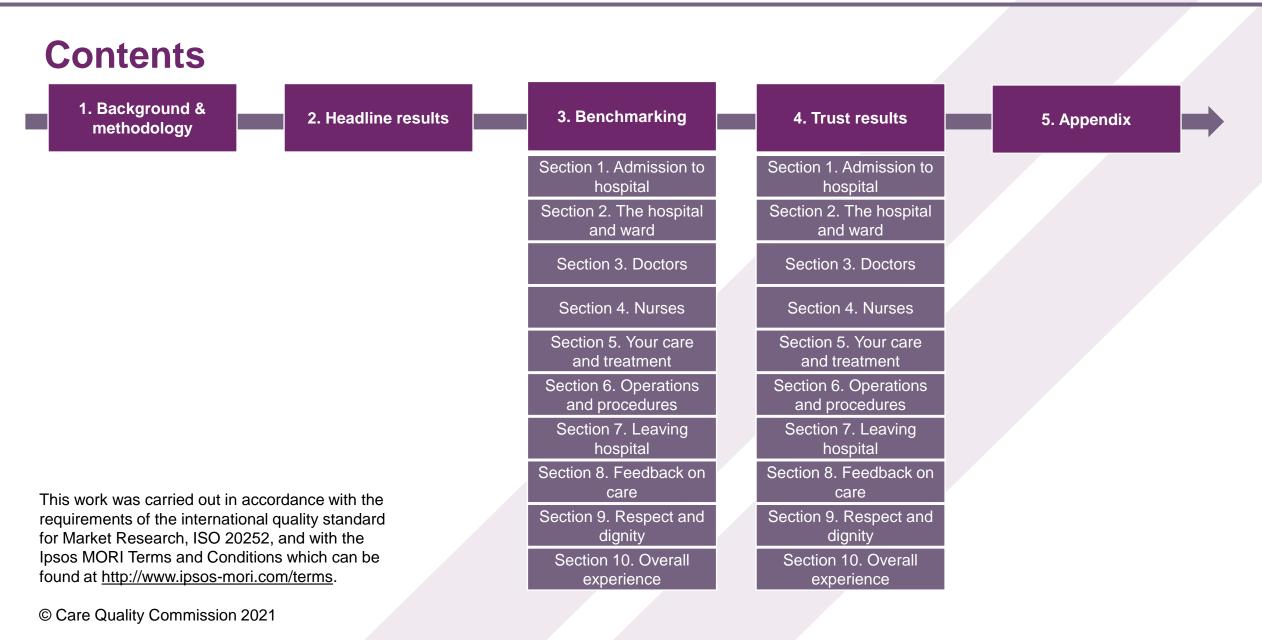
# NHS Adult Inpatient Survey 2020 Benchmark Report

Salisbury NHS Foundation Trust





# **Background and methodology**

#### This section includes:

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



## **Background and methodology**

#### The NHS Patient Survey Programme

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

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

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

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

#### The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

#### **Trend data**

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

#### Further information about the survey

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

## Key terms used in this report

#### The 'expected range' technique

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

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

More information can be found in the <u>Appendix</u>.

#### **Standardisation**

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

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

#### Scoring

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

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

#### Trust average

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

#### **Suppressed data**

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

# Further information about the methods

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

### Using the survey results

#### Navigating this report

This report is split into five sections:

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

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

# How to interpret the graphs in this report

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

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

#### Other data sources

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

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

# **Headline results**

#### This section includes:

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



### Who took part in the survey?

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

1,250 invited to take part	Ethnicity	Religion
<ul> <li>684 completed</li> <li>83% urgent/emergency admission</li> <li>17% planned admission</li> <li>57% response rate</li> <li>46% average response rate for all trusts</li> <li>63% response rate for your trust last year</li> </ul>	White96%Mixed1%Asian or Asian British1%Black or Black British<0.5%Arab or other ethnic group0%Not known2%	No religion28%Buddhist1%Christian69%Hindu<0.5%Jewish<0.5%Muslim<0.5%Sikh<0.5%Other1%Prefer not to say1%
<b>Long-term conditions</b> 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       53%         Male       46%         Intersex       0%         <0.5% of participants said their gender is different from the sex they were registered with at birth.	Age 7% 11% 57% 25% Age 16-35 -36-50 -51-65 -66+

## 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".

9 Adult Inpatient Survey 2020 | RNZ | Salisbury NHS Foundation Trust

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

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

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



# Benchmarking

#### This section includes:

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



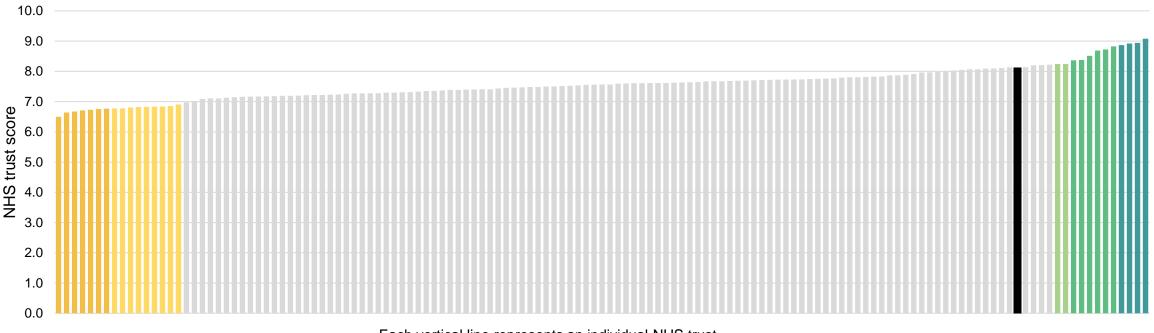
# Section 1. Admission to hospital

#### **Section score**

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

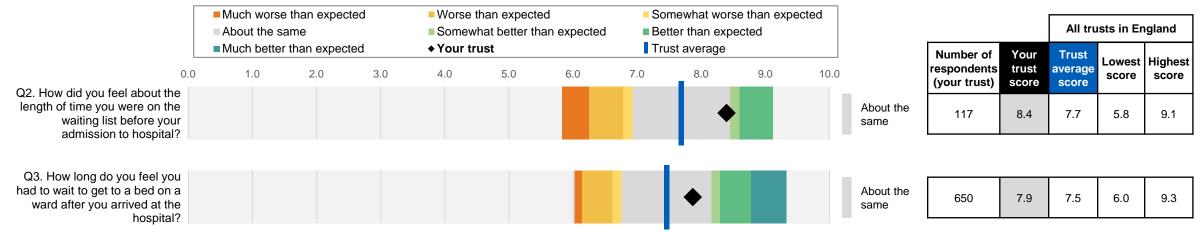
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

