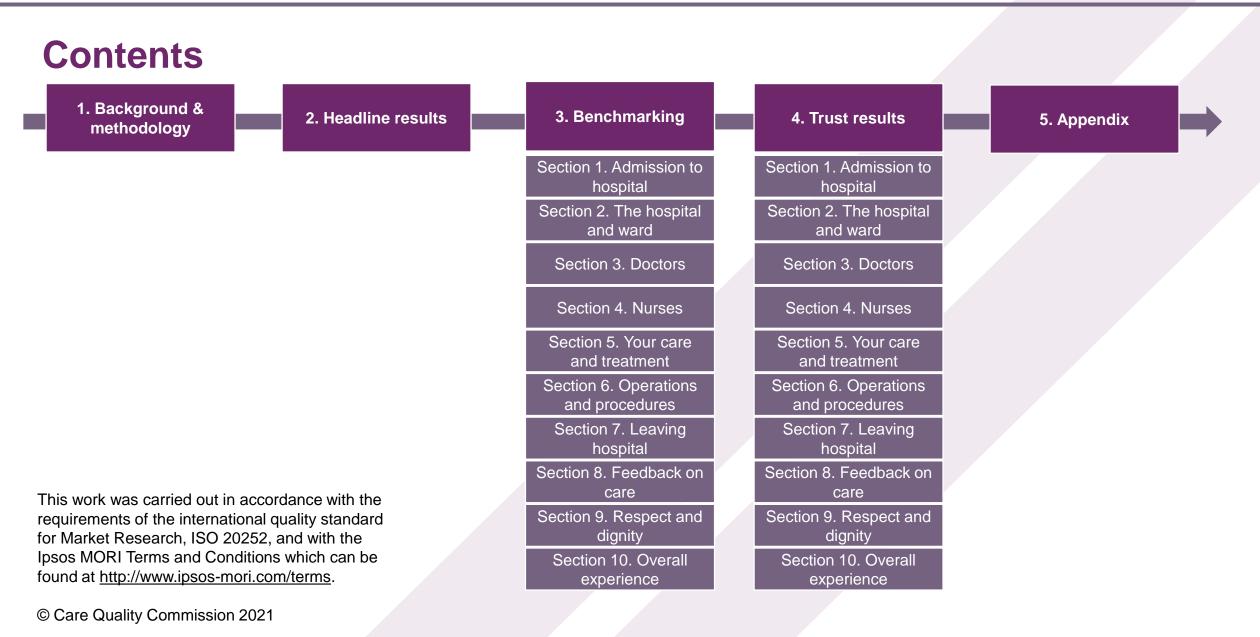
# NHS Adult Inpatient Survey 2020 Benchmark Report

South Tees Hospitals NHS Foundation Trust



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# **Background and methodology**

# This section includes:

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



# **Background and methodology**

# The NHS Patient Survey Programme

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

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

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

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

# The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

## **Trend data**

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

## Further information about the survey

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

# Key terms used in this report

## The 'expected range' technique

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

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

More information can be found in the Appendix.

# **Standardisation**

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

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

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

# Scoring

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

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

### Trust average

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

## Suppressed data

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

# Further information about the methods

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

# Using the survey results

# Navigating this report

This report is split into five sections:

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

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

# How to interpret the graphs in this report

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

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

## Other data sources

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

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

# **Headline results**

# This section includes:

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



# Who took part in the survey?

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

1,250 invited to take part	Ethnicity	Religion
<ul> <li>585 completed</li> <li>61% urgent/emergency admission</li> <li>39% planned admission</li> <li>49% response rate</li> <li>46% average response rate for all trusts</li> <li>51% response rate for your trust last year</li> </ul>	White96%Mixed<0.5%Asian or Asian British1%Black or Black British0%Arab or other ethnic group<0.5%Not known2%	No religion18%Buddhist1%Christian77%Hindu<0.5%Jewish0%Muslim1%Sikh0%Other1%Prefer not to say2%
<b>Example 1 Long-term conditions</b> <b>Image: Conditions of participants said they have physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").</b>	Sex         At birth were you registered as         Female       49%         Male       51%         Intersex       0%         1% of participants said their gender is different from the sex they were registered with at birth.	Age 4% -4% -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 guestionnaire, and a different sampling month. More information on this is available in the survey development report.

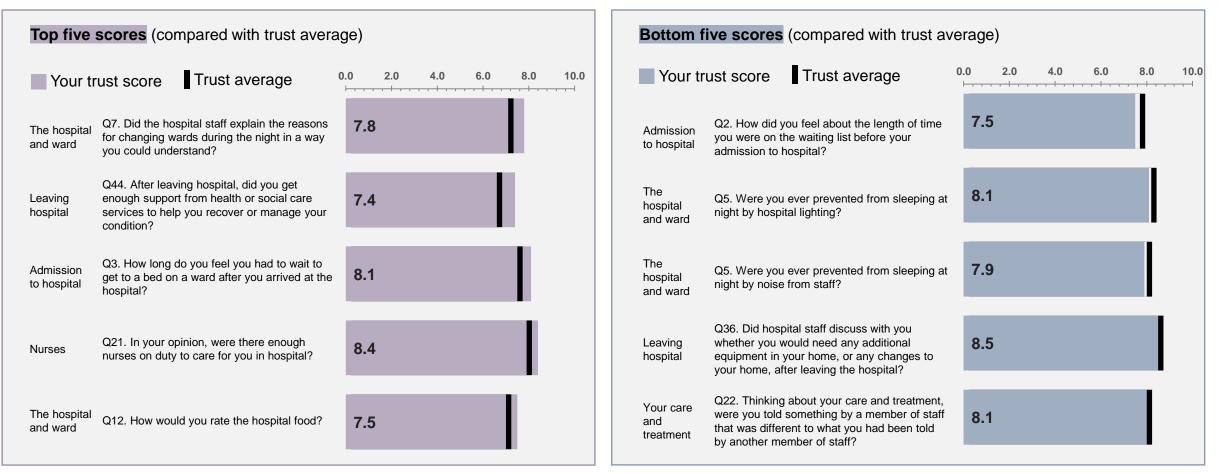
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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 "comparison" to other trusts".

