.8	Lancashire Teaching Hospitals NHS Foundation Trust	7.1	

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

Results for your trust

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
						expected	than expected	
Your tr	ust s	score com	pared with	all other tr	usts:			
This ben	chma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.	
Your Trust	8.6							
Breakd	lowr	of scores	for sites w	ithin your	trust:			
		-	you to comp	are the result	s for sites wi	thin your trus	t with all	
other site	es ac	ross trusts.						
Site #1	8.8							
Site #2	8.8							
	••							
Site #3	8.5							
Site 1			Site 2		Site	3		
Fairfield Gen	airfield General Hospital (79) North Manchester General Hospital (87) Royal Oldham Hospital (174)							

60 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

Top five trusts		Bottom five trusts	
Liverpool Women's NHS Foundation Trust	9.6	Pennine Acute Hospitals NHS Trust	8.6
The Christie NHS Foundation Trust	9.6	Wrightington, Wigan and Leigh NHS Foundation Trust	8.7
The Walton Centre NHS Foundation Trust	9.4	Tameside and Glossop Integrated Care NHS Foundation Trust	8.7
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.4	Lancashire Teaching Hospitals NHS Foundation Trust	8.8
The Clatterbridge Cancer Centre NHS Foundation Trust	9.4	Southport and Ormskirk Hospital NHS Trust	8.8

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

Results for your trust

Much wo than expe		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 benchmarking compares the question score for your trust against all other trusts.									
Your Trust	77								
	own of scores		•		4	4			
	chmarking allows es across trusts.	you to compa	are the result	ts for sites wi	thin your trus	t with all			
]									
Site #1	7.9								
Site #2	7.6								
	7.0								
Site #3	7.5								
				-					
Site 1		Site 2		Site		()			
Fairfield Gene	eral Hospital (66)	North Manch	ester General Hos	pital (88) Roya	al Oldham Hospital	(151)			
		l.		1					

		1 0		
Top five trusts	Top five trusts			5
The Christie NHS Foundation Trust	8.8		Tameside and Glossop Integrated Care NHS Foundation Trust	7.6
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.4		Manchester University NHS Foundation Trust	7.7
The Clatterbridge Cancer Centre NHS Foundation Trust	8.4		Wrightington, Wigan and Leigh NHS Foundation Trust	7.7
The Walton Centre NHS Foundation Trust	8.3		Stockport NHS Foundation Trust	7.7
East Cheshire NHS Trust	8.3		Countess of Chester Hospital NHS Foundation Trust	7.7

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	About the same	Somewhat better than expected	Better than expected	Much better than expected		
	our trust score compared with all other trusts:								
			-						
This ben	nchma	rking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust	6.4								
Breakd	lown	of scores	for sites w	vithin your	trust [.]				
				-		thin your trus	t with all		
		oss trusts.	you to comp		เอ เบเ อแฮอ WI	unin your trus			
_	1								
Site #1	6.2								
0.00 // 1	0.2								
Site #2	6.6								
	-								
0:1	~ ~								
Site #3	6.3								
-			01.0						
Site 1			Site 2		Site				
Fairfield Gen	eral Hosp	pital (79)	North Manch	nester General Hosp	oital (90) Roy	al Oldham Hospital ((170)		

Top five trusts		Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	8.9	Lancashire Teaching Hospitals NHS Foundation Trust	5.6
The Christie NHS Foundation Trust	7.8	Tameside and Glossop Integrated Care NHS Foundation Trust	6.2
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.7	Wirral University Teaching Hospital NHS Foundation Trust	6.3
St Helens and Knowsley Teaching Hospitals NHS Trust	7.5	University Hospitals of Morecambe Bay NHS Foundation Trust	6.3
Salford Royal NHS Foundation Trust	7.2	Pennine Acute Hospitals NHS Trust	6.4

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

Results for your trust

	-								
Much wor than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your tru	our trust score compared with all other trusts:								
This ben	his benchmarking compares the question score for your trust against all other trusts.								
Your Trust									
Breakd	own of score	s for sites v	vithin your	trust.					
	chmarking allow		-		thin vour trus	t with all			
	s across trusts.	- ,							
1									
Site #1	9.2								
-									
Site #2	9.6								
	0.0								
_									
Site #3	9.5								
_		0 14 0							
Site 1		Site 2		Site		(477)			
Fairfield Gene	ral Hospital (81)	North Manci	nester General Hos	pital (93) Roya	al Oldham Hospital	(177)			