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



# Section 1. Admission to hospital (continued)

#### **Question scores**



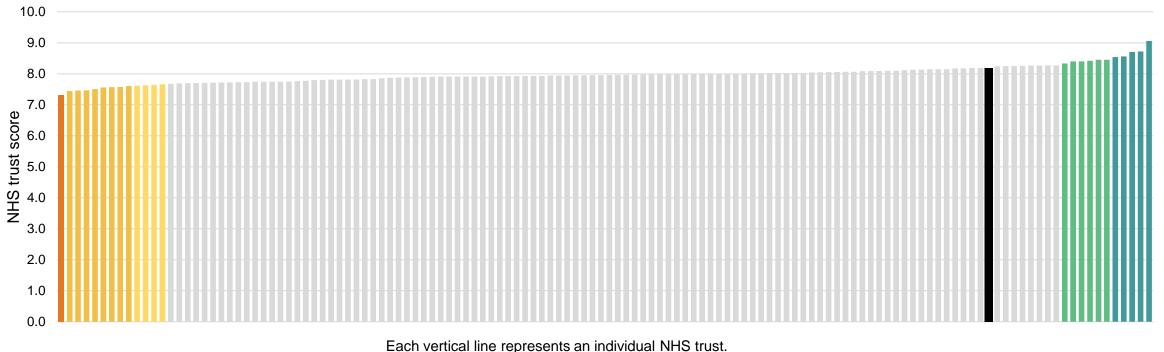
# Section 2. The hospital and ward

#### **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.

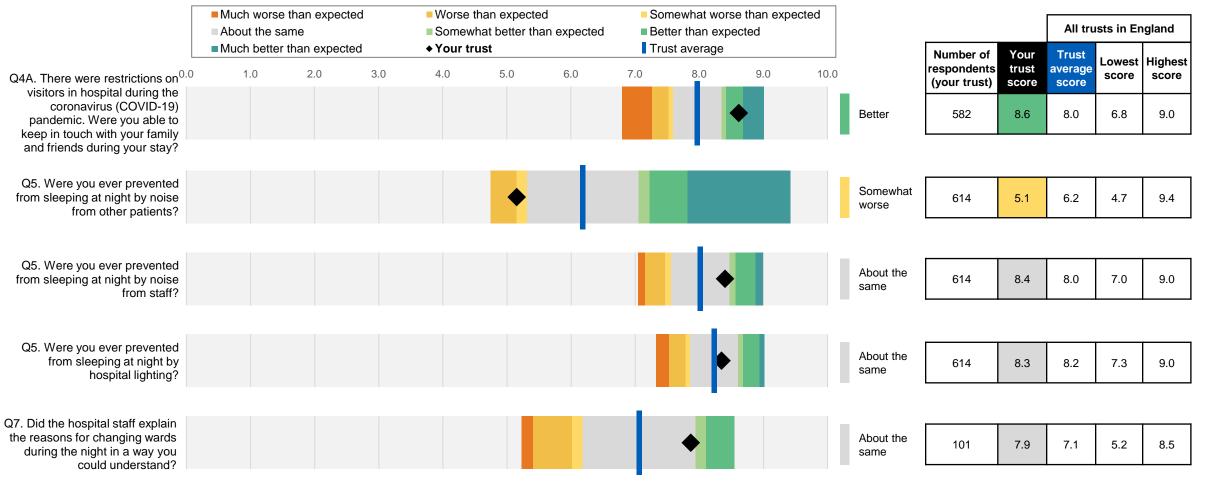


#### Your trust section score = 8.2 (About the same)



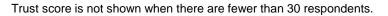
# Section 2. The hospital and ward (continued)

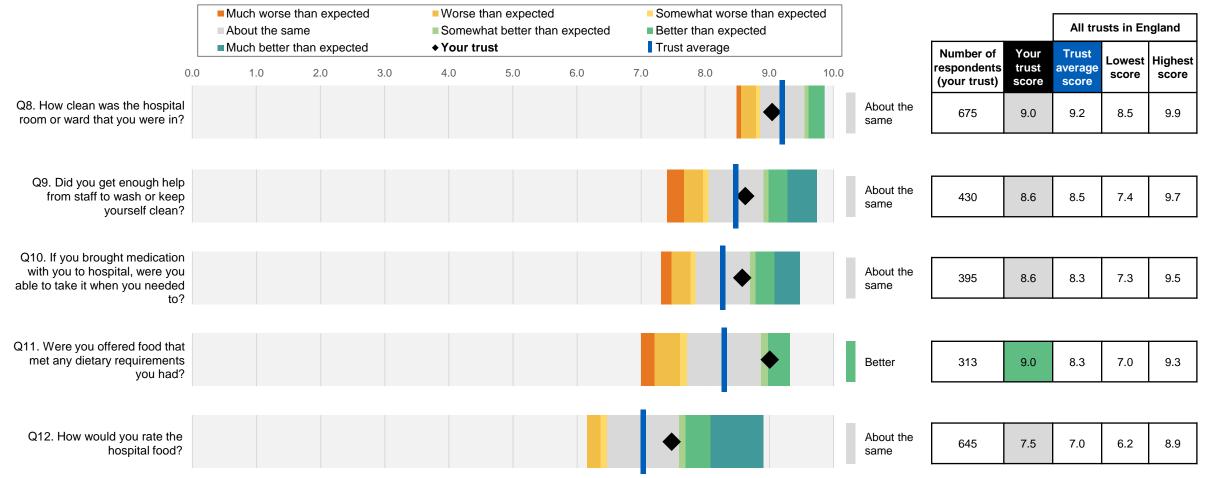
#### **Question scores**



# Section 2. The hospital and ward (continued)

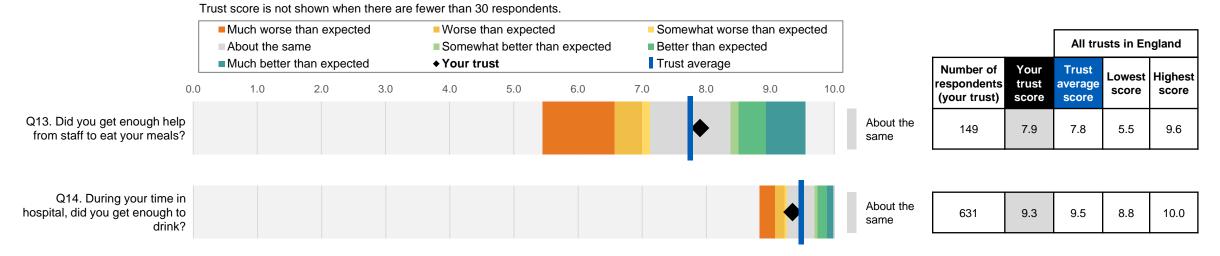
#### **Question scores**





# Section 2. The hospital and ward (continued)

#### **Question scores**



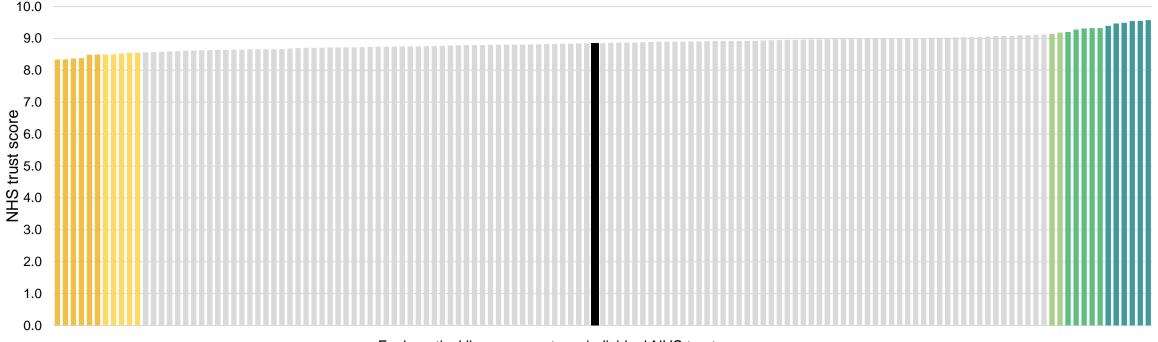
## **Section 3. Doctors**

#### **Section score**

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

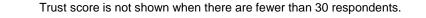
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

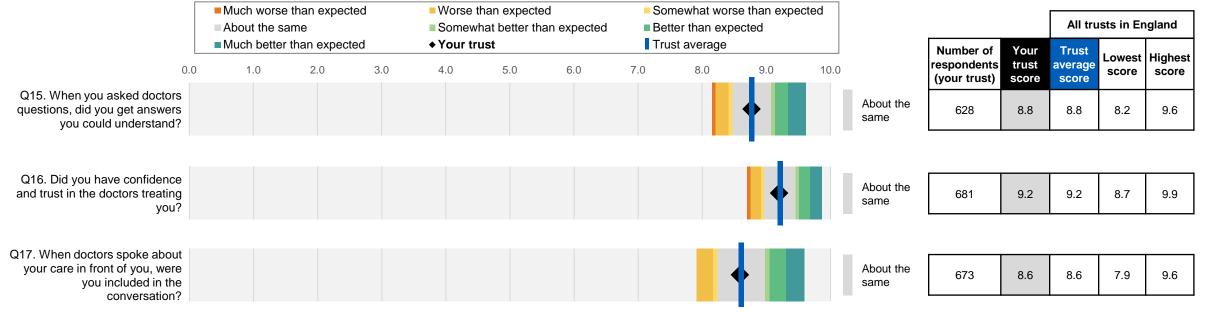
#### Your trust section score = 8.9 (About the same)