# Best and worst performance relative to the trust average

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

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



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# Benchmarking

# This section includes:

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



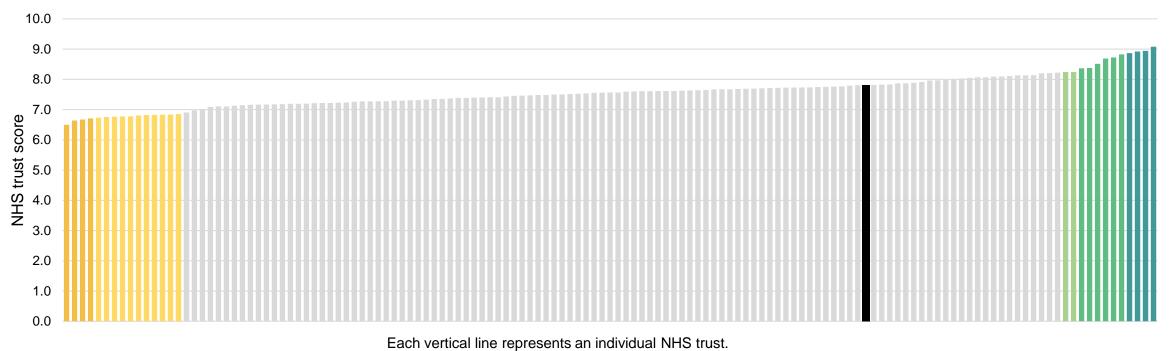
# Section 1. Admission to hospital

### **Section score**

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

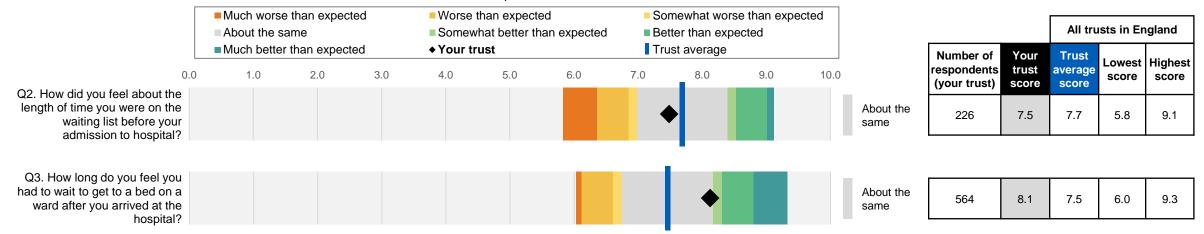
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