Top five trusts		Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.9	Lancashire Teaching Hospitals NHS Foundation Trust	9.3
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.8	Tameside and Glossop Integrated Care NHS Foundation Trust	9.3
The Christie NHS Foundation Trust	9.8	Pennine Acute Hospitals NHS Trust	9.4
The Walton Centre NHS Foundation Trust	9.7	Countess of Chester Hospital NHS Foundation Trust	9.4
East Lancashire Hospitals NHS Trust	9.7	Wirral University Teaching Hospital NHS Foundation Trust	9.4

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

Results for your trust

Much wors than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
than expect	ed expected	inan expected	ule same	inan expected	expected	than expected
Your true	st score com	pared with	all other tr	usts:		
This benc	nmarking comp	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your	.8					
Trust o	.0					
Breakdo	wn of scores	s for sites w	vithin your	trust:		
This bench	nmarking allows	s you to comp	are the result	s for sites wi	thin your trus	t with all
other sites	across trusts.					
Site #1	8.4					
-						
Site #2	9.0					
	5.0					
-						
Site #3	8.7					
Site 1		Site 2		Site	3	
Fairfield Genera	l Hospital (58)	North Manch	nester General Hos	pital (81) Roya	I Oldham Hospital	(156)

Top five trusts		Bottom five trusts			
The Clatterbridge Cancer Centre NHS Foundation Trust	9.5	Lancashire Teaching Hospitals NHS Foundation Trust	8.5		
The Christie NHS Foundation Trust	9.5	Liverpool University Hospitals NHS Foundation Trust	8.8		
East Cheshire NHS Trust	9.4	Pennine Acute Hospitals NHS Trust	8.8		
The Walton Centre NHS Foundation Trust	9.3	Tameside and Glossop Integrated Care NHS Foundation Trust	8.8		
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.3	Stockport NHS Foundation Trust	8.8		

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 wor than experi		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
		·	·			oxpooled	than oxpoolod	
		-		all other tr				
This ben	chmai	rking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.	
Your Trust	8.4							
Broakd	own	of scores	for sites w	vithin your	truct			
				are the result		hin your true	t with all	
		oss trusts.	you to comp		101 31163 WI	unin your dius		
1								
Site #1	8.5							
Site #2	8.8							
Site #3	8.0							
Site 1			Site 2		Site	3		
Fairfield Gene	neral Hospital (69) North Manchester General Hospital (92) Royal Oldham Hospital (166)							

65 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

Top five trusts		Bottom five trusts	i
The Clatterbridge Cancer Centre NHS Foundation Trust	9.0	Lancashire Teaching Hospitals NHS Foundation Trust	8.0
The Walton Centre NHS Foundation Trust	9.0	Tameside and Glossop Integrated Care NHS Foundation Trust	8.1
The Christie NHS Foundation Trust	8.8	Southport and Ormskirk Hospital NHS Trust	8.1
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.8	Manchester University NHS Foundation Trust	8.2
Liverpool Women's NHS Foundation Trust	8.6	Liverpool University Hospitals NHS Foundation Trust	8.2

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

Results for your trust

	-								
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
·	inan expected expected inan expected ine same inan expected expected inan expected								
Your trust s	score com	pared with	all other tr	usts:					
This benchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
Your Trust 8.6	8.6								
Breakdown	of scores	for sites w	ithin your	trust:					
This benchma			-		ithin vour trus	t with all			
other sites aci	•) · · · · · · · · ·			, ,				
Site #1									
_									
0:1 //0									
Site #2									
-									
Site #3 8.8									
Site 1		Site 2		Site	3				
Fairfield General Hos as <30 respondents)			nester General Hosp s <30 respondents)	pital (Score Roy	al Oldham Hospital	(88)			
		not shown a							
66 Adult Inpati	66 Adult Inpatient Survey 2020 RW6 Pennine Acute Hospitals NHS Trust								

Top five trusts		Bottom five trusts
The Christie NHS Foundation Trust	9.5	Pennine Acute Hospitals NHS Trust 8.6
The Clatterbridge Cancer Centre NHS Foundation Trust	9.5	Tameside and Glossop Integrated Care NHS Foundation Trust
Liverpool Women's NHS Foundation Trust	9.4	Lancashire Teaching Hospitals NHS Foundation Trust
Wirral University Teaching Hospital NHS Foundation Trust	9.3	Liverpool University Hospitals NHS Foundation Trust
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.3	University Hospitals of Morecambe Bay NHS Foundation Trust 9.0