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

#### **Question scores**





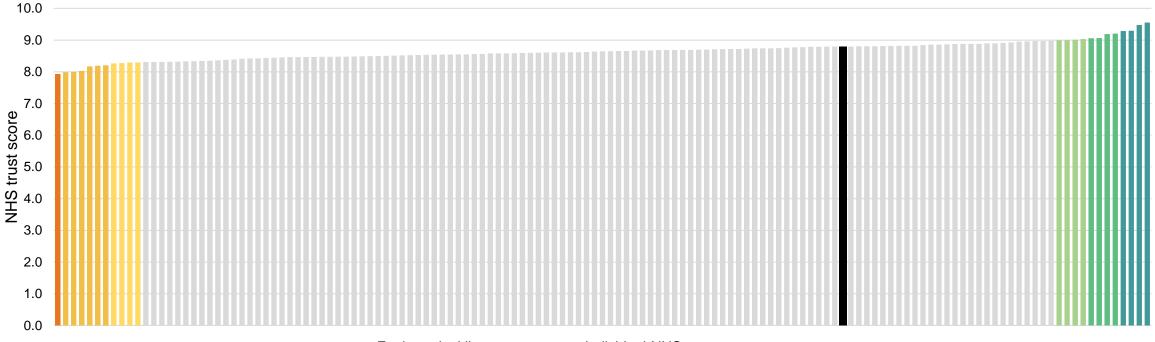
## **Section 4. Nurses**

#### **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)



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

#### **Question scores**

	-	About the same			Somew	<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> </ul>			<ul> <li>Somewhat worse than expected</li> <li>Better than expected</li> </ul>						All tru	sts in En	gland
 0.0		Much bette	er than expec	<b>ted</b> 3.0	<ul> <li>◆ Your tr</li> <li>4.0</li> </ul>	<b>ust</b> 5.0	6.0	7.0	st average 8.0	9.0 1	0.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?										•		About the same	639	9.0	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?										•		About the same	681	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	673	8.9	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	675	7.9	7.9	6.4	9.3

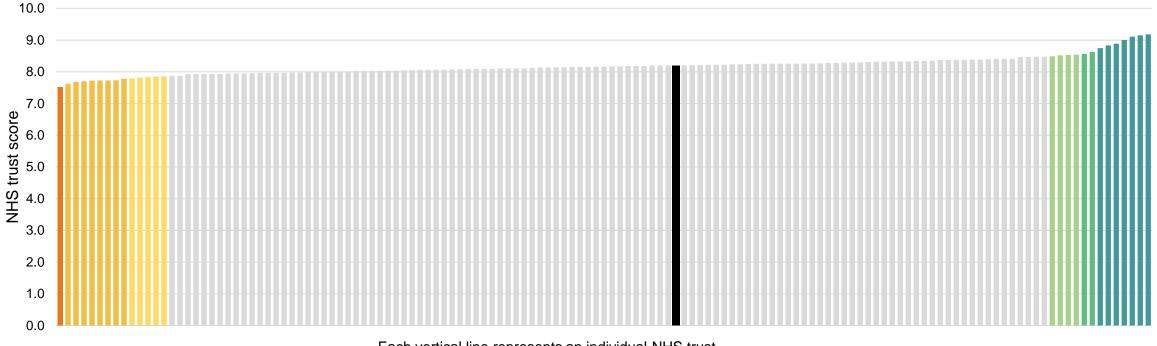
### **Section 5. Your care and treatment**

#### **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.

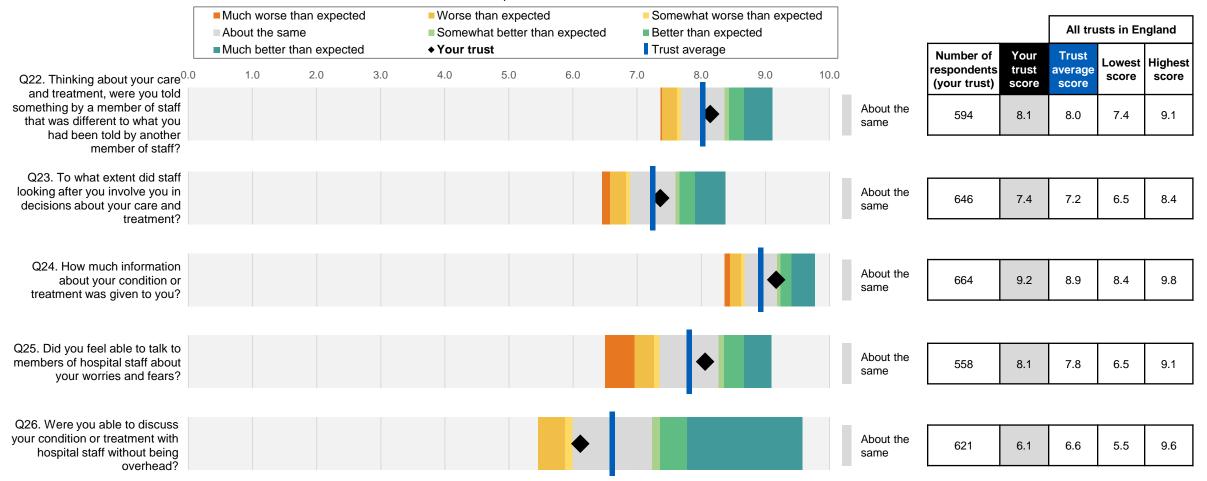
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

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



# Section 5. Your care and treatment (continued)

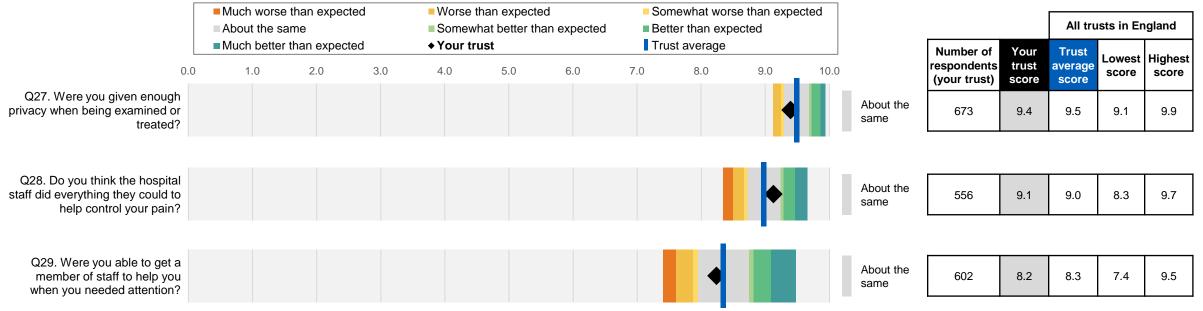
#### **Question scores**



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

#### **Question scores**





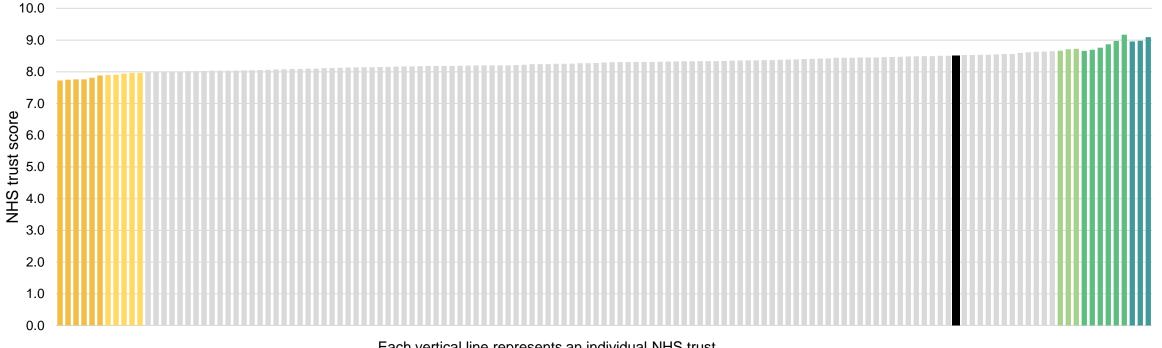
## **Section 6. Operations and procedures**