### Your trust section score = 7.8 (About the same)



# Section 1. Admission to hospital (continued)

### **Question scores**



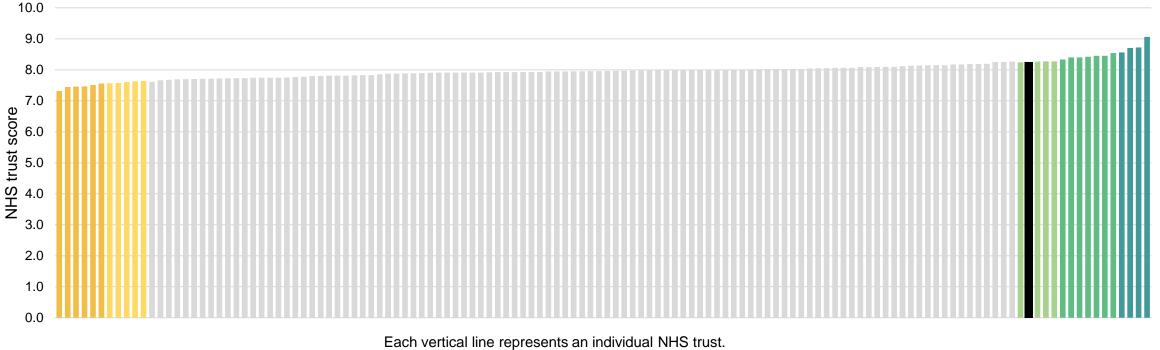
# Section 2. The hospital and ward

### **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.

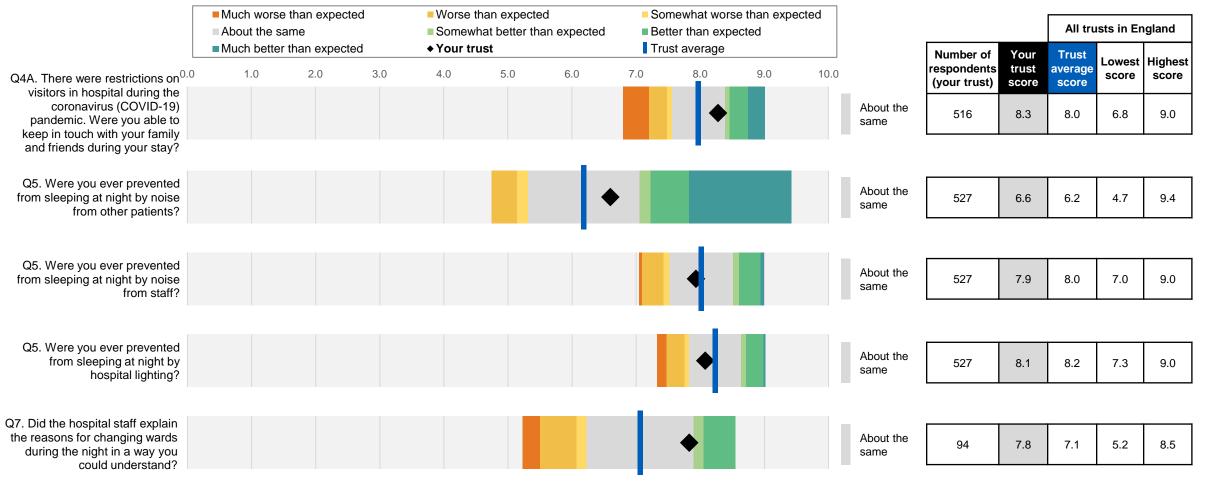


#### Your trust section score = 8.3 (Somewhat better)



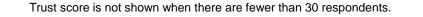
# Section 2. The hospital and ward (continued)

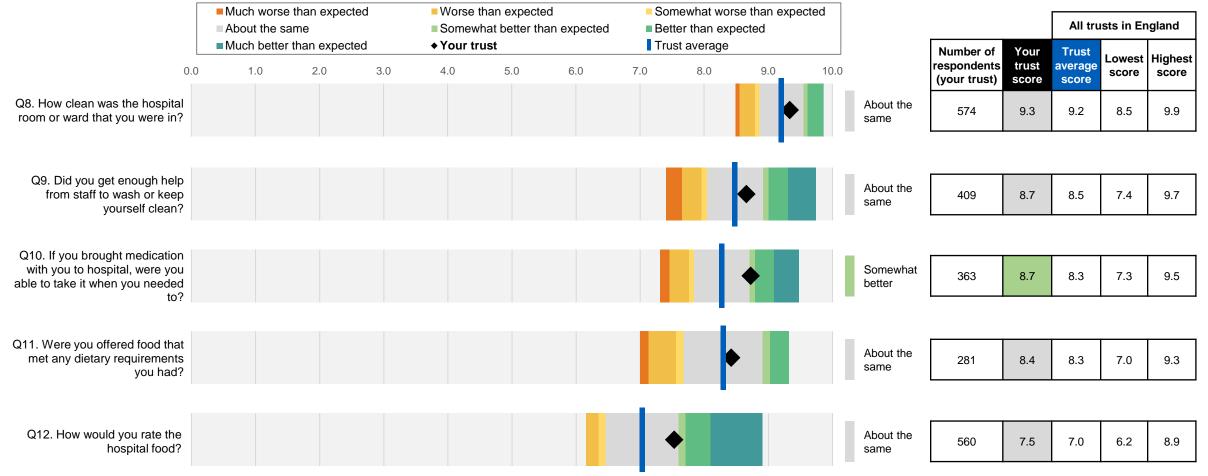
### **Question scores**



# Section 2. The hospital and ward (continued)

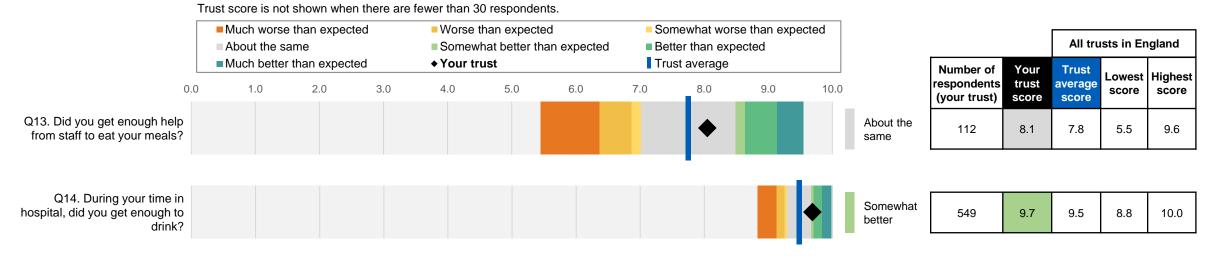
### **Question scores**





# Section 2. The hospital and ward (continued)

### **Question scores**



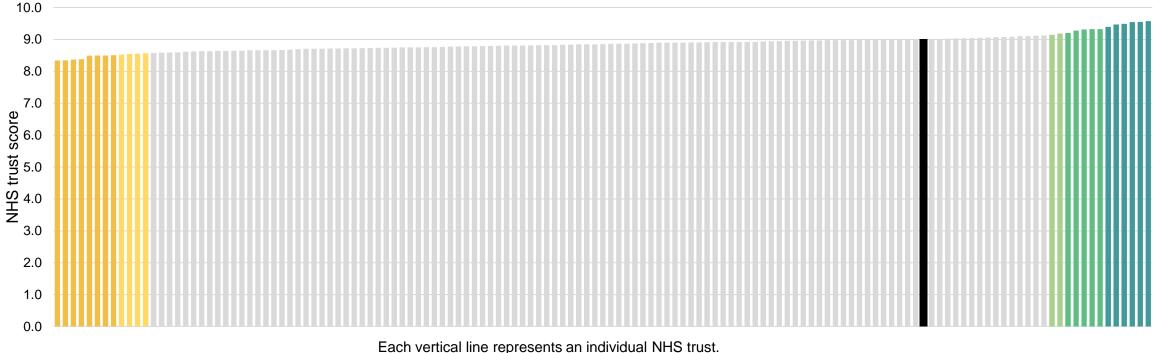
# **Section 3. Doctors**

### **Section score**

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

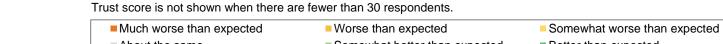
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

