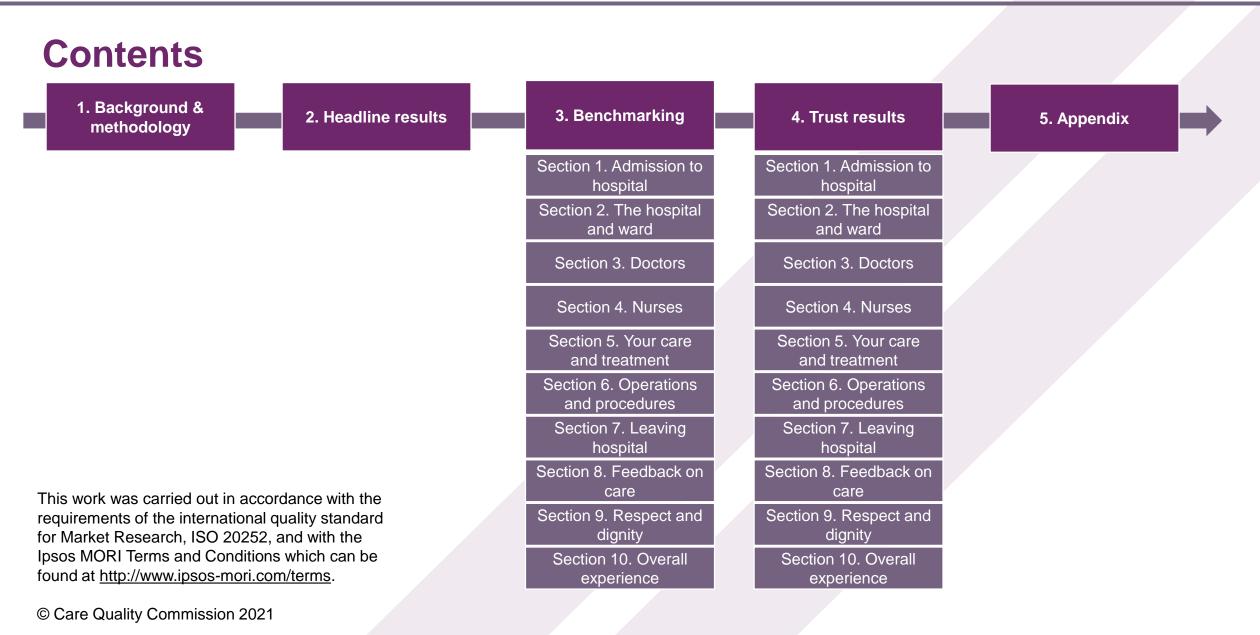
NHS Adult Inpatient Survey 2020 Benchmark Report

Royal United Hospitals Bath NHS Foundation Trust



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Background and methodology

This section includes:

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



Background and methodology

The NHS Patient Survey Programme

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

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

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

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

The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

Trend data

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

Further information about the survey

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

Key terms used in this report

The 'expected range' technique

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

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

More information can be found in the Appendix.

Standardisation

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

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

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

Scoring

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

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

Trust average

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

Suppressed data

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

Further information about the methods

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

Using the survey results

Navigating this report

This report is split into five sections:

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

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

How to interpret the graphs in this report

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

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

Other data sources

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

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

Headline results

This section includes:

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



Who took part in the survey?

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

1,250 invited to take part	Ethnicity	Religion
 592 completed 77% urgent/emergency admission 23% planned admission 50% response rate 46% average response rate for all trusts 52% response rate for your trust last year 	White97%Mixed1%Asian or Asian British1%Black or Black British<0.5%Arab or other ethnic group0%Not known2%	No religion25%Buddhist1%Christian69%Hindu<0.5%Jewish0%Muslim<0.5%Sikh0%Other2%Prefer not to say3%
Long-term conditions Long-term conditions of participants said they have physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").	Sex At birth were you registered as Female 50% Male 49% Intersex 0% 1% of participants said their gender is different from the sex they were registered with at birth.	Age 9% 9% 9% 16-35 -36-50 -51-65 -66+

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Summary of findings for your trust

Comparison with other trusts

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



Comparison with last year's results

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

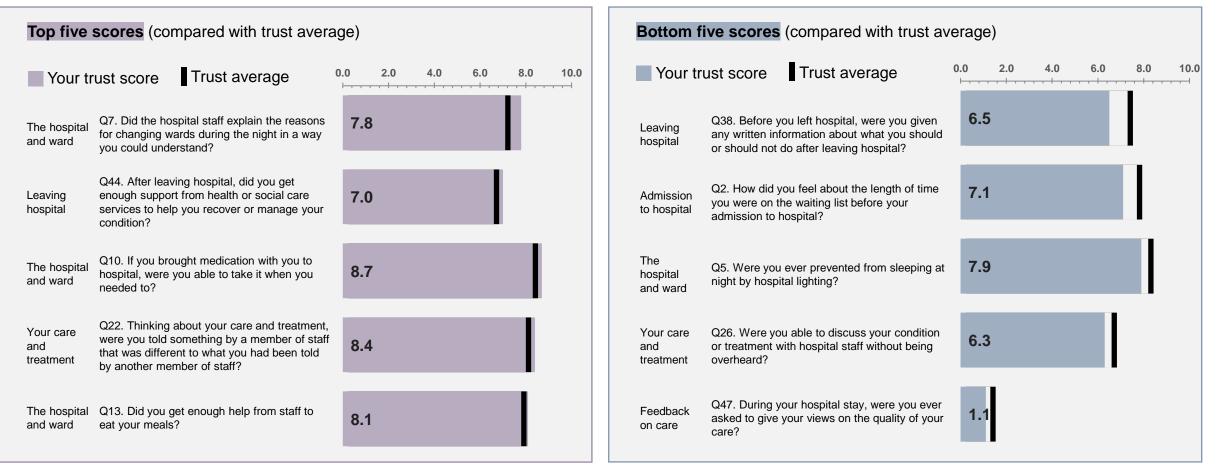
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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

Best and worst performance relative to the trust average

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

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



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Benchmarking

This section includes:

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



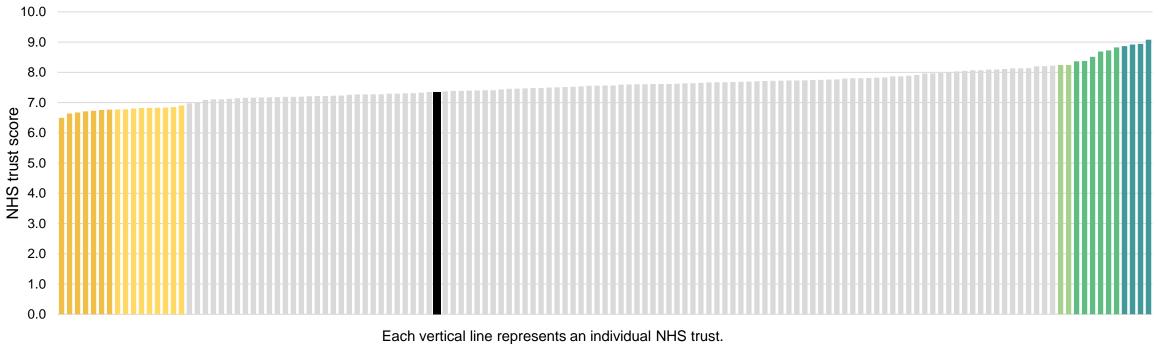
Section 1. Admission to hospital

Section score

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

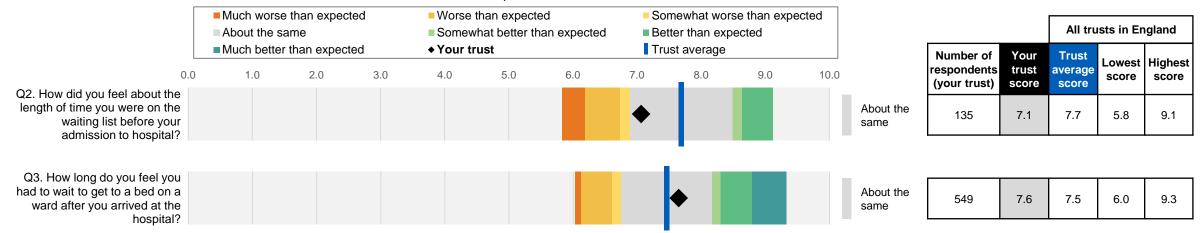
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 7.4 (About the same)



Section 1. Admission to hospital (continued)

Question scores



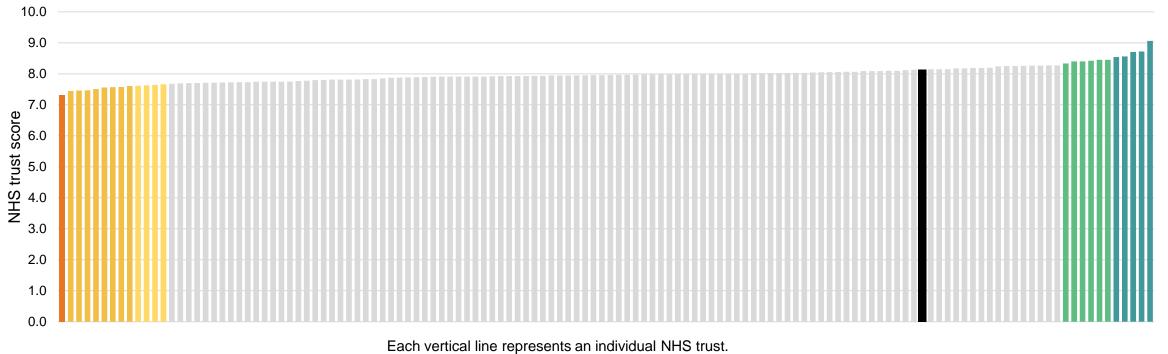
Section 2. The hospital and ward

Section score

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



Your trust section score = 8.1 (About the same)



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

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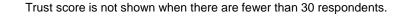
Section 2. The hospital and ward (continued)