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

Results for your trust

Much wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ust	score com	pared with	all other tr	rusts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your	7.0						
Trust							
			for sites w	-			
		arking allows ross trusts.	you to comp	are the result	ts for sites wit	thin your trus	t with all
	5 40	1033 (10313).					
Site #1							
0:1	7.0						
Site #2	7.2						
-							
Site #3	6.9						
Site 1			Site 2		Site	3	
Fairfield Gene as <30 respor		spital (Score not sh	own North Manch	nester General Hos	pital (31) Roya	I Oldham Hospital	(93)

67 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

-			
Top five trusts		Bottom five trusts	i
The Clatterbridge Cancer Centre NHS Foundation Trust	9.1	Pennine Acute Hospitals NHS Trust	7.0
The Christie NHS Foundation Trust	8.5	Lancashire Teaching Hospitals NHS Foundation Trust	7.5
St Helens and Knowsley Teaching Hospitals NHS Trust	8.5	Warrington and Halton Hospitals NHS Foundation Trust	7.6
Liverpool Women's NHS Foundation Trust	8.5	Stockport NHS Foundation Trust	7.6
Salford Royal NHS Foundation Trust	8.3	Tameside and Glossop Integrated Care NHS Foundation Trust	7.6

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

Results for your trust

Much worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Court trust score compared with all other trusts Somewhat better than expected Better than expected Much better than expected Your Trust 7.8 Breakdown of scores for sites within your trust For sites within your trust with all other sites across trusts. Some what better than expected Some what better than expected Site #1 8.3 Some what better Trust Site 2 Site 3 Site #2 Site 2 Site 2 Site 3 Site #3 Site 2 Site 3 Site 3 Site 4 Site 2 Site 3 Site 3 Site 4 Site 2 Site 3 Site 3 Site 1 Site 2 Site 3 Site 3 Site 1 Site 2 Site 3 Routh Manchester General Hospital (34) Royal Oldham Hospital (99)												
than expected expected than expected the same than expected expected than expected Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.8 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 Site #2 7.8 Site 1 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (3) Royal Oldham Hospital (99)												
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.8 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 Site #2 8.3 Site #3 7.8 Site #3 5ite 2 Site 1 Site 2 Site 43 Site 2 Site 43 Site 2 Site 43 Site 2 Site 44 Site 2 Site 45 Site 3 Site 46 Site 3 Site 47 Site 3 Site 43 Site 2 Site 43 Site 2 Site 43 Site 3 Site 43 Site 3 Site 44 Site 3 Site 45 Site 3 Site 46 Site 3 Site 3 Site 3 Site 47 Site 3 Site 3 Site 3												
This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.8 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 Site #2 8.3 Site #3 7.8 Site 43 Site 1 Site 43 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)	than expected	expecieu	inan expected	life Same	than expected	expected	than expected					
Your Trust 7.8 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.3 Site #2 8.3 Site #3 7.8 Site #3 5ite 2 Site #3 Site 2 Site 1 Site 2 Site 2 Site 3 Site 4 Site 3 Site 4 Site 3 Site 4 Site 3 Site 3 Site 3 Site 4 Site 3 Site 3 Site 3 Site 4 Site 3 Site 3 Site 3 Site 3 Site 3	Your trust	Your trust score compared with all other trusts:										
Trust 7.8 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 Site #2 8.3 Tube Site #3 7.8 Site #3 Fairfield General Hospital (Score not shown North Manchester General Hospital (30) Royal Oldham Hospital (99)	This benchmarking compares the question score for your trust against all other trusts.											
Indet Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 Site #2 8.3 Site #2 8.3 7.8 Site #3 Site #3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)	Your	Your										
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 Site #2 8.3 7.8 Site #3 7.8 Site 1 Site 2 Site 1 Site 2 Site 1 Site 2 Site 3 Fairfield General Hospital (Score not shown) North Manchester General Hospital (34) Royal Oldham Hospital (99)	Trust 1.8											
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 Site #2 8.3 7.8 Site #3 7.8 Site 1 Site 2 Site 1 Site 2 Site 1 Site 2 Site 3 Fairfield General Hospital (Score not shown) North Manchester General Hospital (34) Royal Oldham Hospital (99)	Breakdow	n of scores	for sites w	ithin vour	trust:							
other sites across trusts. Site #1 Site #2 Site #2 Site #3 Site #3 Site 1 Site 2 Site 2 Site 2 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)				-		thin your trus	t with all					
Site #1 Site #2 Site #2 Site #3 Site #3 Site #3 Site 1 Site 2 Site 2 Site 2 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)		•	you to comp		o for Sites wi							
Site #2 8.3 Site #3 7.8 Site 1 Site 2 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)												
Site #2 8.3 Site #3 7.8 Site 1 Site 2 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)												
Site #3 7.8 Site 1 Site 2 Site 1 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)	Site #1											
Site #3 7.8 Site 1 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)												
Site #3 7.8 Site 1 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)												
Site 1 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)	Site #2 8.3	3										
Site 1 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)	-											
Site 1 Site 2 Site 3 Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)												
Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)	Site #3 7.8	3										
Fairfield General Hospital (Score not shown North Manchester General Hospital (34) Royal Oldham Hospital (99)												
	Site 1		Site 2		Site	3						
as <30 respondents)	Fairfield General Ho	ospital (Score not sh	own North Manch	ester General Hosp	oital (34) Roya	al Oldham Hospital	(99)					
	as <30 respondents	5)										