#### Your trust section score = 9.0 (About the same)



# Section 3. Doctors (continued)

# **Question scores**



		About the same			Somewhat better than expected			Better than expected			u				All tru	ısts in En	igland
с	Much better than expected           0.0         1.0         2.0         3.0			◆ Your trust 4.0 5.0 6.0			Trust average           7.0         8.0         9.0         10.0				Number of respondents		Trust average	Lowest score	Highest score		
Q15. When you asked doctors questions, did you get answers you could understand?										•		About the same	(your trust) 530	9.0	8.8	8.2	9.6
Q16. Did you have confidence and trust in the doctors treating you?										Þ		About the same	578	9.3	9.2	8.7	9.9
Q17. When doctors spoke about your care in front of you, were you included in the conversation?										•		About the same	575	8.7	8.6	7.9	9.6

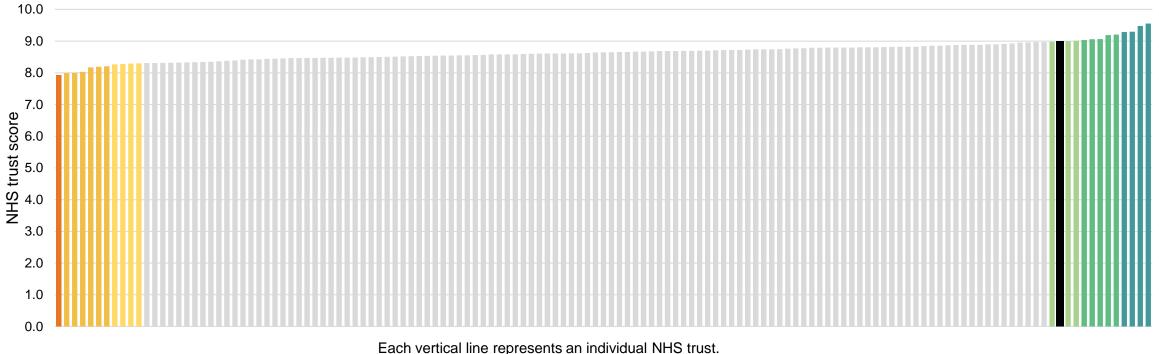
# **Section 4. Nurses**

# 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 = 9.0 (Somewhat better)



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

### **Question scores**

		<ul> <li>Much worse than expected</li> <li>About the same</li> </ul>			<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> </ul>		<ul> <li>Somewhat worse than expected</li> <li>Better than expected</li> </ul>							All tru	sts in En	gland		
0.0	L				◆ Your trust     4.0 5.0 6.0		Trust average           7.0         8.0         9.0         10.0		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	547	9.1	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?											•		About the same	579	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	576	9.1	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	581	8.4	7.9	6.4	9.3

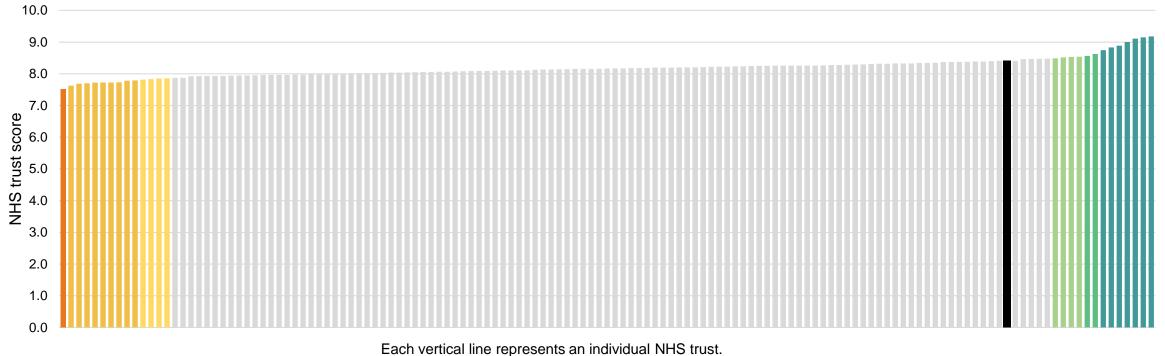
# **Section 5. Your care and treatment**

### **Section score**

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

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

#### Your trust section score = 8.4 (About the same)

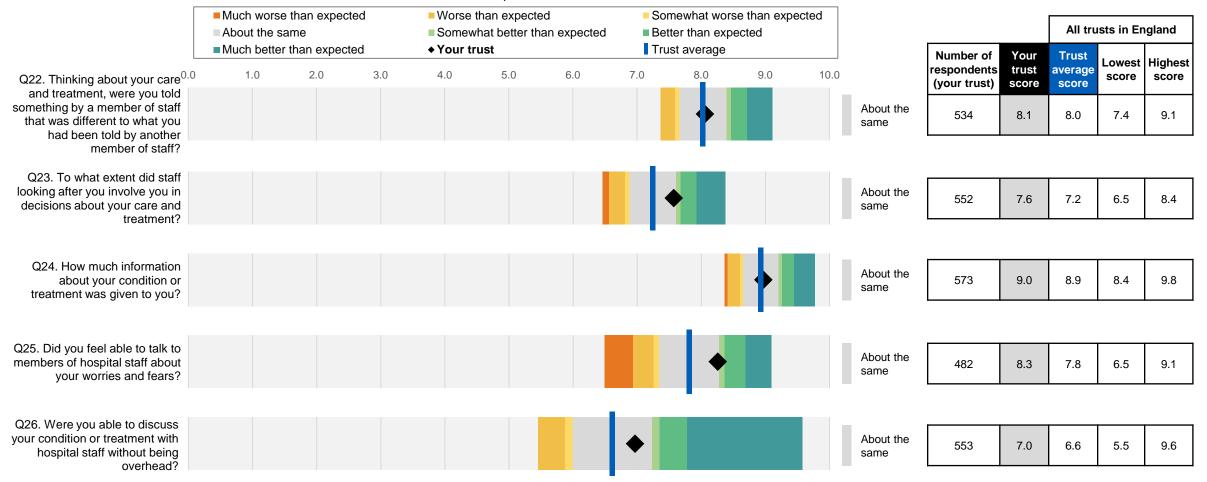


Trust score is not shown when there are fewer than 30 respondents.