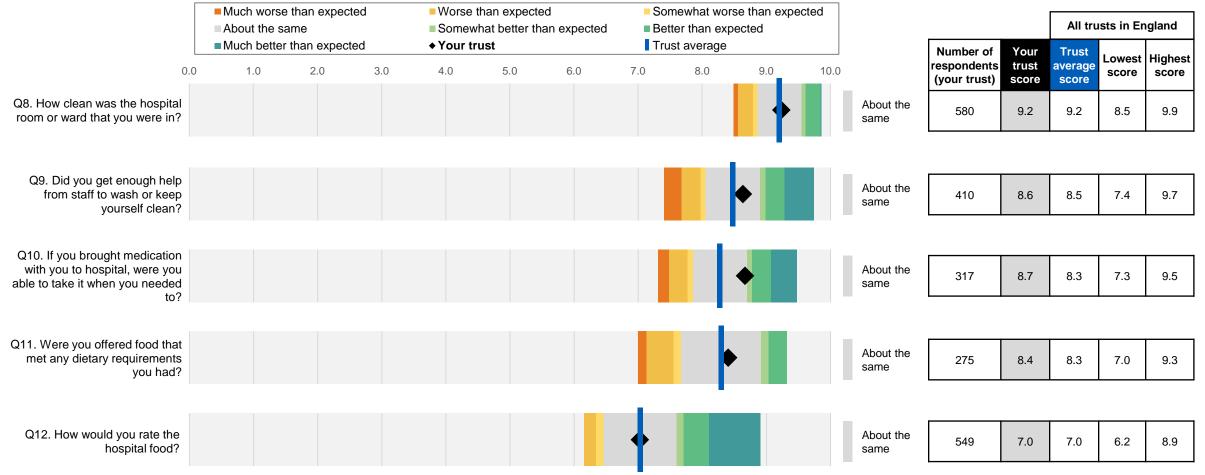
Question scores

	Abo	ut the sam	•			/orse than expected Somewhat worse than expected omewhat better than expected Better than expected our trust Trust average		ed		Number of	Your	All tru Trust	sts in En				
Q4A. There were restrictions on ^{0.} visitors in hospital during the	0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents		average score	Lowest score	Highest score
coronavirus (COVID-19) pandemic. Were you able to keep in touch with your family									•			About the same	483	8.2	8.0	6.8	9.0
and friends during your stay? Q5. Were you ever prevented							_				1						
from sleeping at night by noise from other patients?							•					About the same	532	6.0	6.2	4.7	9.4
Q5. Were you ever prevented											1		[]]
from sleeping at night by noise from staff?												About the same	532	8.1	8.0	7.0	9.0
Q5. Were you ever prevented											1.		[]]
from sleeping at night by hospital lighting?									•			About the same	532	7.9	8.2	7.3	9.0
Q7. Did the hospital staff explain											1.]
the reasons for changing wards during the night in a way you could understand?									•			About the same	98	7.8	7.1	5.2	8.5

Section 2. The hospital and ward (continued)

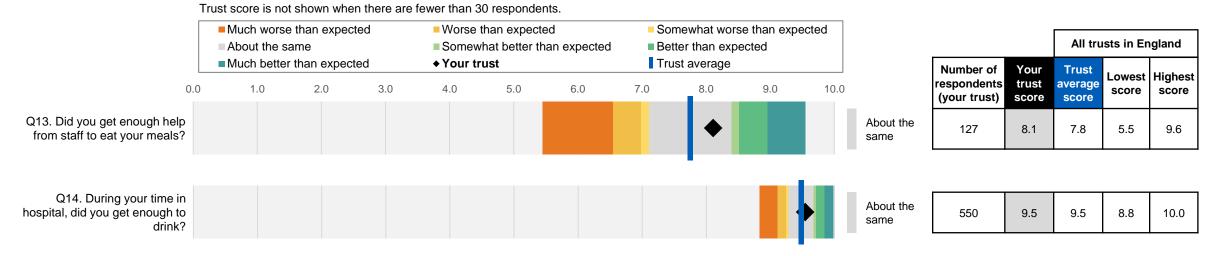
Question scores





Section 2. The hospital and ward (continued)

Question scores



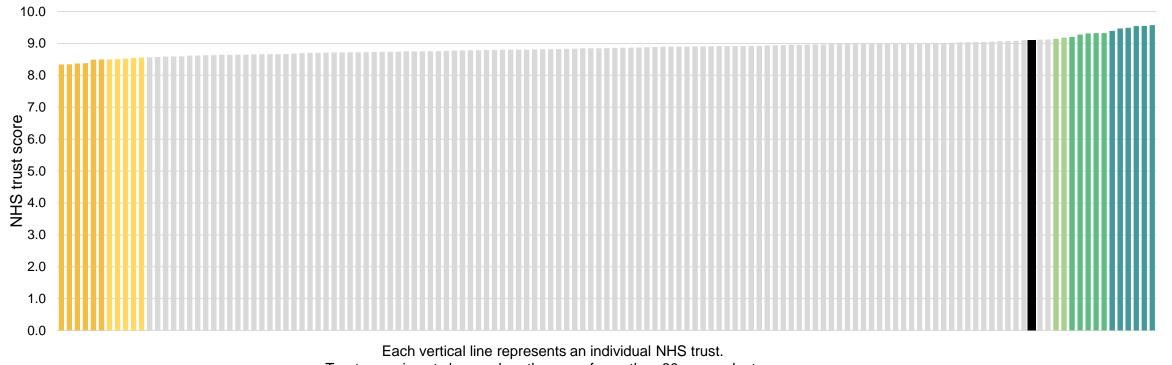
Section 3. Doctors

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.

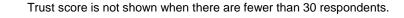
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

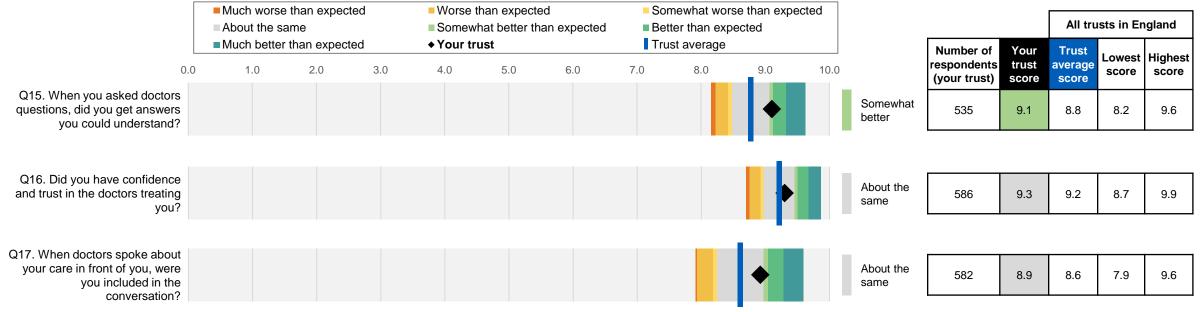
Your trust section score = 9.1 (About the same)



Section 3. Doctors (continued)

Question scores





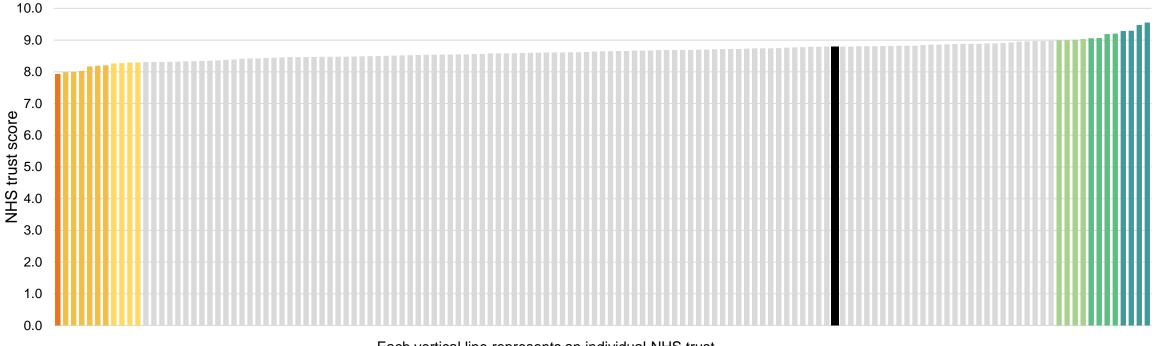
Section 4. Nurses

Section score

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

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

Your trust section score = 8.8 (About the same)



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

Section 4. Nurses (continued)

Question scores

	-	Much worse About the sa	me		Somew	Somewhat better than expected		Bett	er than expe	e than expected					All tru	sts in En	gland
0.0		Much better	than expect	ad 3.0	♦ Your tr 4.0	JST 5.0	6.0	Trus	st average 8.0	9.0 10).0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?										•		About the same	547	9.1	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?										•		About the same	590	9.3	9.1	8.6	9.7
Q20. When nurses spoke about your care in front of you, were you included in the conversation?										•		About the same	582	9.0	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?									•			About the same	589	7.7	7.9	6.4	9.3

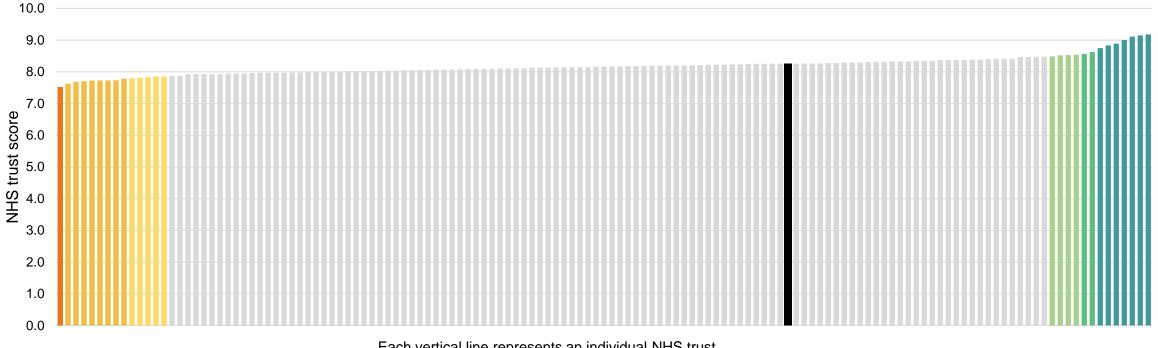
Section 5. Your care and treatment

Section score

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

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

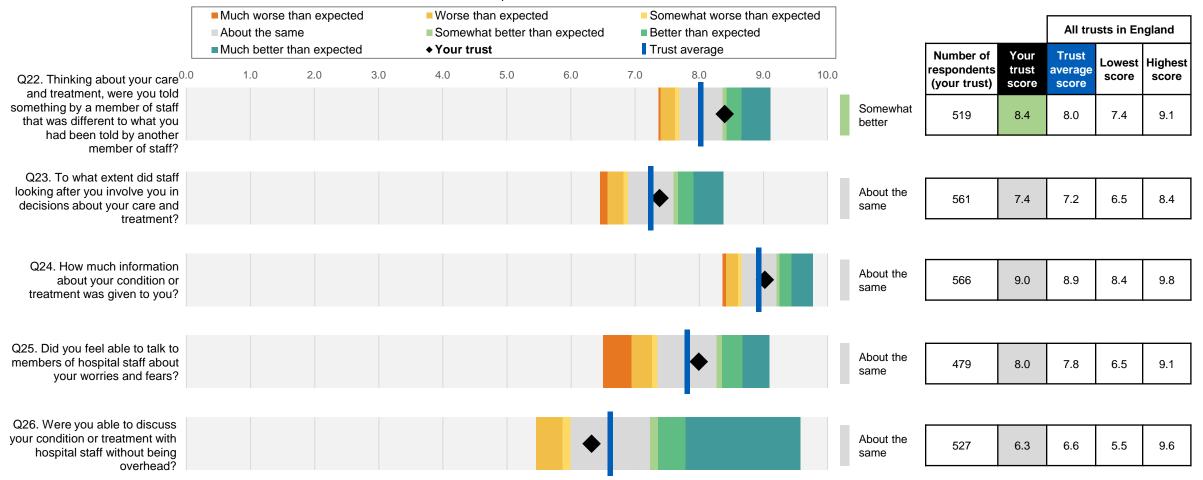
Your trust section score = 8.3 (About the same)