Top five trusts		Bottom five trusts	;
Liverpool Women's NHS Foundation Trust	9.0	Warrington and Halton Hospitals NHS Foundation Trust	7.7
The Clatterbridge Cancer Centre NHS Foundation Trust	8.9	Pennine Acute Hospitals NHS Trust	7.8
The Christie NHS Foundation Trust	8.8	Stockport NHS Foundation Trust	7.8
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.7	East Cheshire NHS Trust	7.8
Salford Royal NHS Foundation Trust	8.7	University Hospitals of Morecambe Bay NHS Foundation Trust	7.9

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

Results for your trust

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				
than exp	ecieu	expected	than expected	the same	than expected	expected	than expected				
Your to	our trust score compared with all other trusts:										
This be	nchma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.				
Your	7 2										
Trust	7.3										
Break	dowr	n of scores	for sites w	vithin your	trust:						
				are the result		thin your trus	t with all				
		ross trusts.	Jea to comp								
	1										
Site #1	7.5										
	7.0										
	-										
Site #2	7.6										
	_										
Site #3	6.9										
	_										
Site 1			Site 2		Site	3					
Fairfield Ger	neral Ho	spital (80)	North Manch	ester General Hosp	oital (89) Roya	al Oldham Hospital	(174)				

69 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

Top five trusts		Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	8.3	Lancashire Teaching Hospitals NHS Foundation Trust	6.7
		Countess of Chester	
The Christie NHS Foundation Trust	8.0	Hospital NHS Foundation Trust	7.0
Liverpool Women's NHS Foundation Trust	7.9	Stockport NHS Foundation Trust	7.0
The Walton Centre NHS Foundation Trust	7.9	Tameside and Glossop Integrated Care NHS Foundation Trust	7.1
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.8	Southport and Ormskirk Hospital NHS Trust	7.1

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

than expectedexpectedthan expectedthan expectedexpectedthanYour trust score compared with all other trusts:This benchmarking compares the question score for your trust against all other truYour Trust7.2Breakdown of scores for sites within your trust:This benchmarking allows you to compare the results for sites within your trust with	
than expectedexpectedthan expectedthan expectedexpectedthanYour trust score compared with all other trusts:This benchmarking compares the question score for your trust against all other truYour Trust7.2Breakdown of scores for sites within your trust:This benchmarking allows you to compare the results for sites within your trust with	n expected
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other true Your Trust 7.2 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with	ists.
This benchmarking compares the question score for your trust against all other true Your Trust 7.2 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with	
Your Trust 7.2 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with	
Trust 7.2 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with	
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with	
This benchmarking allows you to compare the results for sites within your trust with	
	n all
other sites across trusts.	
Site #1 7.0	
Site #2 7.7	
Site #3 7.0	
Site 1 Site 2 Site 3	
Fairfield General Hospital (61) North Manchester General Hospital (73) Royal Oldham Hospital (142)	