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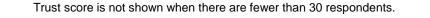
# Section 5. Your care and treatment (continued)

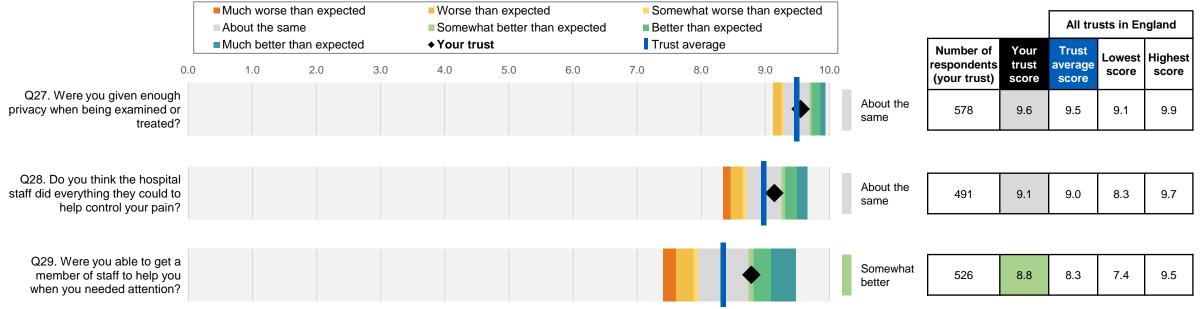
### **Question scores**



# Section 5. Your care and treatment (continued)

### **Question scores**





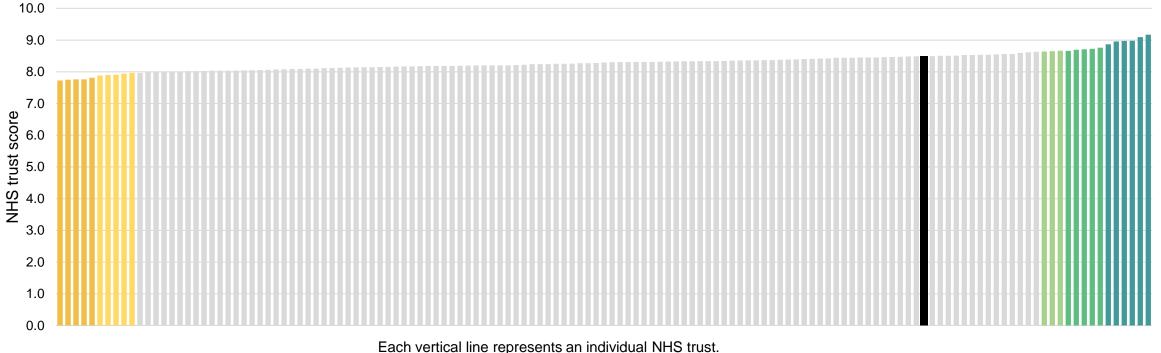
# **Section 6. Operations and procedures**