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

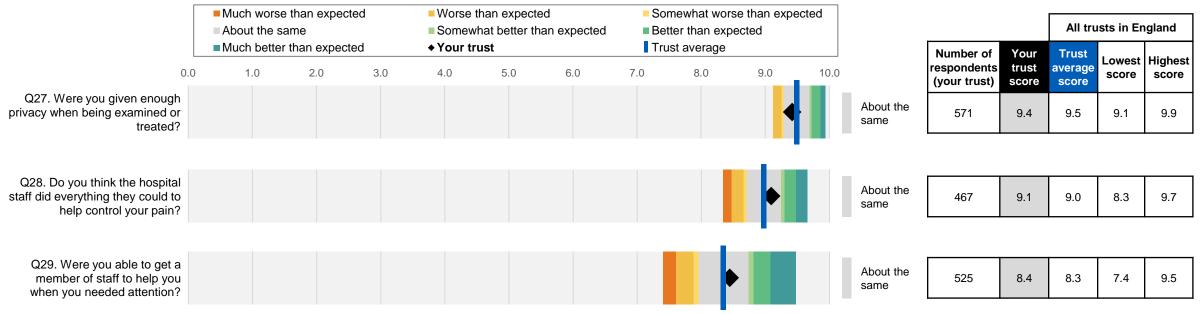
Section 5. Your care and treatment (continued)

Question scores



Section 5. Your care and treatment (continued)

Question scores



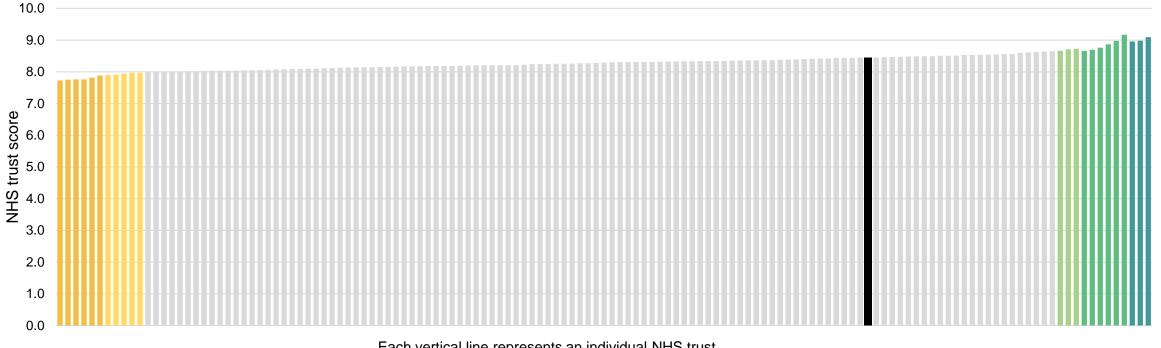
Section 6. Operations and procedures

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

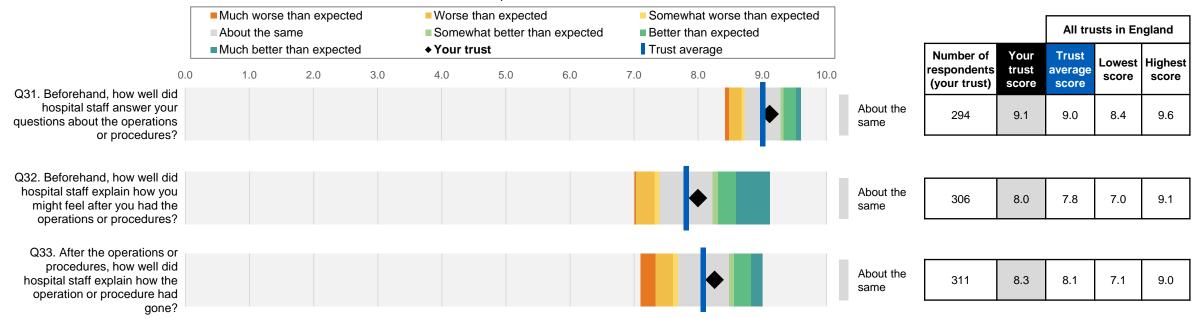
Your trust section score = 8.5 (About the same)



Each vertical line represents an individual NHS trust.

Section 6. Operations and procedures (continued)

Question scores



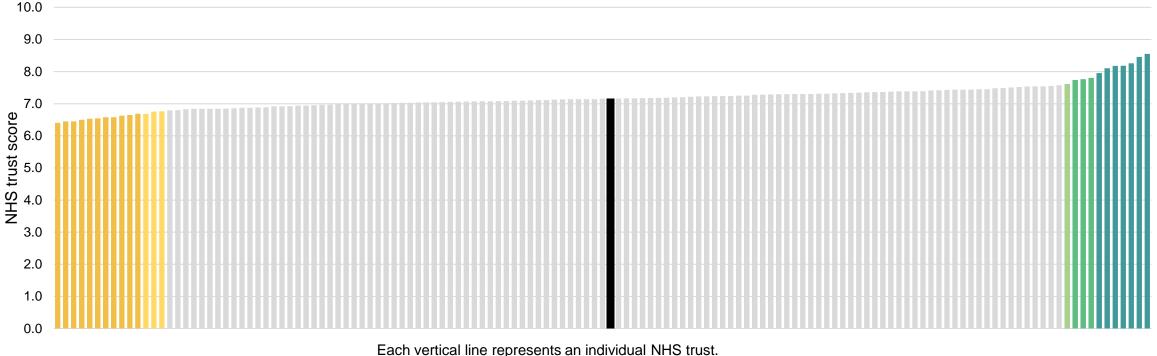
Section 7. Leaving hospital

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	

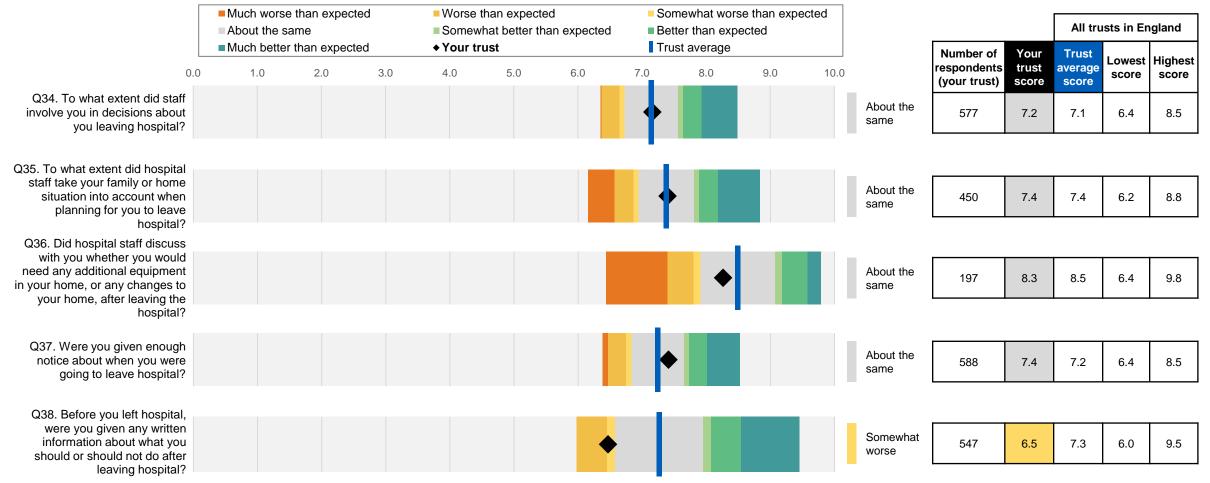
Your trust section score = 7.2 (About the same)



Section 7. Leaving hospital (continued)

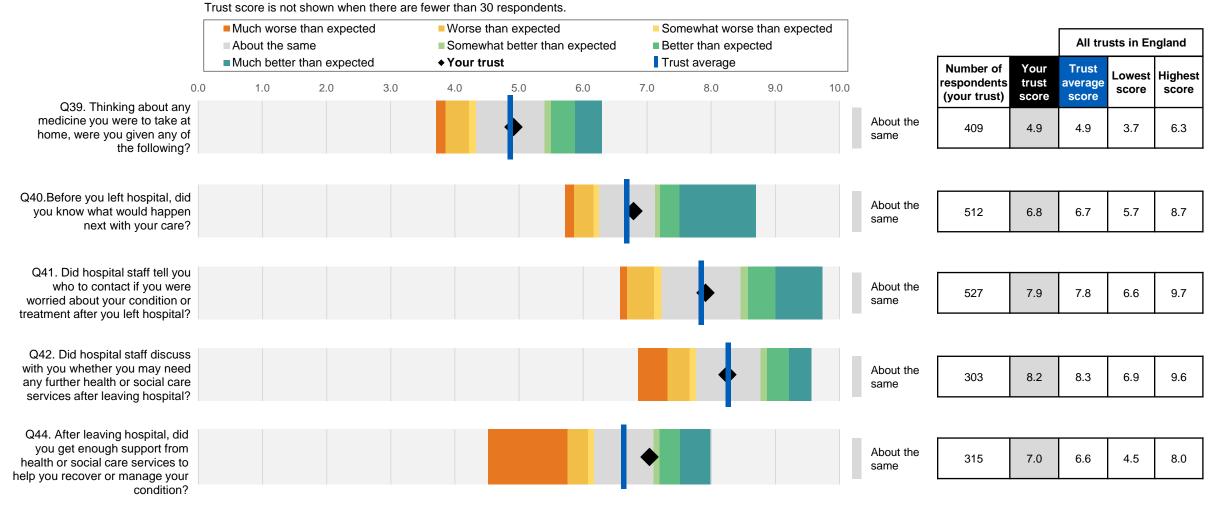
Question scores





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	

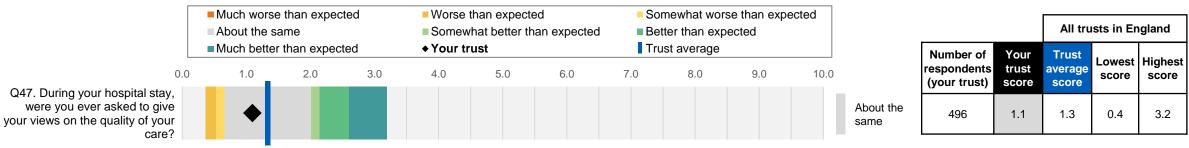
Your trust section score = 1.1 (About the same)