#### **Section score**

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

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

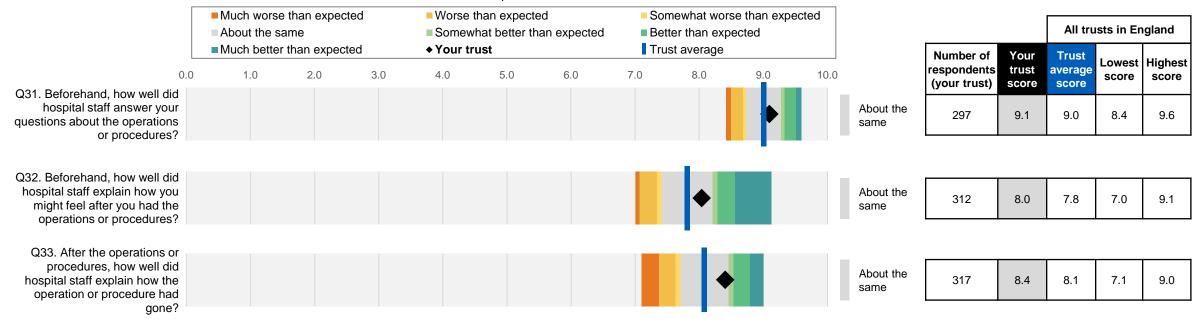
#### Your trust section score = 8.5 (About the same)



Commission Ipsos MORI

# Section 6. Operations and procedures (continued)

#### **Question scores**



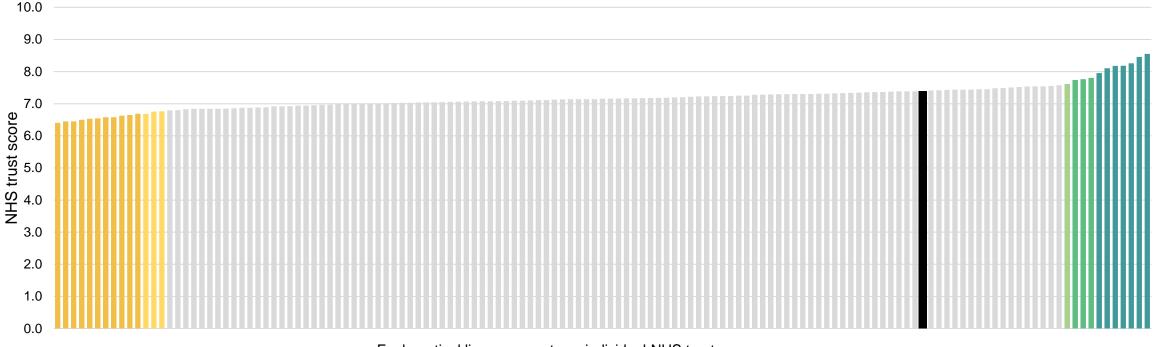
# **Section 7. Leaving hospital**

#### **Section score**

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

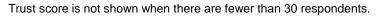


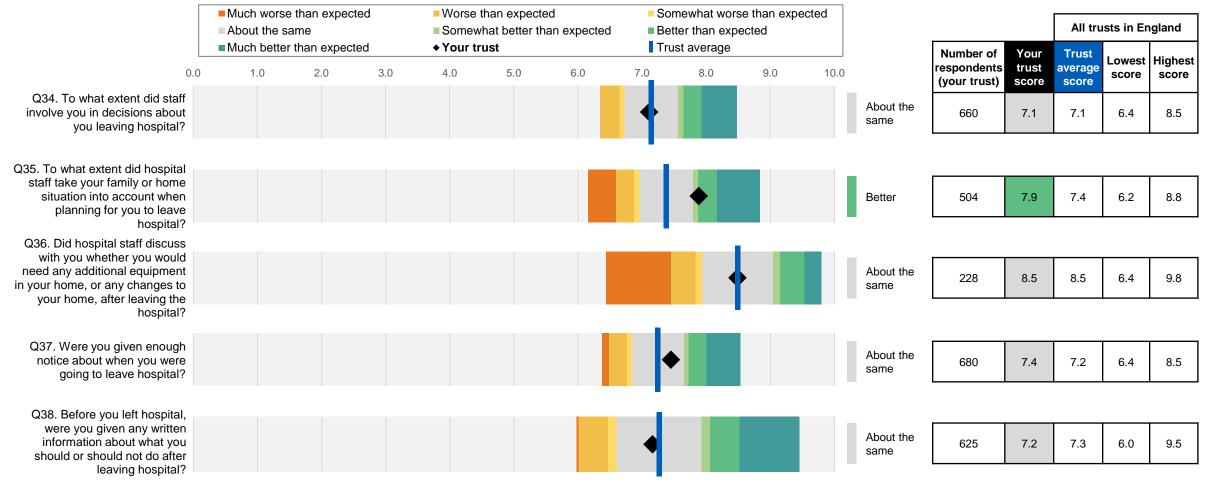
#### Your trust section score = 7.4 (About the same)



# Section 7. Leaving hospital (continued)

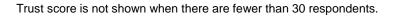
#### **Question scores**

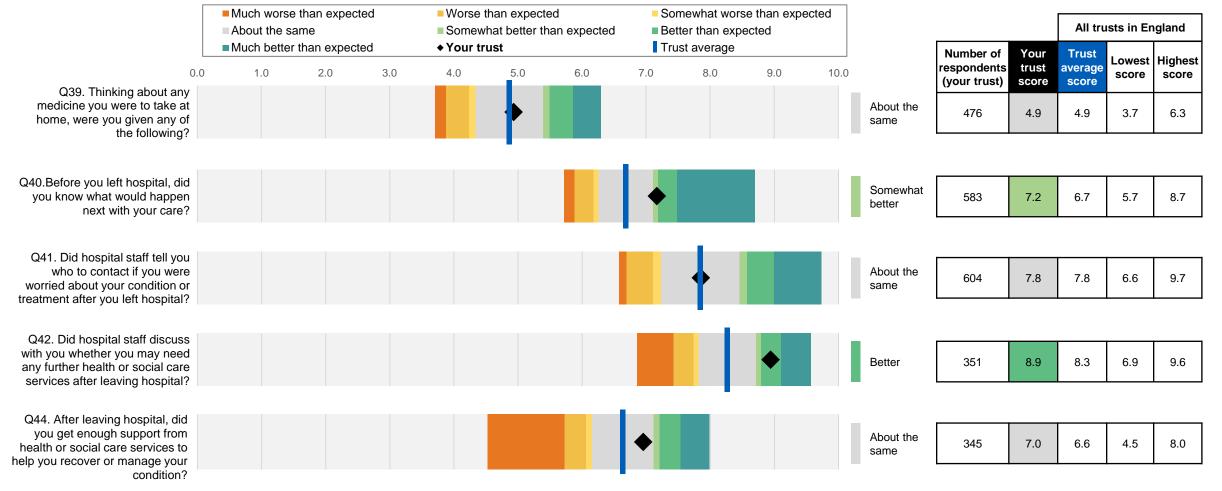




# Section 7. Leaving hospital (continued)

#### **Question scores**





# Section 8. Feedback on the quality of your care

#### **Section score**

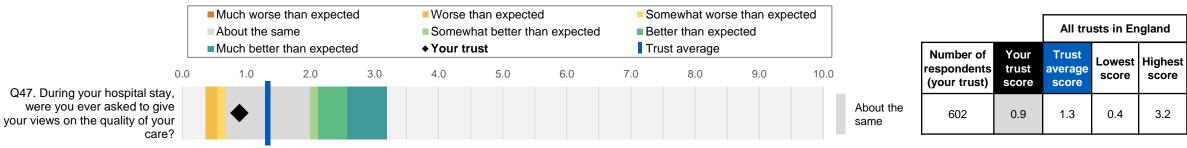
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range'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