Top five trusts		Bottom five trusts	
The Christie NHS Foundation Trust	8.4	Lancashire Teaching Hospitals NHS Foundation Trust	7.0
The Walton Centre NHS Foundation Trust	8.3	Tameside and Glossop Integrated Care NHS Foundation Trust	7.0
The Clatterbridge Cancer Centre NHS Foundation Trust	8.2	Pennine Acute Hospitals NHS Trust	7.2
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.1	Manchester University NHS Foundation Trust	7.2
Liverpool Women's NHS Foundation Trust	8.0	Bolton NHS Foundation Trust	7.3

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

Results for your trust

		-									
Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
		•				oxpoolod					
Your to	our trust score compared with all other trusts:										
This be	nchm	arking compa	ares the ques	tion score for	r your trust a	gainst all oth	er trusts.				
Your	7.8										
Trust	7.0										
Break	dowr	n of scores	for sites w	vithin your	trust:						
This ber	nchma	arking allows	you to comp	are the result	s for sites wi	thin your trus	st with all				
other sit	tes ac	ross trusts.									
Site #1	7.5										
	-										
Site #2	9.1										
	3.1										
	-										
Site #3	7.6	i									
Site 1			Site 2		Site	3					
Fairfield Ge	neral Ho	spital (30)	North Manch	nester General Hosp	pital (44) Roya	al Oldham Hospital	(79)				

Top five trusts		Bottom five trusts	5	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.8	Pennine Acute Hospitals NHS Trust	7.8	
The Christie NHS Foundation Trust	9.3	Manchester University NHS Foundation Trust	7.9	
Warrington and Halton Hospitals NHS Foundation Trust	9.3	Southport and Ormskirk Hospital NHS Trust	8.2	
East Cheshire NHS Trust	9.1	Tameside and Glossop Integrated Care NHS Foundation Trust	8.2	
Mid Cheshire Hospitals NHS Foundation Trust	9.1	Stockport NHS Foundation Trust	8.3	

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

Results for your trust

Much we	orse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better
than expe		expected	than expected	the same	than expected	expected	than expected
			pared with				
_	nchma	arking compa	ares the ques	tion score fo	r your trust a	gainst all othe	er trusts.
Your Trust	7.2						
Breako	lowr	of scores	for sites w	vithin your	trust:		
		arking allows ross trusts.	you to comp	are the result	ts for sites wi	thin your trus	t with all
	25 aC	1055 (10515).					
Site #1	7.4						
	-						
Site #2	7.3						
Site #3	6.9						
	_						
Site 1			Site 2		Site		
Fairfield Gen	eral Ho	spital (81)	North Manch	nester General Hos	pital (93) Roya	al Oldham Hospital	(172)

Top five trusts		Bottom five trusts	;
Liverpool Women's NHS Foundation Trust	8.4	Lancashire Teaching Hospitals NHS Foundation Trust	6.8
The Christie NHS Foundation Trust	8.3	Stockport NHS Foundation Trust	7.1
The Walton Centre NHS Foundation Trust	8.1	Manchester University NHS Foundation Trust	7.1
The Clatterbridge Cancer Centre NHS Foundation Trust	7.9	Wrightington, Wigan and Leigh NHS Foundation Trust	7.1
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.8	Pennine Acute Hospitals NHS Trust	7.2

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

Results for your trust

Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trus	t score com	pared with	all other tr	usts:					
This benchmarking compares the question score for your trust against all other trusts.									
Your Trust 6.7									
Breakdov	wn of scores	s for sites v	vithin your	trust:					
This bench	marking allows		-		thin your trus	t with all			
other sites	across trusts.								
Site #1 6	.8								
Cite #0 7									
Site #2 7	.4								
-									
Site #3	.0								
Site 1		Site 2		Site	•				
	Hospital (77)		pester General Hos	1		(159)			
Fairfield General Hospital (77) North Manchester General Hospital (87) Royal Oldham Hospital (159)									

Top five trusts	Bottom five trusts
Liverpool Women's NHS Foundation Trust 9.5	Southport and Ormskirk Hospital NHS Trust
Liverpool Heart and Chest Hospital NHS Foundation Trust	Liverpool University Hospitals NHS Foundation Trust
The Walton Centre NHS Foundation Trust	East Cheshire NHS Trust 6.6
The Christie NHS Foundation Trust 8.1	Manchester University NHS Foundation Trust
Salford Royal NHS Foundation Trust 7.9	Tameside and Glossop Integrated Care NHS Foundation Trust