### **Section score**

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

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

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





# Section 6. Operations and procedures (continued)

### **Question scores**



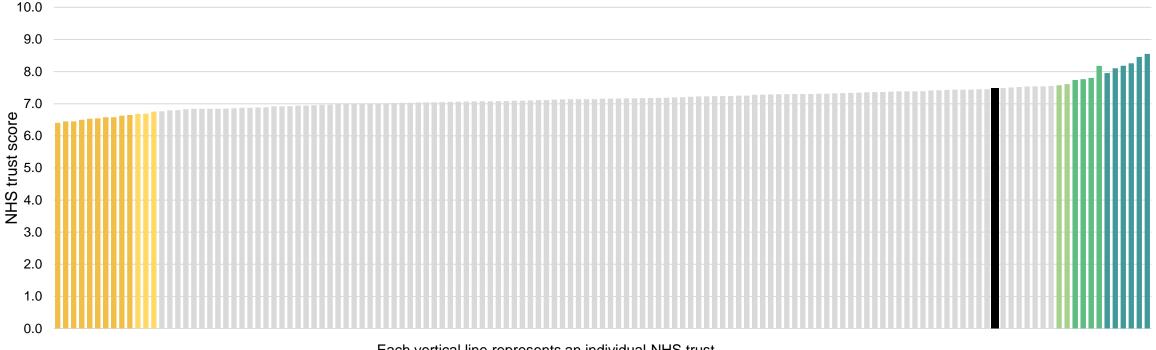
# **Section 7. Leaving hospital**

### **Section score**

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



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

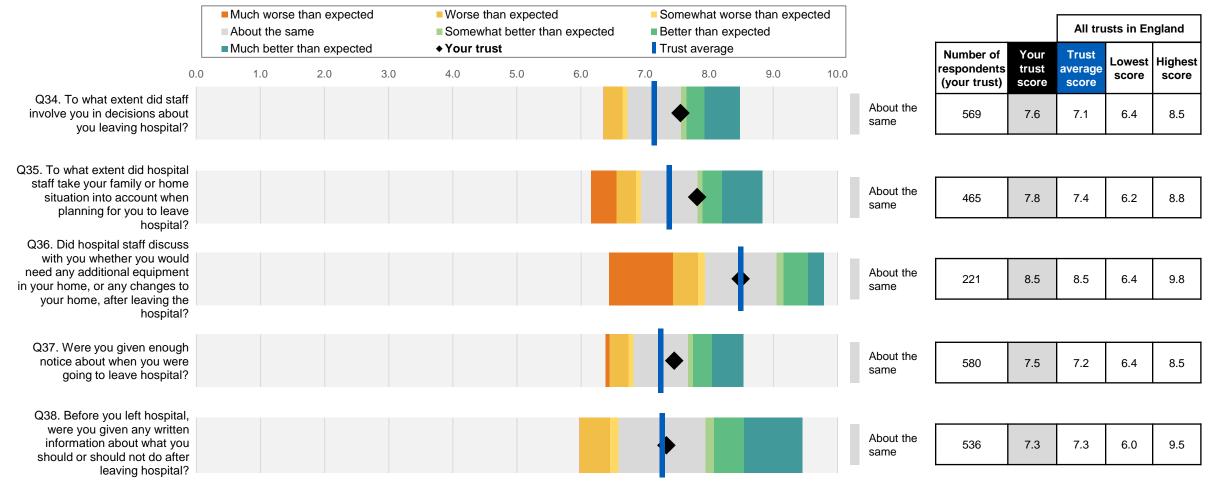


Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

# Section 7. Leaving hospital (continued)

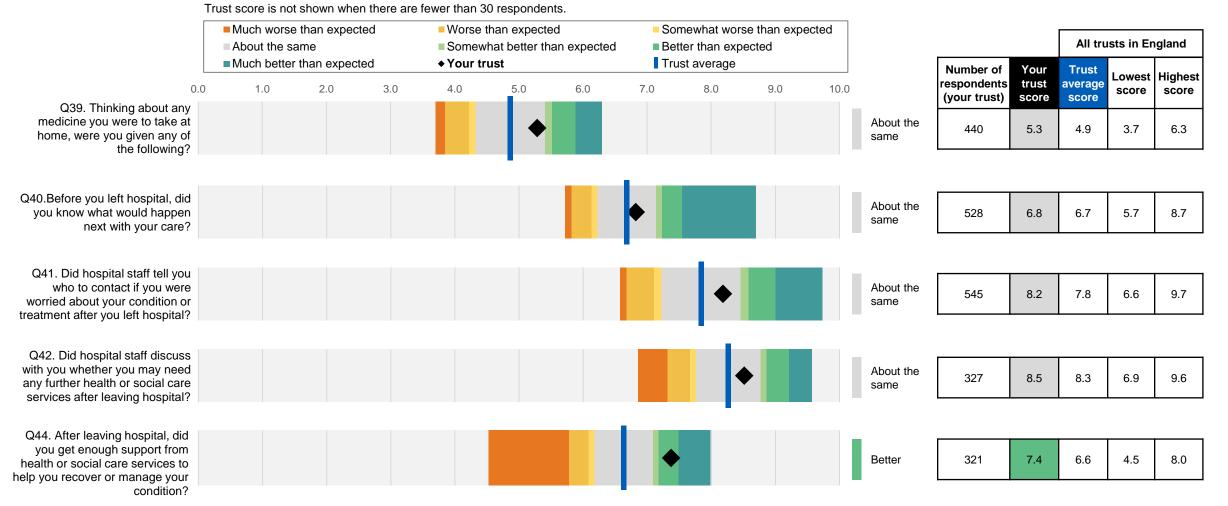
### **Question scores**





# Section 7. Leaving hospital (continued)

### **Question scores**



# Section 8. Feedback on the quality of your care

### **Section score**

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

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

#### Your trust section score = 1.6 (About the same)

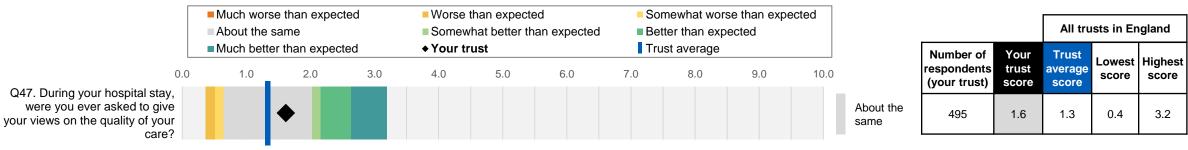
9.0 8.0 7.0 6.0 5.0 4.0 3.0 2.0 1.0	10.0	
7.0 6.0 5.0 4.0 3.0 2.0	9.0	
900 6.0 151 5.0 100 100 100 100 100 100 100 100 100 100	8.0	
3.0 2.0	7.0 സ	
3.0 2.0	9.0 SCOR	
3.0 2.0	0.5 trust	
3.0 2.0	SH 4.0	
	<b>2</b> 3.0	
1.0	2.0	
	1.0	
	0.0	