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

#### Your trust section score = 0.9 (About the same)

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

#### **Question score**



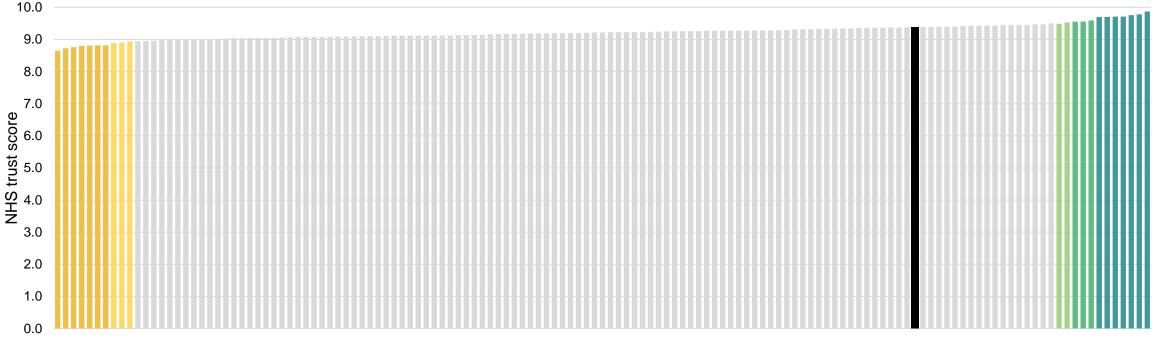
# **Section 9. Respect and dignity**

#### **Section score**

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



#### Your trust section score = 9.4 (About the same)



# Section 9. Respect and dignity (continued)

#### **Question score**

	1.1	Much worse About the s Much better	ame				ed an expected	■ Be	mewhat wor tter than exp ust average	•	ected		Number
0.	0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		responder (your trus
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?												About the same	682

			All trusts in England						
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score				
e	682	9.4	9.2	8.6	9.9				

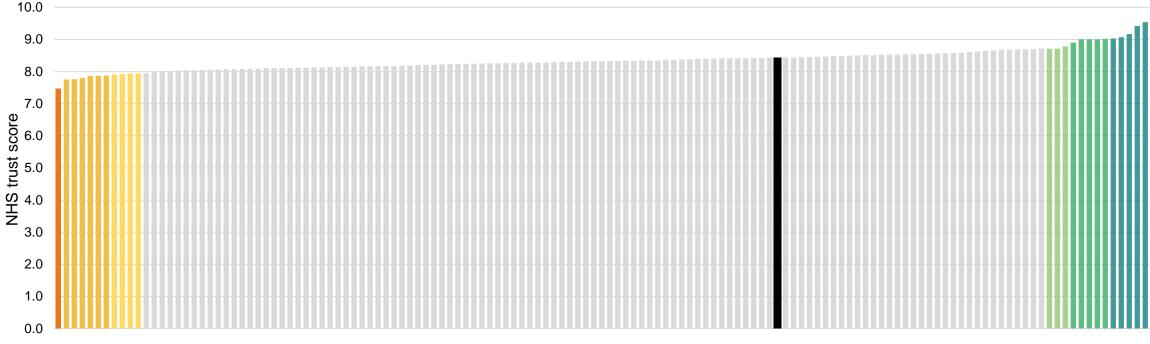
### **Section 10. Overall experience**

#### **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)



# Section 10. Overall experience (continued)

#### **Question score**

		<ul> <li>Much worse</li> <li>About the s</li> <li>Much bette</li> </ul>	ame				ed an expected	Be	mewhat wors tter than expo ist average	•	ected		Number of
0	.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents (your trust)
Q46. Overall, how was your experience while you were in the hospital?												About the same	680

			All trusts in England			
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score	
ne	680	8.4	8.4	7.5	9.5	

# **Trust results**

#### This section includes:

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

	-					
		1	1			
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			all ath an tr			
		pared with				
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust 8.4						
Trust <b>8.4</b>						
Breakdowi	n of scores	for sites w	vithin your	trust:		
		you to comp	-		thin your trust	t with all
other sites ac		you to comp		is for sites wi	unit your trus	
7						
Site #1 8.4	I					
Sile #1 0.4	•					
Site 1						
Salisbury District Ho						
	ospital (117)					
	ospital (117)					
	ospital (117)					

Top five trusts		Bottom five trusts
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
Somerset NHS Foundation Trust	8.3	University Hospitals Dorset NHS Foundation Trust
Royal Cornwall Hospitals NHS Trust	8.2	Great Western Hospitals NHS Foundation Trust
Torbay and South Devon NHS Foundation Trust	8.0	North Bristol NHS Trust <b>7.8</b>

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

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

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	our trust score compared with all other trusts:								
This ber	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust	7.9								
This ben	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	7.9								
Site 1									
	strict Ho	spital (650)							
Site 1 Salisbury Dis	strict Ho	spital (650)							
	strict Hos	spital (650)							

Top five trusts		E	Bottom five trusts	;
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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		norod with	all athar t			
		pared with a				
nis benchma	arking compa	ares the quest	ion score to	r your trust ag	ainst all othe	er trusts.
Your Trust <b>8.6</b>						
Trust 0.0						
3reakdowr	of scores	for sites w	ithin your	trust:		
		you to compa	-		hin vour true	t with all
ther sites ac		you to compa				
	1035 (10315).					
Site #1 8.6						
Site #1 8.6						
Site #1 8.6						
5ite #1 8.6						
Site #1 8.6						
Site #1 8.6						
ite 1						
ite 1						
ite 1						

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 wors than expect	-	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
						onpoolou	
our tru	st s	score com	pared with	all other tr	rusts:		
his benc	hma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your							
Trust	5.1						
3reakdo	wn	of scores	for sites v	vithin your	trust:		
				-	ts for sites wit	hin vour trus	t with all
		ross trusts.	, ca to comp				
Site #1	5.1						
⊔ ite 1							
alisbury Distri	ct Hos	spital (614)					

Top five trusts		Bottom five trusts	5	
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 expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·						
Your trust s	score com	pared with	all other tr	usts:		
This benchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust 8.4						
Breakdowr	of scores	for sites w	vithin your	trust:		
			-		hin your truck	t with all
other sites ac		you to comp	are the result	s for sites wit	inin your trus	t with all
	1055 110515.					
Site #1 8.4						
Site 1 Salisbury District Ho	spital (614)					
	spital (614)					
	spital (614)					

Top five trusts		Bottom five	truete	
		Bottom ive	11 (1313	
Salisbury NHS Foundation Trust	8.4	Great Wes Hospitals I Foundation	NHS 7.3	
Northern Devon Healthcare NHS Trust	8.2	Torbay and S Devon NH Foundation	HS 7.6	
North Bristol NHS Trust	8.2	University Hos Plymouth NHS		
Somerset NHS Foundation Trust	8.1	Gloucester Hospitals I Foundation	NHS 7.8	
Royal Cornwall Hospitals NHS Trust	8.1	Dorset Co Hospital N Foundation	NHŚ <b>7.8</b>	

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust	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 8.3						
Trust <b>8.3</b>						
Breakdowi	n of scores	for sites w	vithin your	trust:		
This benchm	arking allows	you to comp	are the result	ts for sites wit	thin your trust	with all
other sites ac	cross trusts.					
Sta 114 0 0						
Site #1 8.3	5					
ite 1						
alisbury District Ho	ospital (614)					
,						

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 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 benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust <b>7.9</b>						
Breakdow	n of scores	for sites w	vithin vour	trust:		
	arking allows		-		thin your trus	t with all
other sites ac	-	, ,			,	
					_	
Site #1 7.9	)					
Site 1						
Salisbury District He	ospital (101)					

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
than expected	expected	than expected	the same	than expected	expected	than expected
our trust	score com	pared with	all other tr	rusts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Frust <b>9.0</b>						
maalalauu		for alter		1		
	n of scores		-			
	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
her sites ac	cross trusts.					
7						
ite #1 9.0	)					
te 1						
	ospital (675)					
	ospital (675)					
	ospital (675)					
<b>te 1</b> alisbury District He	ospital (675)					

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	Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better
than expected	expected	than expected	life same	than expected	expected	than expected
our trust	score com	pared with	all other to	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your						
Trust 8.6						
Broakdowr	n of scores	for sites w	vithin your	truct		
			-			
		you to comp	are the result	ts for sites wi	thin your trus	t with all
ther sites ac	ross trusts.					
ite #1 8.6	•					
te 1						
alisbury District Ho	spital (430)					