9.0	
8.0	
7.0	
0.0 0.2 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
st so	
5.0	
<u>မှ</u> 4.0	
₹ ₃∩	
2.0	
1.0	
0.0	
0.0	Each vertical line represents an individual NHS trust

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

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

Question score



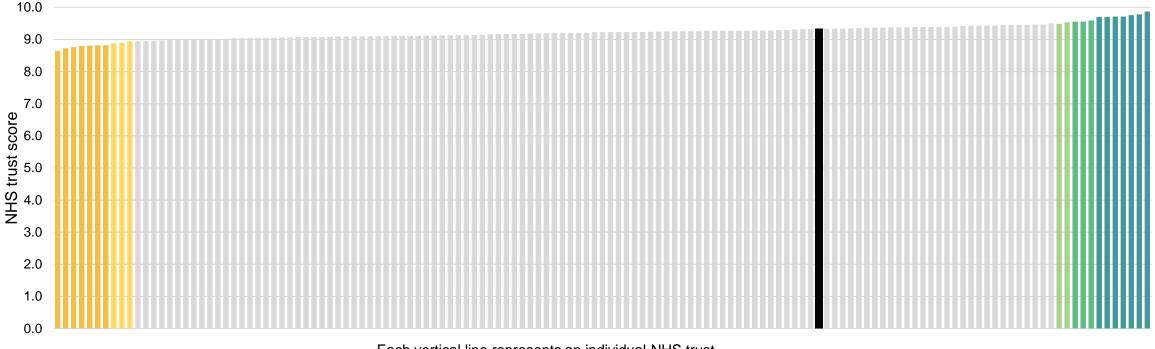
Section 9. Respect and dignity

Section score

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



Your trust section score = 9.3 (About the same)



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

Section 9. Respect and dignity (continued)

Question score

	About the			Somew	 Worse than expected Somewhat better than expected 			 Somewhat worse than expected Better than expected 					
0.0 Q45. Overall, did you feel you	Much bett	er than expec	3.0	♦ Your ti 4.0	5.0	6.0	7.0	st average 8.0	9.0	10.0		Number of respondents (your trust)	
were treated with respect and dignity while you were in the hospital?									•		About the same	590	9.3

			All trusts in England						
	Number of respondents (your trust)	Your trust score	trust average		Highest score				
е	590	9.3	9.2	8.6	9.9				

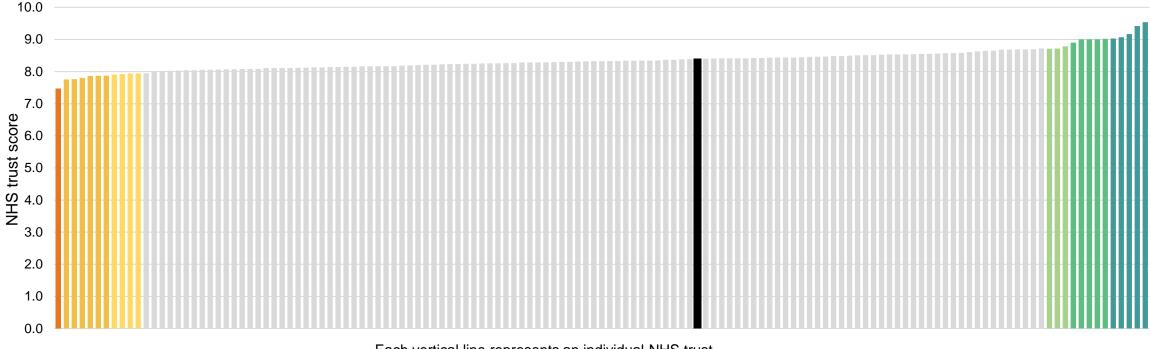
Section 10. Overall experience

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 = 8.4 (About the same)



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

Section 10. Overall experience (continued)

Question score

	1	 Much worse than expected About the same 			 Worse than expected Somewhat better than expected 		Somewhat worse than expectedBetter than expected						All trusts in England				
0.0	L	Much better	than expec	ated 3.0	 ◆ Your tr 4.0 	ust 5.0	6.0	7.0	ist average 8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q46. Overall, how was your experience while you were in the hospital?												About the same	588	8.4	8.4	7.5	9.5

Trust results

This section includes:

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



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

Results for your trust

Much wors than expected				bout same	Somewhat better than expected	Better than expected	Much better than expected
·							
		ompared					
This benc	nmarking co	ompares the	question s	core fo	r your trust aç	gainst all othe	er trusts.
Your Trust 7	.1						
Breakdo	wn of sco	ores for sit	es withi	י vour	trust:		
				-	ts for sites wit	thin your true	t with all
	across trus		ompare li	ie iesui	IS IOI SILES WI	umi your trus	t with an
Site #1	7.1						
Site 1							
Royal United He	ospital (135)						

Top five trusts		Bottom five trust	S
Royal Devon and Exeter NHS Foundation Trust	8.5	Northern Devon Healthcare NHS Trust	7.1
Salisbury NHS Foundation Trust	8.4	Royal United Hospitals Bath NHS Foundation Trust	7.1
Somerset NHS Foundation Trust	8.3	University Hospitals Dorset NHS Foundation Trust	7.7
Royal Cornwall Hospitals NHS Trust	8.2	Great Western Hospitals NHS Foundation Trust	7.8
Torbay and South Devon NHS Foundation Trust	8.0	North Bristol NHS Trust	7.8

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			
·			•		·	enpected				
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	7.6									
Trust	1.0									
Breakd	own	of scores	for sites w	vithin your	trust:					
				-	s for sites wit	hin vour trus	t with all			
		ross trusts.	, ea to comp							
.										
Site #1	7.6									
Site 1										
Site 1 Royal United	Hospita	al (549)								
	Hospita	al (549)								
	Hospita	ıl (549)								
	Hospita	al (549)								

Top five trusts		Bottom five trusts	5
Somerset NHS Foundation Trust	8.4	Gloucestershire Hospitals NHS Foundation Trust	6.6
University Hospitals Dorset NHS Foundation Trust	7.9	University Hospitals Plymouth NHS Trust	7.2
North Bristol NHS Trust	7.9	Great Western Hospitals NHS Foundation Trust	7.3
Salisbury NHS Foundation Trust	7.9	Torbay and South Devon NHS Foundation Trust	7.4
Dorset County Hospital NHS Foundation Trust	7.8	University Hospitals Bristol and Weston NHS Foundation Trust	7.4

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 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 tru	st s	score com	pared with	all other tr	usts:		
			- ares the ques			ainst all othe	er trusts.
Your Trust	3.2						
3reakdo	own	of scores	s for sites w	vithin your	trust:		
his benc	hma	rking allows	you to comp	are the result	s for sites wit	hin your trus	t with all
		oss trusts.				-	
٦							
Site #1	8.2						
ite 1							
oyal United F	lospita	l (483)					

Top five trusts		Bottom five trust	S
Salisbury NHS Foundation Trust	8.6	University Hospitals Bristol and Weston NHS Foundation Trust	7.9
Dorset County Hospital NHS Foundation Trust	8.5	Gloucestershire Hospitals NHS Foundation Trust	7.9
Torbay and South Devon NHS Foundation Trust	8.4	Somerset NHS Foundation Trust	8.0
Great Western Hospitals NHS Foundation Trust	8.3	University Hospitals Dorset NHS Foundation Trust	8.1
University Hospitals Plymouth NHS Trust	8.3	North Bristol NHS Trust	8.1

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			- 11 - 41 4-		•	
		pared with				
I his benchm	arking compa	ares the ques	stion score for	r your trust aç	gainst all othe	er trusts.
Your Trust 6.0						
Breakdowi	n of scores	s for sites w	vithin your	trust:		
	-	you to comp	are the result	s for sites wi	thin your trus	t with all
other sites ac	ross trusts.					
Site #1 6.0)					
Site 1						
Royal United Hospit	al (532)					

Top five trusts	Top five trusts			6	
North Bristol NHS Trust	7.7		Salisbury NHS Foundation Trust	5.1	
Somerset NHS Foundation Trust	6.2		Torbay and South Devon NHS Foundation Trust	5.3	
University Hospitals Dorset NHS Foundation Trust	6.1		Royal Cornwall Hospitals NHS Trust	5.4	
Royal United Hospitals Bath NHS Foundation Trust	6.0		Royal Devon and Exeter NHS Foundation Trust	5.4	
Dorset County Hospital NHS Foundation Trust	6.0		Yeovil District Hospital NHS Foundation Trust	5.7	

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

Results for your trust

Much worse than expecte		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 bench	nmarking 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 v	vithin vour	trust:						
	marking allows		-		thin your trus	t with all				
	across trusts.	you to comp			ann your aus	t with an				
7										
Site #1	3.1									
014-1										
Site 1	venitel (F22)									
Royal United Ho	ispital (532)									

Top five trusts		Bottom five trusts	
Salisbury NHS Foundation Trust	8.4	Great Western Hospitals NHS Foundation Trust	
Northern Devon Healthcare NHS Trust	8.2	Torbay and South Devon NHS Foundation Trust	
North Bristol NHS Trust	8.2	University Hospitals Plymouth NHS Trust 7.7	
Somerset NHS Foundation Trust	8.1	Gloucestershire Hospitals NHS Foundation Trust	
Royal Cornwall Hospitals NHS Trust	8.1	Dorset County Hospital NHS Foundation Trust	

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

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	our trust score compared with all other trusts:									
This ben	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	7.9									
Breakd	owr	of scores	for sites w	/ithin vour	trust:					
				-	s for sites wit	thin your trus	t with all			
		ross trusts.								
Site #1	7.9									
Site 1										
Royal United	Hospita	al (532)								

Top five trusts		Bottom five trusts	5	
Royal Cornwall Hospitals NHS Trust	8.6	Great Western Hospitals NHS Foundation Trust	7.3	
Northern Devon Healthcare NHS Trust	8.6	University Hospitals Plymouth NHS Trust	7.6	
Royal Devon and Exeter NHS Foundation Trust	8.4	Torbay and South Devon NHS Foundation Trust	7.8	
University Hospitals Dorset NHS Foundation Trust	8.4	University Hospitals Bristol and Weston NHS Foundation Trust	7.9	
Salisbury NHS Foundation Trust	8.3	Royal United Hospitals Bath NHS Foundation Trust	7.9	

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 wors than expect		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 benc	hma	rking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	7.8						
Breakdo	wn	of scores	for sites w	vithin your	trust:		
	hmar	king allows		-	ts for sites wit	hin your trus	t with all
Site #1	7.8						
Site 1							
Royal United H	lospital	(98)					

Top five trusts		Bottom five trusts	5
University Hospitals Bristol and Weston NHS Foundation Trust	8.1	Gloucestershire Hospitals NHS Foundation Trust	6.1
Dorset County Hospital NHS Foundation Trust	8.1	Great Western Hospitals NHS Foundation Trust	6.6
Northern Devon Healthcare NHS Trust	8.0	University Hospitals Dorset NHS Foundation Trust	6.9
North Bristol NHS Trust	7.9	Royal Cornwall Hospitals NHS Trust	6.9
Salisbury NHS Foundation Trust	7.9	University Hospitals Plymouth NHS Trust	6.9