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

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

### **Question score**





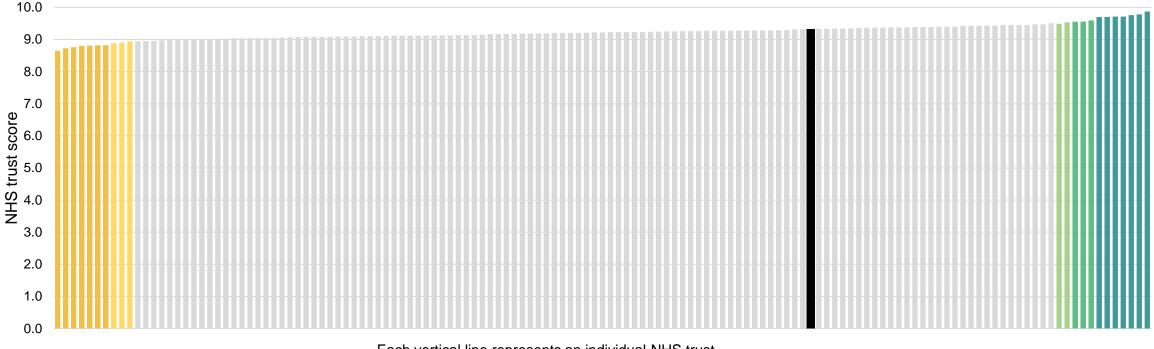
# **Section 9. Respect and dignity**

### **Section score**

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



### Your trust section score = 9.3 (About the same)



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

# Section 9. Respect and dignity (continued)

### **Question score**

	<ul> <li>Much worse</li> <li>About the s</li> <li>Much better</li> </ul>	ame				ed nan expected	Be	mewhat wor tter than exp ist average		ected		Number of	You
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)	
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?									Þ		About the same	577	9.3

			All tru	sts in En	gland
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
е	577	9.3	9.2	8.6	9.9

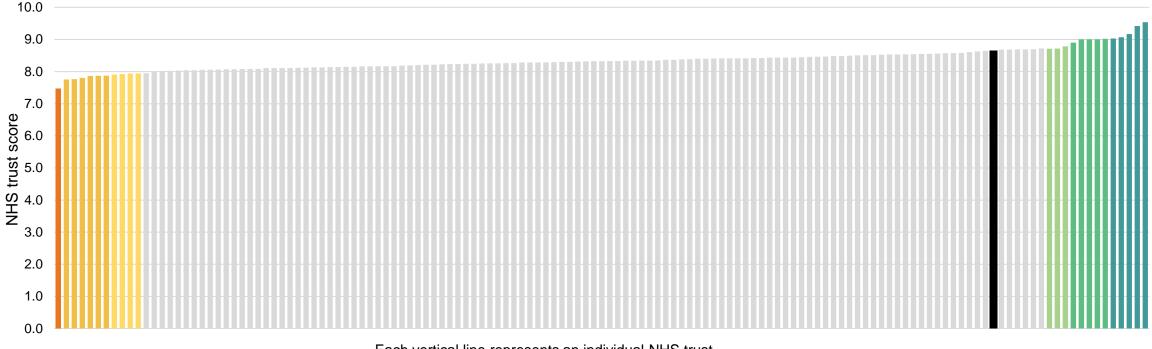
# **Section 10. Overall experience**

### **Section score**

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



#### Your trust section score = 8.7 (About the same)



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

# Section 10. Overall experience (continued)

### **Question score**

		<ul> <li>Much worse than expected</li> <li>About the same</li> <li>Much better than expected</li> </ul>			<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> <li>Your trust</li> </ul>			<ul> <li>Somewhat worse than expected</li> <li>Better than expected</li> <li>Trust average</li> </ul>			ected	
	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0	
Q46. Overall, how was you experience while you were the hospital	n									•		About the same

			All trusts in England				
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score		
е	577	8.7	8.4	7.5	9.5		

# **Trust results**

# This section includes:

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

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

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

**Ipsos MORI** 

lpsos

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

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

Much wor than expec		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
our tru	our trust score compared with all other trusts:										
his benchmarking compares the question score for your trust against all other trusts.											
Your Trust	7 6										
			for oltoo		4						
			for sites w	•	trust: ts for sites wit	hin your true	t with all				
		oss trusts.	you to comp	are the resul		riiri your trus	i willi all				
Nite #4	74										
Site #1	7.1										
-											
Site #2	7.8										
ite 1				Site 2							
riarage Hospital (85)		The Jan	The James Cook University Hospital (141)								

Top five trusts		Bottom five trusts	
North Tees and Hartlepool NHS Foundation Trust	8.8	County Durham and Darlington NHS Foundation Trust	
Northumbria Healthcare NHS Foundation Trust	8.7	Northern Lincolnshire and Goole NHS Foundation Trust	
The Leeds Teaching Hospitals NHS Trust	8.6	Harrogate and District NHS Foundation Trust	
Gateshead Health NHS Foundation Trust	8.5	Mid Yorkshire Hospitals NHS Trust <b>7.2</b>	
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.5	Airedale NHS Foundation Trust <b>7.4</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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected					
Your trust s	our trust score compared with all other trusts:										
This benchmarking compares the question score for your trust against all other trusts.											
Your Trust <b>8.1</b>											
_		· · · · · · · · · · · · · · · · · · ·	•41 •								
Breakdowr			•								
This benchma other sites ac	-	you to comp	are the result	ts for sites wit	thin your trus	t with all					
	1055 (10515).										
Site #1 9.1											
Site #2 8.0											
Site 1			Site 2								
Friarage Hospital (113)			The Jam	The James Cook University Hospital (450)							
			1								

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

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

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

Much wors than expec		n Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
our tru	our trust score compared with all other trusts:									
his benchmarking compares the question score for your trust against all other trusts.										
Your	<b>J</b>			,	,					
Trust 8	3.3									
Breakdo	wn of scor	es for sites v	vithin your	trust:						
		ws you to comp	-		thin your trus	t with all				
	across trusts									
1										
Site #1	8.0									
-										
Site #2	8.4									
Site 1			Site 2							
riarage Hospital (95)			The Jam	The James Cook University Hospital (419)						
			ļ.							