Top five trusts		Bottom five trust	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 wors than expected	-	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·		·				·	
			pared with				
This benc	nma	rking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8	.6						
			e •.				
			for sites w	-			
		•	you to comp	are the result	ts for sites wit	thin your trus	t with all
other sites	acro	oss trusts.					
Site #1	<b>B.6</b>						
Site 1							
	4						
Salisbury Distric	t Hosp	oital (395)					

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 than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our truct	scoro com	narod with	all othor ti	uete:		1
		pared with			in at all athe	r tructo
_	arking compa	ares the ques	suon score io	r your trust ag	jainst all othe	er trusts.
Your Trust <b>9.0</b>						
Breakdow	n of scores	for sites w	vithin your	trust:		
			-	ts for sites wit	hin vour true	t with all
	cross trusts.	you to comp				
	1000 110010.					
Site #1 9.0	)					
ite 1						
alisbury District He	ospital (313)					

Top five trusts		Bottom five trust	S
Salisbury NHS Foundation Trust	9.0	Gloucestershire Hospitals NHS Foundation Trust	7.9
Northern Devon Healthcare NHS Trust	8.9	University Hospitals Bristol and Weston NHS Foundation Trust	7.9
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	8.2
University Hospitals Plymouth NHS Trust	8.6	University Hospitals Dorset NHS Foundation Trust	8.3

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

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

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·					expedied	than expected
Your trust	score com	pared with	all other tr	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 7.5						
Breakdow	n of scores	for sites w	vithin your	trust:		
	arking allows		-		thin your trus	t with all
other sites ac	•	,			<b>,</b>	
7						
Site #1 7.5	5					
Site 1						
Salisbury District H	ospital (645)					
2						

Top five trusts		Bottom five trusts	;
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 wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
		·							
			pared with						
This ben	chm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.		
Your Trust	7.9								
Breakd	owr	of scores ا	for sites w	vithin vour	trust:				
			you to comp	-		thin vour trus	t with all		
		ross trusts.	Jou to comp						
Site #1	Site #1 <b>7.9</b>								
Site 1	Site 1								
	salisbury District Hospital (149)								

Top five trusts		Bottom five trusts
Royal Devon and Exeter NHS Foundation Trust	8.5	Great Western Hospitals NHS Foundation Trust
Somerset NHS Foundation Trust	8.3	Torbay and South Devon NHS Foundation Trust
Northern Devon Healthcare NHS Trust	8.3	University Hospitals Dorset NHS Foundation Trust
Dorset County Hospital NHS Foundation Trust	8.2	Gloucestershire Hospitals NHS Foundation Trust
Royal Cornwall Hospitals NHS Trust	8.2	North Bristol NHS Trust <b>7.9</b>

### 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	
·							
		pared with					
his benchm	arking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.	
Your Trust <b>9.3</b>							
Frust 9.3							
reakdowr	n of scores	for sites w	ithin your	trust:			
			-	ts for sites wit	thin your trus	t with all	
ther sites ac	-	,			<b>,</b>		
7							
te #1 9.3	}						
0.0							
te 1							
alisbury District Hospital (631)							

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**

		1	1								
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected					
than expected	expected	than expected	the same	than expected	expected	than expected					
Your trust	score com	pared with	all other tr	usts:							
This benchm	This benchmarking compares the question score for your trust against all other trusts.										
Your	5 1	•		,	,	_					
Trust <b>8.8</b>											
Breakdowi	n of scores	for sites w	vithin your	trust:							
This benchm	arking allows	you to comp	are the result	s for sites wi	thin your trus	t with all					
other sites ac	-										
٦											
Site #1 8.8	5										
Site 1											
Salisbury District Hospital (628)											

Top five trusts		Bottom five true	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 expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your trust	score com	pared with	all other tr	usts:			
This benchn	narking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.	
Your Trust <b>9.2</b>							
Breakdow	n of scores	for sites w	vithin your	trust:			
	arking allows				thin your trus	t with all	
other sites a							
Site #1 9.2	2						
Site 1							
Salisbury District F	ospital (681)						

		 -	_
Top five trusts		Bottom five trus	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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust	score com	pared with	all other tr	rusts:		
			-		r your trust ag	ainst all othe	er trusts.
Your						-	
Trust	8.6						
Breako	dowr	n of scores	for sites w	vithin your	trust:		
				-	ts for sites wit	hin vour trus	t with all
		ross trusts.	, cu to comp			your truo	
	1						
Site #1	8.6	5					
Site 1							
Salisbury District Hospital (673)							

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		
	score com	-						
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.		
Your Trust <b>9.0</b>								
Trust 9.0								
Breakdowi	n of scores	for sites w	vithin your	trust:				
	arking allows				thin your trus	t with all		
ther sites ac		,						
٦								
ite #1 9.0	)							
ite 1								
alisbury District Hospital (639)								

Ten Greetenste		Dettern firme tracet	_
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
than expected	expected	than expected	the same	than expected	expected	than expected
our trust	score com	pared with	all other tr	usts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
rust <b>9.3</b>						
reakdowi	n of scores	for sites w	vithin your	trust:		
			-		thin your true	t with all
	arking allows cross trusts.	you to comp	are the result	IS IOF SITES WI	unin your trus	i with all
	,1055 110515.					
#1 <b>9.3</b>	5					
e 1						
lisbury District Ho	ospital (681)					

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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·						
	score com	-				
This benchm	arking compa	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your Trust 8.9						
		for 0:100		1		
	n of scores		-			
	-	you to comp	are the result	ts for sites wit	hin your trus	t with all
ther sites ac	cross trusts.					
Site #1 8.9						
ite 1						
alisbury District Ho	ospital (673)					

Top five trusts		Bottom five trust	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
Your trust s	score com	nared with	all other to	rusts:		1
		-		r your trust ag	ainst all othe	or trusts
_				your nuor ag		51 (10010).
Your Trust <b>7.9</b>						
		f		1		
Breakdown			-			
This benchma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	st with all
other sites ac	ross trusts.					
7						
Site #1 <b>7.9</b>						
Sile #1 7.9						
Site 1						
Salisbury District Ho	spital (675)					

Top five trusts		Bottom five trusts	5
Dorset County Hospital NHS Foundation Trust	8.4	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 Hospitals NHS Trust	7.6
University Hospitals Bristol and Weston NHS Foundation Trust	8.0	University Hospitals Plymouth 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**

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 ti	rusts:		
		-		r your trust aç	gainst all othe	er trusts.
Your						
Trust <b>8.1</b>						
reakdowr	n of scores	for sites w	ithin your	trust:		
	•	you to comp	are the result	ts for sites wit	thin your trus	t with all
ther sites ac	ross trusts.					
ite #1 8.1						
te 1						
lisbury District Ho	ospital (594)					

Top five trusts	Top 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 tr	rusts:		
			-		r your trust ac	ainst all othe	er trusts.
Your		0 1	•		, .		
Trust	7.4						
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			inin your trus	
	.5 ac	1000 110010.					
Site #1	7.4						
ite 1							
alisbury Dis	trict Ho	spital (646)					

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

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

#### **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
our tru	st s	core com	pared with	all other tr	usts:		
his benc	hma	rking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Frust 9	.2						
roakdo	wn	of scores	for sites w	vithin your	truct		
				-		hin your true	t with all
		oss trusts.	you to comp	are the result	IS TOT SILES WI	inin your trus	t with all
te #1	9.2						
	9.Z						
- 4							
	ct Hos	pital (664)					
<b>te 1</b> alisbury Distrie	ct Hos	pital (664)					
	ct Hos	pital (664)					1

Top five trusts	Top five trusts			5
Somerset NHS Foundation Trust	9.2		Great Western Hospitals NHS Foundation Trust	8.6
Salisbury NHS Foundation Trust	9.2		Gloucestershire Hospitals NHS Foundation Trust	8.7
Northern Devon Healthcare NHS Trust	9.2		Dorset County Hospital NHS Foundation Trust	8.8
University Hospitals Bristol and Weston NHS Foundation Trust	9.1		Torbay and South Devon NHS Foundation Trust	8.9
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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			-	all other ti			
I his be	nchma	arking compa	ares the ques	tion score to	r your trust ag	gainst all othe	er trusts.
Your Trust	8.1						
Break	dowr	n of scores	for sites w	vithin your	trust:		
		arking allows ross trusts.	you to comp	are the result	ts for sites wit	thin your trus	t with all
other Sit		1033 110313.					
Site #1	8.1						
Site 1							
Site 1 Salisbury District Hospital (558)							
,							