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	·				•	
our trust	score com	pared with	all other ti	rusts:		
his benchn	narking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 9.2						
Breakdow	n of scores	for sites w	vithin your	trust:		
			-		thin your true	t with all
	narking allows cross trusts.	you to comp	are the result	IS IOF SILES WI	unin your trus	t with all
	51055 110515.					
Site #1 9.2	2					
ite 1						
oyal United Hosp	ital (580)					

Top five trusts		Bottom five trust	S
North Bristol NHS Trust	9.5	Gloucestershire Hospitals NHS Foundation Trust	8.9
Dorset County Hospital NHS Foundation Trust	9.5	Great Western Hospitals NHS Foundation Trust	9.0
Northern Devon Healthcare NHS Trust	9.5	Salisbury NHS Foundation Trust	9.0
University Hospitals Bristol and Weston NHS Foundation Trust	9.4	University Hospitals Dorset NHS Foundation Trust	9.2
Royal Devon and Exeter NHS Foundation Trust	9.4	Royal United Hospitals Bath NHS Foundation Trust	9.2

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
·									
	score com	•							
This benchn	narking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.			
Your Trust 8.6									
Breakdow	n of scores	for sites w	vithin your	trust					
	arking allows		-			t with all			
other sites a	•	you to comp	are the resul		unin your trus	t with an			
Site #1 8.0	6								
Site 1									
Royal United Hosp	ital (410)								

Top five trusts	Top five trusts			s
Northern Devon Healthcare NHS Trust	9.0		Gloucestershire Hospitals NHS Foundation Trust	8.1
University Hospitals Plymouth NHS Trust	8.9		Great Western Hospitals NHS Foundation Trust	8.2
Dorset County Hospital NHS Foundation Trust	8.8		Yeovil District Hospital NHS Foundation Trust	8.4
Royal Cornwall Hospitals NHS Trust	8.7		University Hospitals Dorset NHS Foundation Trust	8.5
Royal United Hospitals Bath NHS Foundation Trust	8.6		Somerset NHS Foundation Trust	8.5

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

Results for your trust

Much worse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
Your trust	score com	pared with	all other ti	rusts:		
		-		r your trust ag	nainst all othe	er trusts
_	anning compt			your truot ag	gamer an erne	
Your Trust 8.7						
Trust						
Breakdow	n of scores	for sites w	vithin your	trust:		
			-	ts for sites wit	thin your trus	t with all
ther sites ac	•	you to comp		is for sites wi	unin your trus	
						_
Site #1 8.7	,					
ite 1						
oyal United Hospit	al (317)					
.,						

Top five trusts	Top five trusts			5
Royal United Hospitals Bath NHS Foundation Trust	8.7		Great Western Hospitals NHS Foundation Trust	7.8
Salisbury NHS Foundation Trust	8.6		Yeovil District Hospital NHS Foundation Trust	8.0
Somerset NHS Foundation Trust	8.5		Dorset County Hospital NHS Foundation Trust	8.1
University Hospitals Bristol and Weston NHS Foundation Trust	8.5		Royal Cornwall Hospitals NHS Trust	8.2
North Bristol NHS Trust	8.4		Torbay and South Devon NHS Foundation Trust	8.2

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

Results for your trust

Much worse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
our trust	score com	pared with	all other to	rusts:		
		-		r your trust ag	ainst all othe	er trusts.
_	uning compe			, jean naerag	,	
Your Trust 8.4						
Breakdowi	n of scores	for sites w	vithin your	trust:		
his benchm	arking allows	you to comp	are the result	ts for sites wi	thin your trus	t with all
ther sites ac	-	,			,	
Г						
ite #1 8.4	Ļ					
te 1						
oyal United Hospit	al (275)					

Top five trusts		Bottom five trusts	
Salisbury NHS Foundation Trust	9.0	Gloucestershire Hospitals NHS Foundation Trust	
Northern Devon Healthcare NHS Trust	8.9	University Hospitals Bristol and Weston NHS Foundation Trust	
Royal Cornwall Hospitals NHS Trust	8.7	North Bristol NHS Trust 8.1	
Royal Devon and Exeter NHS Foundation Trust	8.7	Great Western Hospitals NHS Foundation Trust	
University Hospitals Plymouth NHS Trust	8.6	University Hospitals Dorset NHS Foundation Trust	

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

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
		·			•	onpoolou	
Your tru	ist s	score com	pared with	all other tr	usts:		
This bend	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your							
Trust	7.0						
Breakd	own	of scores	for sites w	vithin your	trust		
				-			4
		-	you to comp	are the result	s for sites wit	inin your trus	t with all
other site	s ac	ross trusts.					
7							
Site #1	7.0						
Site 1							
Royal United I	Hospita	al (549)					
rtoyar onnea i	loopid	ar (0+0)					

Top five trusts		Bottom five trusts	5
Salisbury NHS Foundation Trust	7.5	University Hospitals Bristol and Weston NHS Foundation Trust	6.6
Northern Devon Healthcare NHS Trust	7.5	Gloucestershire Hospitals NHS Foundation Trust	6.7
Yeovil District Hospital NHS Foundation Trust	7.4	Great Western Hospitals NHS Foundation Trust	6.8
University Hospitals Plymouth NHS Trust	7.4	Royal United Hospitals Bath NHS Foundation Trust	7.0
North Bristol NHS Trust	7.3	Royal Cornwall Hospitals NHS Trust	7.1

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	
			all ath an tr		•	·	
	score com	-					
This benchr	narking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.	
Your Trust 8. 1	l						
Breakdow	n of scores	s for sites v	vithin vour	trust:			
	narking allows		-		thin vour trus	t with all	
	cross trusts.	you to comp			ann your a'uo		
Site #1 8.	1						
0:4-4							
Royal United Hospital (127)							

-		_	-	
Top five trusts			Bottom five trust	S
Royal Devon and Exeter NHS Foundation Trust	8.5		Great Western Hospitals NHS Foundation Trust	7.2
Somerset NHS Foundation Trust	8.3		Torbay and South Devon NHS Foundation Trust	7.4
Northern Devon Healthcare NHS Trust	8.3		University Hospitals Dorset NHS Foundation Trust	7.7
Dorset County Hospital NHS Foundation Trust	8.2		Gloucestershire Hospitals NHS Foundation Trust	7.7
Royal Cornwall Hospitals NHS Trust	8.2		North Bristol NHS Trust	7.9

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trust	score com	pared with	all other tr	rusts:					
This benchr	narking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.			
Your Trust 9.	5								
This benchr	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1 9.	5								
Site 1	Site 1								
Royal United Hos	oital (550)								

Top five trusts		Bottom five trust	S
Northern Devon Healthcare NHS Trust	9.7	Great Western Hospitals NHS Foundation Trust	9.1
Somerset NHS Foundation Trust	9.7	University Hospitals Dorset NHS Foundation Trust	9.3
Royal Devon and Exeter NHS Foundation Trust	9.6	Salisbury NHS Foundation Trust	9.3
University Hospitals Bristol and Weston NHS Foundation Trust	9.6	Torbay and South Devon NHS Foundation Trust	9.4
Royal United Hospitals Bath NHS Foundation Trust	9.5	North Bristol NHS Trust	9.4

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

Results for your trust

Much worse	Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
our trust	score com	pared with	all other tr	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 9.1						
Drookdow	of opproc	for alter .	lithin vour	4711041		
		for sites w	-			
	-	you to comp	are the result	ts for sites wit	thin your trus	t with all
ther sites ac	ross trusts.					
1						
Site #1 9.1						
ite 1						
oyal United Hospita	al (535)					

Top five trusts		Bottom five trus	sts
Royal United Hospitals Bath NHS Foundation Trust	9.1	Yeovil District Hospital NHS Foundation Trust	8.6
University Hospitals Bristol and Weston NHS Foundation Trust	9.0	Great Western Hospitals NHS Foundation Trust	8.6
Somerset NHS Foundation Trust	8.9	Gloucestershire Hospitals NHS Foundation Trust	8.7
Dorset County Hospital NHS Foundation Trust	8.9	North Bristol NHS Trust	8.7
Royal Devon and Exeter NHS Foundation Trust	8.8	Torbay and South Devon NHS Foundation Trust	8.8

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

Results for your trust

Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
					chrottea	than expected	
Your true	t score com	pared with	all other tr	rusts:			
This bench	marking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.	
Your	.						
Trust 9	ა						
Breakdo	wn of scores	s for sites w	vithin vour	trust:			
	marking allows		-		thin your true	t with all	
	across trusts.	you to comp		is for sites wi	unin your trus	t with an	
7							
ite #1	.3						
	.0						
ite 1							
Royal United Hospital (586)							
.,							

Top five trusts		Bottom five true	sts
University Hospitals Dorset NHS Foundation Trust	9.4	Yeovil District Hospital NHS Foundation Trust	9.1
University Hospitals Bristol and Weston NHS Foundation Trust	9.3	Great Western Hospitals NHS Foundation Trust	9.2
Dorset County Hospital NHS Foundation Trust	9.3	Gloucestershire Hospitals NHS Foundation Trust	9.2
University Hospitals Plymouth NHS Trust	9.3	Torbay and South Devon NHS Foundation Trust	9.2
Royal United Hospitals Bath NHS Foundation Trust	9.3	Salisbury NHS Foundation Trust	9.2

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

Results for your trust

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
/							-
			pared with				
his ben	chm	arking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
Your Trust	8.9						
Breakd	owr	of scores	for sites w	vithin your	trust:		
				-	ts for sites wit	hin vour true	t with all
		ross trusts.	you to comp	מוכ נווכ וכסטו		inii your trus	t with an
	,0 u0						
Site #1	8.9						
	0.9						
ite 1							
oyal United	Hospita	al (582)					

Top five trusts	Top five trusts			5
Royal Cornwall Hospitals NHS Trust	9.0		Northern Devon Healthcare NHS Trust	8.4
University Hospitals Dorset NHS Foundation Trust	8.9		Great Western Hospitals NHS Foundation Trust	8.5
Royal United Hospitals Bath NHS Foundation Trust	8.9		Gloucestershire Hospitals NHS Foundation Trust	8.5
Somerset NHS Foundation Trust	8.9		University Hospitals Plymouth NHS Trust	8.5
Torbay and South Devon NHS Foundation Trust	8.8		University Hospitals Bristol and Weston NHS Foundation Trust	8.6

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

Results for your trust

	_					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·					oxpoolod	than expected
Your trust	score com	pared with	all other ti	usts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 9.1						
Breakdowr	of scores	for sites w	vithin your	trust		
			-		thin your true	t with all
ther sites ac	-	you to comp	are the result	s for sites wit	thin your trus	i with all
	1055 110515.					
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ite #1 9.1						
ite 1						
oyal United Hospit	al (547)					