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

Results for your trust

Much worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much be than expected Your Trust 4.7 About the same Somewhat better than expected Better than expected Much be than expected Your Trust 4.7 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. Attraction Site #1 4.8 5.2 5.2									
This benchmarking compares the question score for your trust against all other trusts. Your Trust 4.7 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 4.8 Site #2 5.2									
Your Trust 4.7 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 4.8 Site #2 5.2									
Trust 4.7 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 4.8 Site #2 5.2	This benchmarking compares the question score for your trust against all other 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 4.8 Site #2 5.2									
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 4.8 Site #2 5.2									
other sites across trusts. Site #1 4.8 Site #2 5.2									
Site #1 4.8 Site #2 5.2	1								
Site #2 5.2									
Site #2 5.2									
Site #3 5.0									
Site 1 Site 2 Site 3									
Fairfield General Hospital (62) North Manchester General Hospital (73) Royal Oldham Hospital (140)									

74 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

Top five trusts		Bottom five trusts	5	
Liverpool Heart and Chest Hospital NHS Foundation Trust	6.1	Blackpool Teaching Hospitals NHS Foundation Trust	4.1	
The Christie NHS Foundation Trust	5.9	Southport and Ormskirk Hospital NHS Trust	4.2	
Liverpool Women's NHS Foundation Trust	5.8	Tameside and Glossop Integrated Care NHS Foundation Trust	4.2	
The Clatterbridge Cancer Centre NHS Foundation Trust	5.4	Wrightington, Wigan and Leigh NHS Foundation Trust	4.2	
The Walton Centre NHS Foundation Trust	5.0	Bolton NHS Foundation Trust	4.3	

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

Results for your trust

		-								
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
than expe	cieu	expected	than expected	the same	than expected	expected	than expected			
Your tr	ust so	ore com	pared with	all other tr	usts:					
This ben	This benchmarking compares the question score for your trust against all other trusts.									
Your	6 /									
Trust	6.4									
Breakd	lown d	of scores	for sites w	ithin your	trust:					
This ben	chmarl	king allows	you to comp	are the result	s for sites wi	thin your trus	t with all			
other site	es acro	ss trusts.								
Site #1	6.9									
-						_				
Site #2	6.6									
	0.0									
-										
Site #3	6.3									
Site 1			Site 2		Site	3				
Fairfield Gene	eral Hospi	tal (76)	North Manch	nester General Hosp	oital (84) Roya	al Oldham Hospital	(164)			

Top five trusts		Bottom five trusts		
The Christie NHS Foundation Trust	7.8	Lancashire Teaching Hospitals NHS Foundation Trust	6.1	
Liverpool Women's NHS Foundation Trust	7.7	Tameside and Glossop Integrated Care NHS Foundation Trust	6.3	
The Clatterbridge Cancer Centre NHS Foundation Trust	7.5	Stockport NHS Foundation Trust	6.4	
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.3	Bolton NHS Foundation Trust	6.4	
St Helens and Knowsley Teaching Hospitals NHS Trust	7.2	Pennine Acute Hospitals NHS Trust	6.4	

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

Results for your trust

		-						
Much wo		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:								
			-					
I his ben	nchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.	
Your Trust	7.6							
Broakd		of scores	for sitos y	vithin vour	truct			
			for sites w	-		thin your true	t with all	
		ross trusts.	you to comp	are the result	s for sites wi	umi your trus		
-						_		
Site #1	7.2	1						
Site #2	8.1							
-								
Site #3	7.3	1						
	1.5							
Site 1			Site 2		Site	3		
Fairfield Gen	eral Ho	spital (75)	North Manch	ester General Hos	pital (81) Roya	al Oldham Hospital	(160)	
			ļ		1			

Top five trusts		Bottom five trusts		
The Christie NHS Foundation Trust	9.7	Tameside and Glossop Integrated Care NHS Foundation Trust	7.1	
Liverpool Women's NHS Foundation Trust	9.6	Stockport NHS Foundation Trust	7.1	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.5	Southport and Ormskirk Hospital NHS Trust	7.2	
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.2	Mid Cheshire Hospitals NHS Foundation Trust	7.3	
The Walton Centre NHS Foundation Trust	8.9	Wrightington, Wigan and Leigh NHS Foundation Trust	7.4	