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 wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			l mana di sesteta	all ath an ti			
			pared with				
This ben	chm	arking comp	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.
Your	6.1						
Trust	0.1						
Breakd	owr	of scores	s for sites w	vithin your	trust:		
			you to comp	-		thin vour trus	t with all
		ross trusts.	) ee te eep				
	~ 4						
Site #1	6.1						
Site 1							
alisbury Dis	trict Ho	spital (621)					

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	than expected	the same	than expected	expected	than expected		
our trust	score com	pared with	all other tr	usts:				
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.		
Your								
rust <b>9.4</b>								
reakdowr	n of scores	for sites w	vithin vour	trust:				
		you to comp			thin your true	t with all		
her sites ac	•	you to comp	are the result	IS TOT SILES WI		i willi all		
	1055 110515.							
te #1 9.4								
te #1 9.4	•							
- 1								
ite 1								
lisbury District Ho	ospital (673)							

Top five trusts		Bottom five trusts		
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 than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust	score com	pared with	all other ti	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust <b>9.1</b>						
Breakdowr	of scores	for sites w	vithin your	trust:		
			-	ts for sites wit	thin vour true	t with all
ther sites ac	-	you to comp		13 101 31163 WI	unit your trus	i wili ali
ite #1 9.1						
ite #1 9.1						
te 1						
alisbury District Ho	ospital (556)					

Top five trusts		Bottom five trusts	5
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
·	·				·	
		pared with				
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	r trusts.
Your Trust 8.2						
reakdowr	n of scores	for sites w	ithin your	trust:		
his benchma	arking allows	you to comp	are the result	s for sites with	thin your trust	with all
ther sites ac	ross trusts.					
te #1 8.2	1					
te 1						
alisbury District Ho	spital (602)					

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
	·					
		pared with				
his benchma	arking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.
Your Trust <b>9.1</b>						
_	_					
sreakdowr	of scores	for sites w	vithin your	trust:		
his benchma	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
ther sites ac	ross trusts.					
ite #1 9.1						
ile #1 <b>9.1</b>						
te 1						
alisbury District Ho	spital (297)					

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 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	usts	score com	pared with	all other tr	usts:					
This benchmarking compares the question score for your trust against all other trusts.										
Your Trust	8.0									
Breakd	owr	of scores	for sites v	vithin your	trust:					
				are the result		thin your trus	t with all			
		ross trusts.	,F			,				
Site #1	8.0									
<b>Site 1</b> Salisbury Dist	trict Ho	spital (312)								

Top five trusts		Bottom 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					
Your tr	net e	score com	nared with	all other tr	niete.							
	<b>Your trust score compared with all other trusts:</b> This benchmarking compares the question score for your trust against all other trusts.											
Your					your nuor ag							
Trust	8.4											
Breako	łowr	n of scores	for sites w	vithin your	trust <sup>.</sup>							
				-	ts for sites wit	hin vour true	t with all					
		ross trusts.	you to comp			inii your trus	i willi all					
Site #1	8.4											
Site 1												
Salisburv Di	strict Ho	spital (317)										
,												

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**

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   Somewhat worse than expected Better than than expected Much better than expected   Somewhat worse than expected Better than than expected Much better than expected   Somewhat worse the same Somewhat better than expected Better than expected   Much better than expected   Somewhat worse the same   Tots      Tot      Breakdown of scores for sites within your trust This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.1 Site #1 7.1  Site #1 Site 1 Satisfue your bester Hospital (600)			-					
than expected expected than expected than expected expected than expected <b>Your Trust score compared with all other trusts:</b> This benchmarking compares the question score for your trust against all other trusts.   Your Trust 7.1 <b>Breakdown of scores for sites within your trust:</b> This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1 7.1 <b>Site #1</b>								
Your trust score compared with all other trusts:         This benchmarking compares the question score for your trust against all other trusts.         Your Trust       7.1         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         7.1								
This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.1 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.1 Site #1 Site #1			·				·	·
Your Trust       7.1         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         7.1				•				
Trust       7.1         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         7.1	This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.1 Site 1		7.1						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.1 Site 1	Brookd	<b>.</b>		for sites y	lithin vour	1		
Site #1 7.1 Site 1					-			
Site #1 7.1 Site 1			-	you to comp	are the result	ts for sites wit	thin your trus	t with all
Site 1	other site	s ac	ross trusts.					
Site 1								
Site 1								
Site 1								
Site 1	Cite #1	74						
	Site #1	1.1						
Salisbury District Hospital (660)								
	Salisbury Dist	rict Ho	spital (660)					

Top five trusts		Bottom five trusts	Bottom five trusts		
Northern Devon Healthcare NHS Trust	7.5	Gloucestershire Hospitals NHS Foundation Trust	6.9		
Royal Cornwall Hospitals NHS Trust	7.4	Yeovil District Hospital NHS Foundation Trust	6.9		
North Bristol NHS Trust	7.4	Great Western Hospitals NHS Foundation Trust	7.0		
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	7.1		

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
′our trust	score com	pared with	all other tr	usts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust <b>7.9</b>						
reakdow	n of scores	s for sites w	ithin your/	trust:		
nis benchm	arking allows	you to comp	are the result	s for sites wit	hin your trus	st with all
her sites ac	cross trusts.					
ite #1 7.9	)					
te 1						
Le 1 alisbury District He	ospital (504)					
	ospital (504)					
	ospital (504)					

Top five trusts		Bottom five trusts	i.
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**

										U
luch worse an expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	Top five trusts		Bottom five trust	S
		pared with ares the ques		r <b>usts:</b> or your trust ag	ainst all oth	er trusts.	Northern Devon Healthcare NHS Trust	9.0	Great Western Hospitals NHS Foundation Trust	8.2
our ust <b>8.5</b>										
is benchma		s for sites w s you to compa	-	r <b>trust:</b> Its for sites wit	hin your trus	st with all	University Hospitals Bristol and Weston NHS Foundation Trust	8.8	Royal United Hospitals Bath NHS Foundation Trust	8.3
te #1 8.5							University Hospitals Dorset NHS Foundation Trust	8.8	Somerset NHS Foundation Trust	8.3
0.0	, 									
							University Hospitals	8.7	Gloucestershire Hospitals NHS	8.3
1							Plymouth NHS Trust		Foundation Trust	0.0
sbury District Ho	ospital (228)									
							Royal Cornwall Hospitals NHS Trust	8.7	Yeovil District Hospital NHS Foundation Trust	8.4
1 Adult Inpati	ient Survey 202	0   RNZ   Salisbury	v NHS Foundati	on Trust		ļ				

#### 71 Adult Inpatient Survey 2020 | RNZ | Salisbury NHS Foundation Trust

### 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					
	score com	-									
This benchmarking compares the question score for your trust against all other trusts.											
Your Trust <b>7.4</b>											
Breakdow	n of scores	for sites w	vithin vour	trust:							
			-	ts for sites wit	hin vour trus	t with all					
other sites ac		, cu to comp									
7											
Site #1 7.4	l I										
Site 1											
Salisbury District H	ospital (680)										

Top five trusts		Bottom 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
our trust	score com	pared with	all other t	rusts:		
	narking compa	-			gainst all othe	er trusts.
Your Trust 7.2						
Frust 1.2						
reakdow	n of scores	s for sites w	ithin your/	trust:		
his benchm	narking allows	you to comp	are the resul	ts for sites wit	thin your trus	t with all
her sites a	cross trusts.					
	_					
ite #1 <b>7.</b> 2	2					
te 1						
lisbury District H	lospital (625)					
2						