Top five trusts		Bottom five trust	S
Northern Devon Healthcare NHS Trust	9.3	Yeovil District Hospital NHS Foundation Trust	8.7
Royal United Hospitals Bath NHS Foundation Trust	9.1	Great Western Hospitals NHS Foundation Trust	8.7
Royal Cornwall Hospitals NHS Trust	9.1	Gloucestershire Hospitals NHS Foundation Trust	8.8
Royal Devon and Exeter NHS Foundation Trust	9.0	University Hospitals Bristol and Weston NHS Foundation Trust	8.9
University Hospitals Plymouth NHS Trust	9.0	Somerset NHS Foundation Trust	8.9

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
man expected	expected	man expected	uie sairie	man expected	expected	man expected
our trust	score com	pared with	all other tr	usts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
rust 9.3						
reakdow	n of scores	for sites w	vithin your	trust		
			-		u	
		you to comp	are the result	is for sites wi	thin your trus	t with all
ier sites ac	ross trusts.					
#1 9.3	6					
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	(500)					
yal United Hospit	ai (590)					

		 	-
Top five trusts		Bottom five trus	sts
Northern Devon Healthcare NHS Trust	9.5	Great Western Hospitals NHS Foundation Trust	8.9
University Hospitals Bristol and Weston NHS Foundation Trust	9.3	Gloucestershire Hospitals NHS Foundation Trust	9.0
Salisbury NHS Foundation Trust	9.3	Yeovil District Hospital NHS Foundation Trust	9.1
Royal Cornwall Hospitals NHS Trust	9.3	Torbay and South Devon NHS Foundation Trust	9.1
Royal United Hospitals Bath NHS Foundation Trust	9.3	Royal Devon and Exeter NHS Foundation Trust	9.1

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

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			
lour tru	r trust score compared with all other trusts:									
			-							
his benc	chma	rking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.			
Your Trust	9.0									
Breakdo	own	of scores	for sites w	/ithin your	trust:					
				-	ts for sites wit	hin your trus	t with all			
		oss trusts.	,			,				
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ite #1	9.0									
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te 1										
	Hospital	(582)								
te 1 byal United H	Hospital	(582)								
	Hospital	(582)								

Top five trusts	Top five trusts			S
North Bristol NHS Trust	9.1		Gloucestershire Hospitals NHS Foundation Trust	8.5
Royal Cornwall Hospitals NHS Trust	9.1		Great Western Hospitals NHS Foundation Trust	8.6
Royal United Hospitals Bath NHS Foundation Trust	9.0		Yeovil District Hospital NHS Foundation Trust	8.7
Dorset County Hospital NHS Foundation Trust	9.0		University Hospitals Bristol and Weston NHS Foundation Trust	8.7
Salisbury NHS Foundation Trust	8.9		Royal Devon and Exeter NHS Foundation Trust	8.7

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

Results for your trust

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust s	score com	pared with	all other tr	usts:		
his benchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 7.7						
_	of scores	for sites y	vithin your	truet.		
			-		hin your true	t with all
ther sites ac		you to comp	are the result	s for sites wit	inin your trus	t with all
	1000 110010.					
Site #1 7.7						
Site 1						
oyal United Hospita	al (589)					

Top five trusts		Bot	ttom five trusts	5	
Dorset County Hospital NHS Foundation Trust	8.4	Ν	North Bristol NHS Trust	7.6	
University Hospitals Dorset NHS Foundation Trust	8.3		Great Western Hospitals NHS Foundation Trust	7.6	
Somerset NHS Foundation Trust	8.2		Royal Devon and Exeter NHS Foundation Trust	7.6	
Northern Devon Healthcare NHS Trust	8.2		Royal Cornwall spitals NHS Trust	7.6	
University Hospitals Bristol and Weston NHS Foundation Trust	8.0		versity Hospitals nouth NHS Trust	7.7	

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

Results for your trust

8.4 reakdown of scores for sites within your trust: is benchmarking allows you to compare the results for sites within your trust with all her sites across trusts. e #1 8.4							
a.4 8.4 reakdown of scores for sites within your trust: is benchmarking allows you to compare the results for sites within your trust with all her sites across trusts. 8.4 8.4 8.4							
8.4 eakdown of scores for sites within your trust: is benchmarking allows you to compare the results for sites within your trust with all er sites across trusts. e #1 8.4			•				
8.4 eakdown of scores for sites within your trust: is benchmarking allows you to compare the results for sites within your trust with all er sites across trusts. 8.4 8.4	is benchn	narking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
reakdown of scores for sites within your trust: is benchmarking allows you to compare the results for sites within your trust with all her sites across trusts. the #1 8.4	our 84						
	rust						
her sites across trusts.	reakdow	n of scores	for sites w	ithin your	trust:		
te #1 8.4				-		thin your trus	t with all
		•					
	1						
A1							
s1							
a1							
	ite #1 8.	4					
<i>r</i> al United Hospital (519)	e 1						
	yal United Hosp	ital (519)					

		_			
Top five trusts			Bottom five trusts	5	
Northern Devon Healthcare NHS Trust	8.6		Great Western Hospitals NHS Foundation Trust	7.6	
Royal United Hospitals Bath NHS Foundation Trust	8.4		Torbay and South Devon NHS Foundation Trust	7.8	
University Hospitals Bristol and Weston NHS Foundation Trust	8.3		Gloucestershire Hospitals NHS Foundation Trust	7.9	
Royal Cornwall Hospitals NHS Trust	8.2		University Hospitals Plymouth NHS Trust	7.9	
Somerset NHS Foundation Trust	8.2		University Hospitals Dorset 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 than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tr	ust	score com	pared with	all other ti	rusts:		
This ben	chm	arking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
Your Trust	7.4						
Breakd	owr) of scores	for sites w	vithin your	trust:		
				-	ts for sites wit	hin vour trus	t with all
		ross trusts.	you to comp			ann your trus	
Site #1	7.4						
Site 1							
Royal United	Hospita	al (561)					

Top five trusts		Bottom five trusts	5
Northern Devon Healthcare NHS Trust	7.7	Great Western Hospitals NHS Foundation Trust	7.0
Dorset County Hospital NHS Foundation Trust	7.5	University Hospitals Dorset NHS Foundation Trust	7.0
Royal Cornwall Hospitals NHS Trust	7.5	Gloucestershire Hospitals NHS Foundation Trust	7.0
Royal Devon and Exeter NHS Foundation Trust	7.4	University Hospitals Plymouth NHS Trust	7.1
North Bristol NHS Trust	7.4	Torbay and South Devon NHS Foundation Trust	7.2

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

Results for your trust

Much w		Worse than	Somewhat worse	About	Somewhat better	Better than	Much better				
than exp	ected	expected	expected than expected the same than expected expected than expected								
Your to	ust s	score com	pared with	all other tr	usts:						
This bei	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.				
Your Trust	9.0										
Break	dowr	of scores	for sites w	/ithin vour	trust:						
				-		hin your true	t with all				
		rking allows ross trusts.	you to comp	are the result	s for sites wit	inin your trus	i with all				
other sit	es ac	ioss liusis.									
Site #1	9.0										
Sile #1	9.0										
Site 1											
Royal United	a Hospita	ai (306)									

Top five trusts		Bottom five trusts
Somerset NHS Foundation Trust	9.2	Great Western Hospitals NHS Foundation Trust
Salisbury NHS Foundation Trust	9.2	Gloucestershire Hospitals NHS Foundation Trust
Northern Devon Healthcare NHS Trust	9.2	Dorset County Hospital NHS Foundation Trust
University Hospitals Bristol and Weston NHS Foundation Trust	9.1	Torbay and South Devon NHS Foundation Trust
North Bristol NHS Trust	9.1	Royal Cornwall Hospitals NHS Trust 8.9

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

Results for your trust

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
than expe	ecieu	expected	than expected	ule same	inan expected	expected	than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ber	nchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	8.0						
Trust	0.0						
Breako	lowr	n of scores	for sites w	vithin your	trust:		
					s for sites wit	thin your trus	t with all
other site	es ac	ross trusts.					
]						
Site #1	8.0						
Site 1							
Royal United	l Hospita	al (479)					

		_		
Top five trusts			Bottom five trusts	5
Northern Devon Healthcare NHS Trust	8.3		Gloucestershire Hospitals NHS Foundation Trust	7.4
University Hospitals Bristol and Weston NHS Foundation Trust	8.2		Great Western Hospitals NHS Foundation Trust	7.6
University Hospitals Plymouth NHS Trust	8.1		Torbay and South Devon NHS Foundation Trust	7.8
North Bristol NHS Trust	8.1		Royal Cornwall Hospitals NHS Trust	7.8
Salisbury NHS Foundation Trust	8.1		Yeovil District Hospital NHS Foundation Trust	7.8

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 wors than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·		·				oxpoolog	
Your tru	st so	core com	pared with	all other tr	usts:		
This benc	hmar	king compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your							
Trust	5.3						
Breakdo	own d	of scores	for sites w	ithin your	trust:		
			you to comp	-		hin vour trus	t with all
		ss trusts.	, ea to comp				
٦							
	~ ~						
Site #1	6.3						
Site 1							
Royal United H	lospital (527)					

Top five trusts		Bottom five trust	S
North Bristol NHS Trust	8.4	Gloucestershire Hospitals NHS Foundation Trust	5.9
Somerset NHS Foundation Trust	7.2	Great Western Hospitals NHS Foundation Trust	5.9
University Hospitals Bristol and Weston NHS Foundation Trust	7.0	Salisbury NHS Foundation Trust	6.1
Yeovil District Hospital NHS Foundation Trust	6.8	Dorset County Hospital NHS Foundation Trust	6.2
University Hospitals Dorset NHS Foundation Trust	6.8	Royal United Hospitals Bath NHS Foundation Trust	6.3

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
than expected	expected	inan expected	life same	than expected	expected	than expected
our trust	score com	pared with	all other to	rusts:		
his benchr	narking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 9.4						
Breakdow	n of scores	for sites w	vithin vour	trust:		
	arking allows		-		thin your true	t with all
	cross trusts.	you to comp	are the result	is for sites wi		t with all
	51055 (10515).					
ite #1 9.4	1					
	•					
te 1						
oyal United Hosp	tal (571)					

Top five trusts		Bottom five trust	S
North Bristol NHS Trust	9.7	Royal Devon and Exeter NHS Foundation Trust	9.3
University Hospitals Bristol and Weston NHS Foundation Trust	9.6	Salisbury NHS Foundation Trust	9.4
Northern Devon Healthcare NHS Trust	9.6	Great Western Hospitals NHS Foundation Trust	9.4
Yeovil District Hospital NHS Foundation Trust	9.6	Royal United Hospitals Bath NHS Foundation Trust	9.4
Gloucestershire Hospitals NHS Foundation Trust	9.5	Somerset 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 worse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
Your trust s	score com	pared with	all other tr	usts:		
	-			r your trust ag	ainst all othe	er trusts.
_				,	,	
Your Trust 9.1						
Breakdowr	of scores ا	for sites w	ithin your	trust:		
This benchma	arking allows	you to comp	are the result	s for sites wit	thin your trus	t with all
other sites ac	-	,			,	
٦						
Site #1 9.1						
Site 1						
Site 1	-1 (407)					
Site 1 Royal United Hospita	al (467)					
	al (467)					
	al (467)					