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
·										
Your tru	ust s	score com	pared with	all other tr	usts:					
This ben	This benchmarking compares the question score for your trust against all other trusts.									
Your	7.8									
Trust	1.0									
Breakd	own	of scores	for sites w	vithin your	trust:					
				-		thin your trus	t with all			
		ross trusts.				,				
]										
Site #1	8.1									
_										
Site #2	8.9									
-							_			
Site #3	8.2									
	0.2									
Site 1			Site 2		Site	3				
Fairfield Gene	val Hos	spital (44)	North Manch	ester General Host	1		113)			
	Fairfield General Hospital (44) North Manchester General Hospital (58) Royal Oldham Hospital (113)									

		_				
Top five trusts	Top five trusts			Bottom five trusts		
The Clatterbridge Cancer Centre NHS Foundation Trust	9.5		Southport and Ormskirk Hospital NHS Trust	7.4		
The Christie NHS Foundation Trust	9.3		Pennine Acute Hospitals NHS Trust	7.8		
Liverpool Women's NHS Foundation Trust	9.1		Wrightington, Wigan and Leigh NHS Foundation Trust	8.1		
St Helens and Knowsley Teaching Hospitals NHS Trust	8.8		Liverpool University Hospitals NHS Foundation Trust	8.1		
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.8		Countess of Chester Hospital NHS Foundation Trust	8.1		

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

Results for your trust

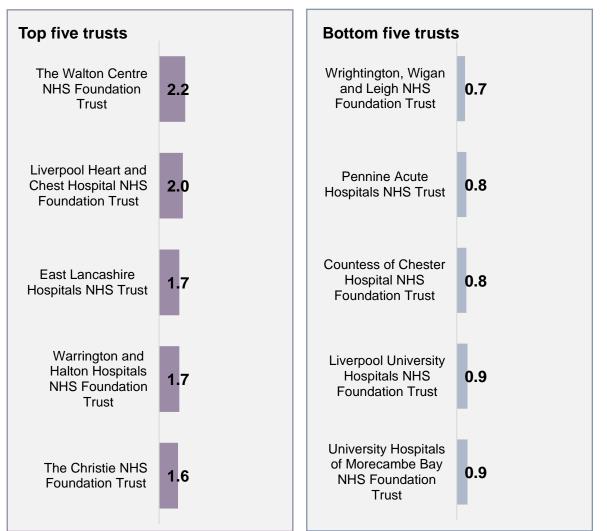
Much wors than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		npared with			ainst all oth	er trusts.
Your Trust 6	.1					
his bench		s for sites w s you to compa	•		hin your trus	st with all
ite #1	6.7					
Site #2	7.5					
Site #3	5.6					
Site 1		Site 2		Site 3	3	
Fairfield Genera	l Hospital (44)	North Manch	ester General Ho	spital (56) Roya	l Oldham Hospital	(120)

Top five trusts		Bottom five trusts		
The Clatterbridge Cancer Centre NHS Foundation Trust	7.7	Southport and Ormskirk Hospital NHS Trust	6.1	
The Christie NHS Foundation Trust	7.7	Pennine Acute Hospitals NHS Trust	6.1	
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.3	Mid Cheshire Hospitals NHS Foundation Trust	6.3	
Liverpool Women's NHS Foundation Trust	7.2	Lancashire Teaching Hospitals NHS Foundation Trust	6.5	
Bolton NHS Foundation Trust	7.1	East Cheshire 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	About the same	Somewhat better than expected	Better than expected	Much better than expected
	Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts.						
_	nma	Irking compa	ares the ques	tion score to	r your trust aq	gainst all othe	er trusts.
Your Trust).8						
Breakdo	wn	of scores	for sites w	vithin your	trust:		
			you to comp	-		thin your trus	t with all
other sites	s acr	oss trusts.					
Site #1	0.5						
		_					
Site #2	0.8						
Site #3	^ 0						
Sile #3	0.8						
Site 1			Site 2		Site	3	
Fairfield Gener	al Hos	pital (72)	North Manch	ester General Hos	pital (76) Roya	al Oldham Hospital ((151)



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 we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	usts	score com	pared with	all other tr	usts:		
This ber	nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	9.1						
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.							
Site #1	Site #1 9.1						
Site #2	Site #2 9.3						
Site #3 8.9							
Site 1			Site 2		Site	3	
Fairfield Gen	eral Ho	spital (81)	North Manch	nester General Hosţ	bital (91) Roya	al Oldham Hospital ((178)