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 we 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	usts	score com	pared with	all other tr	usts:		
his ber	nchma	arking compa	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your	4.9						
Trust	4.3						
reakc	lowr	of scores	for sites w	ithin your	trust:		
				-	s for sites wit	hin your trus	t with all
		ross trusts.				2	
-							
ite #1	4.9						
-							
ite 1							
alisbury Dis		·· · · (170)					
	Strict Ho	spital (476)					
	STRICT HO	spitai (476)					
	STRICT HO	spitai (476)					

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 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:		Į.
	marking comp	-			ainst all othe	er trusts.
Your _	<b>5</b> 1			,	,	
Trust <b>7.</b>	2					
Breakdov	vn of scores	s for sites w	vithin your	trust		
			-		hin your true	t with all
	narking allows across trusts.	s you to comp	are the result			t with all
	101033 111315.					
					_	
Site #1 7	.2					
Site 1						
Salisbury District	Hospital (583)					

Top five trusts	Top 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 wor							
than expec		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ıst s	score com	pared with	all other tr	rusts:		
This bend	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	7.8						
Breakd	own	of scores	for sites w	vithin your	trust:		
				-	ts for sites wit	hin your trus	t with all
		ross trusts.				,	
٦							
Site #1	7.8						
Site 1							
Salisbury Distr	rict Hos	spital (604)					

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 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				
his benchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8.9						
Trust 8.9						
Breakdowr	of scores	for sites w	ithin your	trust:		
		you to comp	-		thin your trus	t with all
ther sites ac	0	, cu to comp		101 0100 W		
Site #1 8.9						
one #1 0.9						
ite 1						
	:					
alisbury District Ho	spital (351)					

Top five trusts		Bottom five trusts	5
Salisbury NHS Foundation Trust	8.9	Gloucestershire Hospitals NHS Foundation Trust	7.7
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	8.0
Royal Devon and Exeter NHS Foundation Trust	8.5	Yeovil District Hospital NHS Foundation Trust	8.1
Dorset County Hospital NHS Foundation Trust	8.5	Royal United Hospitals Bath NHS Foundation Trust	8.2

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

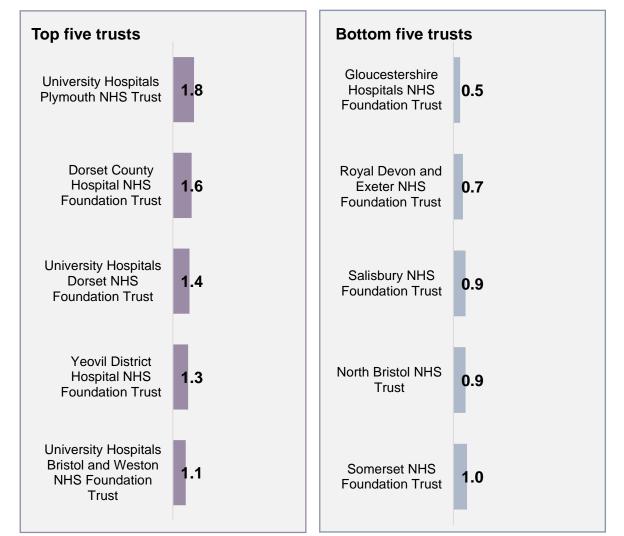
### **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	Top five trusts		Bottom five trusts	5
This benchm	arking comp	npared with pares the ques		<b>rusts:</b> r your trust ag	ainst all oth	er trusts.	Dorset County Hospital NHS Foundation Trust	7.1	University Hospitals Bristol and Weston NHS Foundation Trust	6.3
Breakdowr	n of scores arking allows	<b>s for sites w</b> s you to comp	-	<b>trust:</b> ts for sites witl	nin your trus	st with all	Royal United Hospitals Bath NHS Foundation Trust	7.0	Gloucestershire Hospitals NHS Foundation Trust	6.4
Site #1 7.0	)						Yeovil District Hospital NHS Foundation Trust	7.0	Somerset NHS Foundation Trust	6.7
te 1							Salisbury NHS Foundation Trust	7.0	University Hospitals Plymouth NHS Trust	6.7
alisbury District Ho	ospital (345)						University Hospitals Dorset NHS Foundation Trust	7.0	Royal Cornwall Hospitals NHS Trust	6.7
78 Adult Inpat	ient Survev 202	0   RNZ   Salisbur	v NHS Foundatio	on Trust						

# 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 wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
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# Respect and dignity: Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

### **Results for your trust**

than expected expected than expected the same than expected expected than expected   four trust score compared with all other trusts: this benchmarking compares the question score for your trust against all other trusts. Tour Trust 9.4 Treakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.		··· / ···					
than expected expected than expected the same than expected expected than expected   four trust score compared with all other trusts: this benchmarking compares the question score for your trust against all other trusts. Tour Trust 9.4 Treakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.							
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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**

			1			
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	expected	than oxpoolod			onpoolou	
Your trust	score com	pared with	all other tr	usts:		
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Broakdow	n of scores	for sitos y	vithin your	truct		
			-			201 - 211
	-	you to comp	are the result	is for sites wi	thin your trust	with all
other sites a	cross trusts.					
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Site 1						
Salisbury District H	ospital (680)					
Salisbury District H	ospital (000)					

Top five trusts		Bottom five true	sts
Northern Devon Healthcare NHS Trust	8.7	Great Western Hospitals NHS Foundation Trust	8.1
North Bristol NHS Trust	8.6	Gloucestershire Hospitals NHS Foundation Trust	8.1
University Hospitals Bristol and Weston NHS Foundation Trust	8.6	Royal Devon and Exeter NHS Foundation Trust	8.3
University Hospitals Plymouth NHS Trust	8.5	Torbay and South Devon NHS Foundation Trust	8.3
Somerset NHS Foundation Trust	8.5	Yeovil District Hospital NHS Foundation Trust	8.3

# 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
Q5. Were you ever prevented from sleeping at night by noise from other patients?	Q40. Before you left hospital, did you know what would happen next with your care?

# **Comparison to other trusts**

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

Better than expected	Much better than expected
<ul> <li>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?</li> <li>Q11. Were you offered food that met any dietary requirements you had?</li> <li>Q35. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?</li> <li>Q42. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?</li> </ul>	Your trust has not performed "much better than expected" for any questions.

# **NHS NHS Adult Inpatient Survey 2020** Results for Salisbury 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
- Dietary requirements: patients being offered food that met any dietary requirements they had
- Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- Further health or social care services: patients being given information about further health or social care services they may need after leaving hospital
- ✓ Keeping in touch during the COVID-19 pandemic: patients being able to keep in touch with family and friends during their stay in hospital

# Where patient experience could improve

- Noise from other patients: patients not being bothered by noise at night from other patients
- Privacy for discussions: patients being able to discuss their condition or treatment with hospital staff without being overheard
- Feedback on care: patients being asked to give their views on the quality of their care
- Cleanliness: patients feeling that the hospital room or ward they were in was clean
- Having enough to drink: patients getting enough to drink whilst in hospital

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

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at Salisbury NHS Foundation Trust who had attended in late 2020. Responses were received from 684 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

Care Quality Commission

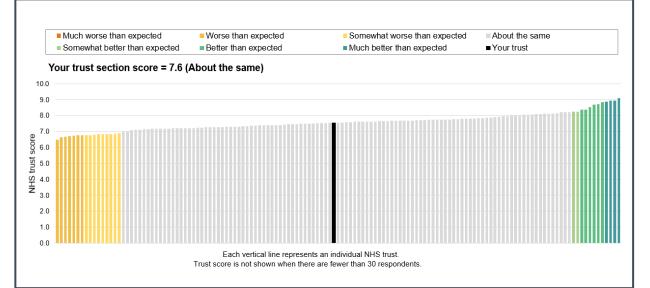
# How to interpret benchmarking in this report

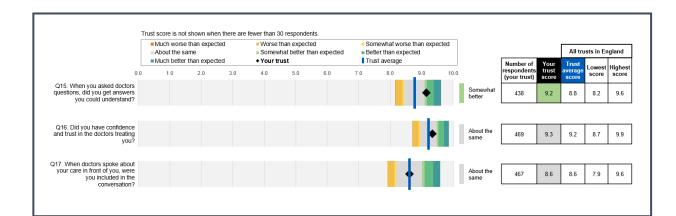
### **Trust level benchmarking**

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.