Top five trusts		Bottom five trusts		
Northern Devon Healthcare NHS Trust	9.3	Royal Cornwall Hospitals NHS Trust	8.8	
Somerset NHS Foundation Trust	9.1	Great Western Hospitals NHS Foundation Trust	8.8	
Salisbury NHS Foundation Trust	9.1	Royal Devon and Exeter NHS Foundation Trust	8.9	
University Hospitals Plymouth NHS Trust	9.1	Torbay and South Devon NHS Foundation Trust	9.0	
University Hospitals Bristol and Weston NHS Foundation Trust	9.1	Dorset County Hospital NHS Foundation Trust	9.0	

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust	score com	pared with	all other ti	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	r trusts.
Your Trust 8.4						
Breakdow	n of scores	for sites w	vithin your	trust:		
This benchm	arking allows		-		thin your trust	with all
other sites ad	cross trusts.					
Site #1 8.4	1					
Site 1						
Royal United Hospi	tal (525)					

Top five trusts		Bottom five trusts	5
Dorset County Hospital NHS Foundation Trust	8.8	Great Western Hospitals NHS Foundation Trust	8.0
Northern Devon Healthcare NHS Trust	8.7	Gloucestershire Hospitals NHS Foundation Trust	8.1
Somerset NHS Foundation Trust	8.6	Salisbury NHS Foundation Trust	8.2
University Hospitals Bristol and Weston NHS Foundation Trust	8.5	Yeovil District Hospital NHS Foundation Trust	8.3
University Hospitals Dorset NHS Foundation Trust	8.5	Royal Cornwall Hospitals NHS Trust	8.3

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
			- 11 - 41 4	•		
	score com	-				
This benchm	narking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 9.1						
Breakdow	n of scores	for sites w	vithin vour	trust:		
	arking allows		-		thin your true	t with all
	cross trusts.	you to comp				i willi all
Site #1 9.1	1					
Site 1						
Royal United Hosp	ital (294)					
Noyai Onited 1905p	nai (234)					

Top five trusts		Bottom five tru	sts
Somerset NHS Foundation Trust	9.4	Gloucestershire Hospitals NHS Foundation Trust	8.8
University Hospitals Bristol and Weston NHS Foundation Trust	9.4	Yeovil District Hospital NHS Foundation Trust	8.9
University Hospitals Dorset NHS Foundation Trust	9.3	Dorset County Hospital NHS Foundation Trust	9.0
Torbay and South Devon NHS Foundation Trust	9.2	Royal Devon and Exeter NHS Foundation Trust	9.1
Northern Devon Healthcare NHS Trust	9.2	Salisbury NHS Foundation Trust	9.1

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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	t score com	-				
This bench	marking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8.)					
Breakdov	n of scores	for sites v	vithin vour	trust:		
	narking allows		-		thin your trus	t with all
	cross trusts.					
Site #1 8	0					
Site 1	(L (000)					
Royal United Hos	dital (306)					

Top five trusts	Top five trusts		5
University Hospitals Bristol and Weston NHS Foundation Trust	8.3	Gloucestershire Hospitals NHS Foundation Trust	7.5
Somerset NHS Foundation Trust	8.2	Dorset County Hospital NHS Foundation Trust	7.5
University Hospitals Dorset NHS Foundation Trust	8.2	Royal Devon and Exeter NHS Foundation Trust	7.7
Northern Devon Healthcare NHS Trust	8.2	Yeovil District Hospital NHS Foundation Trust	7.7
Salisbury NHS Foundation Trust	8.0	University Hospitals Plymouth NHS Trust	7.8

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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vour ti	uet (score com	pared with	all other ti	niete:		
			-			ningt all atha	r tructo
I NIS DEI	ncnm	arking compa	ares the ques	stion score to	r your trust ag	jainst all othe	er trusts.
Your Trust	8.3						
Break	dowr	n of scores	for sites w	vithin vour	trust:		
				-	ts for sites wit	hin your trus	t with all
		ross trusts.	you to comp			inin your trus	
	7						
Site #1	8.3						
	0.5						
Site 1							
	d Lloopit	ol (211)					
Royal United	a Hospita	ai (311)					

		_		
Top five trusts			Bottom five trus	sts
University Hospitals Dorset NHS Foundation Trust	8.6		Gloucestershire Hospitals NHS Foundation Trust	7.6
Somerset NHS Foundation Trust	8.5		Great Western Hospitals NHS Foundation Trust	7.8
Salisbury NHS Foundation Trust	8.4		Torbay and South Devon NHS Foundation Trust	8.1
Dorset County Hospital NHS Foundation Trust	8.4		North Bristol NHS Trust	8.1
Yeovil District Hospital NHS Foundation Trust	8.3		Royal Devon and Exeter NHS Foundation Trust	8.2

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

Results for your trust

			1	1			
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	
our tru	ust s	score com	pared with	all other tr	rusts:		
his ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	7.0						
Trust	7.2						
Breakd	own	of scores	for sites w	vithin your	trust:		
				-		hin vour truc	t with all
		rking allows oss trusts.	you to comp	are the result	s for sites wit	riiri your trus	i with all
	5 au	บออ แน่อเอ.					
Site #1	7.2						
	1.2						
ite 1							
iite 1 Royal United	Hospita	I (577)					
	Hospita	I (577)					
	Hospita	I (577)					
	Hospita	I (577)					

Top five trusts		Bottom five trusts
Northern Devon Healthcare NHS Trust	7.5	Gloucestershire Hospitals NHS Foundation Trust
Royal Cornwall Hospitals NHS Trust	7.4	Yeovil District Hospital NHS Foundation Trust
North Bristol NHS Trust	7.4	Great Western Hospitals NHS Foundation Trust
Somerset NHS Foundation Trust	7.3	University Hospitals Plymouth NHS Trust 7.0
Dorset County Hospital NHS Foundation Trust	7.3	Royal Devon and Exeter NHS Foundation Trust

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

Results for your trust

		-					
Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		·				cxpected	than expected
Your tr	ust s	score com	pared with	all other tr	rusts:		
This ben	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	7 4						
Trust	7.4						
Breakd	lowr	of scores	for sites w	ithin your	trust:		
				-	ts for sites wit	hin vour trus	t with all
		ross trusts.	,			, .	
Site #1	7.4						
	1.4						
Site 1							
		-1 (450)					
toyar office	Hospita	al (450)					
noyar onnea	Hospita	al (450)					
	Hospita	al (450)					

Top five trusts		Bottom five trusts	5
Northern Devon Healthcare NHS Trust	7.9	Gloucestershire Hospitals NHS Foundation Trust	7.1
Salisbury NHS Foundation Trust	7.9	Great Western Hospitals NHS Foundation Trust	7.1
Dorset County Hospital NHS Foundation Trust	7.7	University Hospitals Bristol and Weston NHS Foundation Trust	7.2
Royal Devon and Exeter NHS Foundation Trust	7.6	Yeovil District Hospital NHS Foundation Trust	7.2
North Bristol NHS Trust	7.6	University Hospitals Plymouth NHS Trust	7.3

Comparison with other trusts within your region

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

expected expected than expected than expected Northern Devon Healthcare NHS Trust 9.0 Somerset NHS Foundation Trust Somerset NHS Foundation Trust NHS Foundation Trust 8.8 Somerset NHS Foundation Trust	han expected expected than expected
is benchmarking compares the question score for your trust against all other trusts. Healthcare NHS Trust 9.0 Hospitals NHS Foundation Trust eakdown of scores for sites within your trust: Image: State Stat	Image: Sector of the sector
8.3 eakdown of scores for sites within your trust: is benchmarking allows you to compare the results for sites within your trust with all er sites across trusts. 8.8 8.3 a.41 8.3 a.41 8.3 a.41 8.3 a.41 a.42 a.42 a.43 a.44 a	8.3 University Hospitals 8.3 eakdown of scores for sites within your trust: Inversity Hospitals 8.3 s benchmarking allows you to compare the results for sites within your trust with all er sites across trusts. Inversity Hospitals 8.3 be#1 8.3 Inversity Hospitals 8.3 Somerset NHS Foundation Trust be#1 8.3 University Hospitals 8.3 Somerset NHS Foundation Trust be#1 8.3 University Hospitals 8.4 Somerset NHS Foundation Trust be#1 8.3 University Hospitals 8.3 Somerset NHS Foundation Trust be#1 8.3 University Hospitals 8.7 Gloucestershire Hospital NHS Foundation Trust builted Hospital (197) University Hospitals 8.7 Youril District
as benchmarking allows you to compare the results for sites within your trust with all er sites across trusts. Bristol and Weston NHS Foundation Trust 8.8 Hospitals Bath NHS Foundation Trust as #1 8.3 University Hospitals Dorset NHS Foundation Trust 8.8 Somerset NHS Foundation Trust as #1 8.3 University Hospitals Dorset NHS Foundation Trust 8.8 Somerset NHS Foundation Trust	Bristol and Weston NHS Foundation Trust
e #1 8.3 Dorset NHS Foundation Trust University Hospitals Plymouth NHS Trust 8.8 8.8 6 8.8 6 8.8 6 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	8.3 Dorset NHS Foundation Trust Niversity Hospitals Plymouth NHS Trust 1 al United Hospital (197) Niversity Hospitals Plymouth NHS Trust Niversity Hospitals Plymouth NHS Trust Niversity Hospitals Plymouth NHS Trust Niversity Hospitals NHS NHS Foundation Trust NHS NHS Foundation Trust NHS NHS NHS Foundation Trust NHS NHS NHS NHS NHS NHS NHS NHS
University Hospitals Plymouth NHS Trust 8.7 Gloucestershire Hospitals NHS	University Hospitals Plymouth NHS Trust United Hospital (197)
	nited Hospital (197)

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

Results for your trust

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust	score com	pared with	all other tr	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 7.4						
 Breakdowr	n of scores	for sites w	vithin your	trust.		
			-	ts for sites wit	thin your true	t with all
other sites ac	-	you to comp			unit your trus	
7						
Site #1 7.4	Ļ					
Site 1						
Royal United Hospit	al (588)					

Top five trusts	Top five trusts			5
Northern Devon Healthcare NHS Trust	7.7		Great Western Hospitals NHS Foundation Trust	6.8
University Hospitals Dorset NHS Foundation Trust	7.5		Yeovil District Hospital NHS Foundation Trust	6.8
Salisbury NHS Foundation Trust	7.4		University Hospitals Plymouth NHS Trust	7.0
Torbay and South Devon NHS Foundation Trust	7.4		Gloucestershire Hospitals NHS Foundation Trust	7.1
Royal United Hospitals Bath NHS Foundation Trust	7.4		North Bristol NHS Trust	7.1