80 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

Top five trusts		Bottom five trusts		
The Clatterbridge Cancer Centre NHS Foundation Trust	9.8	Lancashire Teaching Hospitals NHS Foundation Trust	8.9	
The Christie NHS Foundation Trust	9.7	Wrightington, Wigan and Leigh NHS Foundation Trust	9.0	
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.6	Blackpool Teaching Hospitals NHS Foundation Trust	9.1	
The Walton Centre NHS Foundation Trust	9.6	Pennine Acute Hospitals NHS Trust	9.1	
Liverpool Women's NHS Foundation Trust	9.5	Southport and Ormskirk Hospital NHS Trust	9.1	

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

Results for your trust

Much wors than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·			- 11 - 41 4			
	st score com	-				
This benc	nmarking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust 8	.1					
Proakdo	wh of cooro	for citor y	vithin your	truct		
	wn of scores		-		4 h :	
	nmarking allows across trusts.	s you to comp	are the result	is for sites wi	unin your trus	a with all
Site #1	7.9					
-						
Site #2 8.4						
Site #3	8.1					
Site 1		Site 2		Site	3	
Fairfield General Hospital (81) North Manchester General Hospital (92) Royal Oldham Hospital (178)				(178)		

81 Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

Top five trusts		Bottom five trusts		
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.1	Lancashire Teaching Hospitals NHS Foundation Trust	7.9	
The Walton Centre NHS Foundation Trust	9.0	Southport and Ormskirk Hospital NHS Trust	8.1	
The Christie NHS Foundation Trust	9.0	Wrightington, Wigan and Leigh NHS Foundation Trust	8.1	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.0	Pennine Acute Hospitals NHS Trust	8.1	
Liverpool Women's NHS Foundation Trust	8.9	Stockport NHS Foundation Trust	8.2	

For further information

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



Appendix



Comparison to other trusts

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

Much worse than expected	Worse than expected		
Your trust has not performed "much worse than expected" for any questions.	• Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?		

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		
• Q32. Beforehand, how well did hospital staff explain how you might feel after you had the operations or procedures?	Your trust has not performed "somewhat better than expected" for any questions.		

Comparison to other trusts

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

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





Results for Pennine Acute Hospitals NHS Trust

Where patient experience is best

- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Involvement in decisions: patients being involved in decisions about leaving hospital, if they wanted to be
- ✓ Noise from staff: patients not being bothered by noise at night from staff
- Getting help from staff: patients being able to get a member of staff to help them when they needed attention
- Keeping in touch during the COVID-19 pandemic: patients being able to keep in touch with family and friends during their stay in hospital

Where patient experience could improve

- 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
- Expectations after the operation or procedure: patients being given an explanation from staff, before their operation or procedure, of how they might feel afterwards
- Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital
- Feedback on care: patients being asked to give their views on the quality of their care
- Written information on discharge: patients being given written information about what they should or should not do after leaving hospital

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

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at Pennine Acute Hospitals NHS Trust who had attended in late 2020. Responses were received from 374 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

Adult Inpatient Survey 2020 | RW6 | Pennine Acute Hospitals NHS Trust

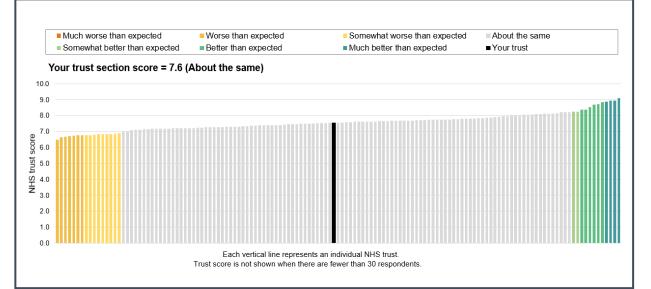
How to interpret benchmarking in this report

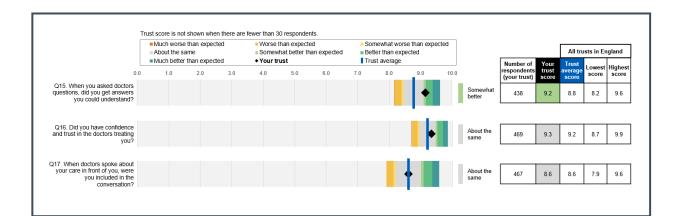
Trust level benchmarking

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.