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected						
	expected			than expected	expected	and an expected						
our trust	score com	pared with	all other tr	usts:								
This benchm	his benchmarking compares the question score for your trust against all other trusts.											
Your												
Trust 6.5												
		for sites w	-									
his benchma	arking allows	you to comp	are the result	s for sites wit	thin your trus	t with all						
other sites ac	ross trusts.											
Site #1 6.5	1											
ite 1												
oyal United Hospita	al (547)											

Top five trusts		Bottom five trust	S
Royal Devon and Exeter NHS Foundation Trust	7.5	Great Western Hospitals NHS Foundation Trust	6.2
University Hospitals Bristol and Weston NHS Foundation Trust	7.4	Gloucestershire Hospitals NHS Foundation Trust	6.2
University Hospitals Dorset NHS Foundation Trust	7.4	Royal United Hospitals Bath NHS Foundation Trust	6.5
Royal Cornwall Hospitals NHS Trust	7.3	Yeovil District Hospital NHS Foundation Trust	6.5
Torbay and South Devon NHS Foundation Trust	7.3	Somerset NHS Foundation Trust	6.9

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

Results for your trust

Much wor than experi		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
his ben Your	chma		pared with ares the ques			gainst all othe	er trusts.
rour Frust	4.9						
			for sites w	-		thin your trus	t with all
		ross trusts.	you to comp				
ite #1	4.9						
te 1 byal United I	Hospita	al (409)					
	rioopia						

		1 [
Top five trusts			Bottom five trusts	5	
University Hospitals Bristol and Weston NHS Foundation Trust	5.4		University Hospitals Plymouth NHS Trust	4.4	
Royal Cornwall Hospitals NHS Trust	5.3		Great Western Hospitals NHS Foundation Trust	4.6	
Dorset County Hospital NHS Foundation Trust	5.2		Somerset NHS Foundation Trust	4.7	
University Hospitals Dorset NHS Foundation Trust	5.1		Royal Devon and Exeter NHS Foundation Trust	4.8	
Gloucestershire Hospitals NHS Foundation Trust	5.1		North Bristol NHS Trust	4.8	

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
Vour tri	uet d	score com	nared with	all other tr	niete:		
			-			nainat all athr	r tructo
_	CHIII	arking compa	ares the ques	stion score for	your trust ag	jainst all othe	er trusts.
Your Trust	6.8						
Breakd	owr	of scores	for sites w	vithin your	trust:		
			you to comp	are the result	ts for sites wit	hin your trus	t with all
other site	es ac	ross trusts.					
٦							
Site #1	6.8						
	0.0						
Site 1							
Royal United	Hospita	al (512)					

Top five trusts		Bottom five trusts	5
Salisbury NHS Foundation Trust	7.2	Great Western Hospitals NHS Foundation Trust	6.4
University Hospitals Dorset NHS Foundation Trust	6.9	Gloucestershire Hospitals NHS Foundation Trust	6.4
Dorset County Hospital NHS Foundation Trust	6.9	Royal Cornwall Hospitals NHS Trust	6.5
Yeovil District Hospital NHS Foundation Trust	6.8	University Hospitals Plymouth NHS Trust	6.5
University Hospitals Bristol and Weston NHS Foundation Trust	6.8	North Bristol NHS Trust	6.7

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:										
			-							
This ben	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.			
Your	7.9									
Trust										
Breakd	lowr	n of scores	for sites w	vithin your	trust:					
This ben	chma	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all			
other site	es ac	ross trusts.				-				
-]									
Site #1	7.9									
Site 1										
Royal United Hospital (527)										
,	•	(),								

Top five trusts		Bottom five trusts	5
Northern Devon Healthcare NHS Trust	8.2	Gloucestershire Hospitals NHS Foundation Trust	7.4
Torbay and South Devon NHS Foundation Trust	8.2	Great Western Hospitals NHS Foundation Trust	7.4
University Hospitals Dorset NHS Foundation Trust	8.2	Yeovil District Hospital NHS Foundation Trust	7.7
University Hospitals Bristol and Weston NHS Foundation Trust	8.2	Royal Devon and Exeter NHS Foundation Trust	7.8
Dorset County Hospital NHS Foundation Trust	8.0	Royal Cornwall Hospitals NHS Trust	7.8

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

Results for your trust

		-					
Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vour tr	uet d	scoro com	pared with	all othor ti	uete:		
			-			nainat all athr	r tructo
_	ICHIM	arking compa	ares the ques		า your เกมร์เ สยุ	jainst all othe	er trusts.
Your Trust	8.2						
	-						
Breako	lowr	of scores	s for sites w	vithin your	trust:		
			you to comp	are the result	ts for sites with	thin your trus	t with all
other sit	es ac	ross trusts.					
Site #1	8.2						
Site 1							
Royal United	1 Hospitz	al (303)					
	rioopia	(000)					

Top five trusts		Bottom five trusts	
Salisbury NHS Foundation Trust	8.9	Gloucestershire Hospitals NHS Foundation Trust	
University Hospitals Dorset NHS Foundation Trust	8.7	University Hospitals Plymouth NHS Trust 7.9	
University Hospitals Bristol and Weston NHS Foundation Trust	8.5	Great Western Hospitals NHS Foundation Trust	L
Royal Devon and Exeter NHS Foundation Trust	8.5	Yeovil District Hospital NHS Foundation Trust	
Dorset County Hospital NHS Foundation Trust	8.5	Royal United Hospitals Bath NHS Foundation Trust	

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

Top five trusts Dorset County	Bottom five trusts
Dorset County	
Hospital NHS Foundation Trust	University Hospitals Bristol and Weston NHS Foundation Trust
Royal United Hospitals Bath NHS Foundation Trust	Gloucestershire Hospitals NHS Foundation Trust
Yeovil District Hospital NHS Foundation Trust	Somerset NHS Foundation Trust 6
Salisbury NHS Foundation Trust 7.0	University Hospitals Plymouth NHS Trust 6
University Hospitals Dorset NHS Foundation Trust	Royal Cornwall Hospitals NHS Trust
	Royal United Hospitals Bath NHS Foundation Trust7.0Yeovil District Hospital NHS Foundation Trust7.0Salisbury NHS Foundation Trust7.0University Hospitals Dorset NHS7.0

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust	score com	pared with	all other ti	rusts:		
his benchn	narking comp	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust 1.1						
		s for sites w	-			
	-	s you to comp	are the result	ts for sites wit	thin your trus	t with all
ner sites a	cross trusts.					
Site #1 1.	1					
ite 1						
oyal United Hosp	ital (496)					
- ,	()					



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 wor than expect		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	chm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 9.3							
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.							
Site #1	9.3						
Sile #1	9.3						
Site 1							
Royal United Hospital (590)							

Top five trusts		Bottom five trusts		
University Hospitals Bristol and Weston NHS Foundation Trust	9.5	Great Western Hospitals NHS Foundation Trust	9.0	
North Bristol NHS Trust	9.4	Gloucestershire Hospitals NHS Foundation Trust	9.1	
Dorset County Hospital NHS Foundation Trust	9.4	Royal Cornwall Hospitals NHS Trust	9.2	
Northern Devon Healthcare NHS Trust	9.4	University Hospitals Plymouth NHS Trust	9.2	
Salisbury NHS Foundation Trust	9.4	Torbay and South Devon NHS Foundation Trust	9.2	

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your trus	t score com	pared with	all other ti	rusts:			
This bench	marking compa	ares the ques	tion score for	r your trust ag	gainst all othe	r trusts.	
Your Trust 8.	0.4						
Breakdov	wn of scores	for sites w	vithin vour	trust:			
	marking allows		-		thin your trust	with all	
	across trusts.	,			,		
						_	
Site #1 8	.4						
Site 1							
Royal United Hospital (588)							
	,						

Top five trusts		Bottom five trusts		
Northern Devon Healthcare NHS Trust	8.7	Great Western Hospitals NHS Foundation Trust		
North Bristol NHS Trust	8.6	Gloucestershire Hospitals NHS Foundation Trust		
University Hospitals Bristol and Weston NHS Foundation Trust	8.6	Royal Devon and Exeter NHS Foundation Trust		
University Hospitals Plymouth NHS Trust	8.5	Torbay and South Devon NHS Foundation Trust		
Somerset NHS Foundation Trust	8.5	Yeovil District Hospital NHS Foundation Trust		

For further information

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



Appendix



Comparison to other trusts

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

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

Comparison to other trusts

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

Somewhat worse than expected			Somewhat better than expected
	 Q38. Before you left hospital, were you given any written information about what you should or should not do after leaving hospital? 	• 6	Q15. When you asked doctors questions, did you get answers you could understand? 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?

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 tru	st has not performed "better than expected" for any questions.	Your trust has not performed "much better than expected" for any questions.	





Results for Royal United Hospitals Bath NHS Foundation Trust

Where patient experience is best

- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Support from health or social care services: patients being given enough support from health or social care services to help them recover or manage their condition after leaving hospital
- Taking medication: patients being able to take medication they brought to hospital when needed
- Communication: patients not being told something by a member of staff that was different to what they had been told by another member of staff
- ✓ Help with eating: patients being given enough help from staff to eat meals, if needed

Where patient experience could improve

- Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- Disturbance from hospital lighting: patients not being bothered at night from hospital lighting
- Privacy for discussions: patients being able to discuss their condition or treatment with hospital staff without being overheard
- Feedback on care: patients being asked to give their views on the quality of their care

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 Royal United Hospitals Bath NHS Foundation Trust who had attended in late 2020. Responses were received from 592 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].



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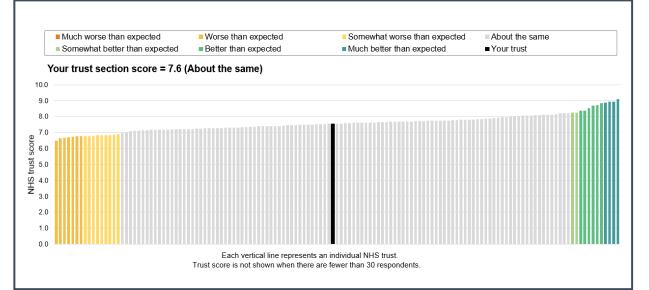
How to interpret benchmarking in this report

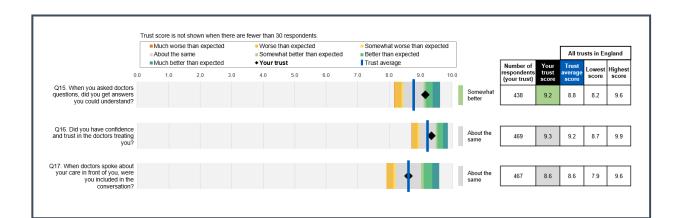
Trust level benchmarking

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

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

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





How to interpret benchmarking in this report (continued)

Trust level benchmarking

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

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

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

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

Site level benchmarking

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

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

An example of scoring

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

Calculating an individual respondent's score

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

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

Calculating the trust score for each question

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

Calculating the section score

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