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

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

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

Much worse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better	Τ
than expected	•	than expected	the same	than expected	expected	than expected	
	t score com marking comparison	-			painst all othe	er trusts.	
Your	<b>U</b> 1			r your traot ag	juinet an etri		
rust <b>6.</b>	6						
reakdov	wn of scores	s for sites w	ithin your	trust:			
	marking allows	s you to comp	are the resul	ts for sites wi	thin your trus	st with all	
ier sites	across trusts.						
te #1 7	.5						
ite #2 6	.5						
e 1			Site 2				
arage Hospital	(108)		1	nes Cook University	Hospital (417)		

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

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
our trust score compared with all other trusts:									
This benchma		-			ainst all othe	er trusts.			
Your Trust <b>7.9</b>									
Breakdown	of scores	for sites w	vithin your	truct					
This benchma			-		hin vour trus	t with all			
other sites ac	•	you to comp			ann your trus				
1									
Site #1 8.6									
Site #2 7.8									
7.0									
Site 1			Site 2						
Friarage Hospital (10	08)		The Jam	es Cook University	Hospital (417)				

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

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

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

Much worse than expected       Worse than expected       Somewhat worse than expected       About the same       Somewhat better than expected       Better than expected       Much better than expected         Your Trust       Score compared with all other trusts:       Somewhat better than expected       Better than expected       Much better than expected         Your Trust       8.1         Breakdown of scores for sites within your trust:       This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.7         Site #2       7.9         Site 1       Site 2         Friarage Hospital (108)       Site 2			-									
than expected expected than expected the same than expected expected than expected   Site #1   8.7     Site #2     7.9     Site #1     8.7     Site #2     7.9     Site #2     7.9     Site #1     8.7     Site #2     7.9     Site #2     7.9     Site #2     7.9     Site #1     8.7     7.9     Site #2     7.9     Site #1     8.1     8.7     8.7     8.7     8.7     8.7     8.7     8.7     8.7     8.7     8.7     8.7     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1     9.1												
This benchmarking compares the question score for your trust against all other trusts.   Your   Trust   8.1   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #2 7.9 Site 2								Much better than expected				
This benchmarking compares the question score for your trust against all other trusts.   Your   Trust   8.1   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #2 7.9 Site 2							•	·				
Your Trust       8.1         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.7         Site #2         7.9         Site 1		•										
Trust 8.1   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1 8.7   Site #2   7.9    Site 1 Site 2	_	This benchmarking compares the question score for your trust against all other trusts.										
Breakdown of scores for sites within your trust:   This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1   8.7   Site #2   7.9   Site 1 Site 2		8.1										
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1   8.7   Site #2   7.9   Site 1   Site 2	Brookd			for sites u	lithin your	truct						
other sites across trusts. Site #1 8.7 Site #2 7.9 Site 1 Site 2 Site 2					-			6 - 10 - 11				
Site #1     8.7       Site #2     7.9       Site 1     Site 2			0	you to comp	are the resul	ts for sites wit	inin your trus	t with all				
Site #2 7.9 Site 1 Site 2		-3 au	033 110313.									
Site #2 7.9 Site 1 Site 2												
Site 1 Site 2	Site #1	8.7										
Site 1 Site 2												
Site 1 Site 2												
Site 1 Site 2												
	Site #2	7.9										
Friarage Hospital (108) The James Cook University Hospital (417)	Site 1				Site 2							
	Friarage Hos	Friarage Hospital (108)				nes Cook University	Hospital (417)					

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

# 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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
than exp	ecieu	expected	than expected	life same	inan expected	expected	than expected
Your tr	rust	score com	pared with	all other tr	rusts:		
This ber	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	7.8						
Trust	1.0						
Breako	dowr	n of scores	for sites w	vithin your	trust:		
This ber	nchma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
other site	es ac	ross trusts.					
	7						
Site #1							
	-						
Site #2	7.9						
Site 1				Site 2			
			20			U	
Friarage Hos	spital (S	core not shown as	<30 respondents)	i ne Jam	es Cook University	Hospital (89)	

Top five trusts		Bottom five trusts	5
Harrogate and District NHS Foundation Trust	8.2	Mid Yorkshire Hospitals NHS Trust	5.4
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.2	Bradford Teaching Hospitals NHS Foundation Trust	6.0
Gateshead Health NHS Foundation Trust	7.9	The Rotherham NHS Foundation Trust	6.1
Northumbria Healthcare NHS Foundation Trust	7.8	Calderdale and Huddersfield NHS Foundation Trust	6.2
South Tees Hospitals NHS Foundation Trust	7.8	Sheffield Teaching Hospitals NHS Foundation Trust	6.4

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

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

			1			
Much wor than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
					·	
Your tru	st score con	pared with	all other ti	rusts:		
This bend	hmarking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust	).3					
Breakdo	own of score	s for sites v	vithin vour	trust:		
	hmarking allow		-		hin vour trus	t with all
	across trusts.			13 101 Siles Wi	ann your trus	
1						
Site #1	9.4					
Site #2	9.3					
	3.3					
Site 1			Site 2			
Friarage Hosp	tal (110)		The Jam	nes Cook University	Hospital (462)	
				····,		

Top five trusts		Bottom five trus	ts
Northumbria Healthcare NHS Foundation Trust	9.6	The Rotherham NHS Foundation Trust	8.8
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.5	North Tees and Hartlepool NHS Foundation Trust	9.0
Barnsley Hospital NHS Foundation Trust	9.5	Bradford Teaching Hospitals NHS Foundation Trust	9.0
Hull University Teaching Hospitals NHS Trust	9.4	Northern Lincolnshire and Goole NHS Foundation Trust	9.1
Gateshead Health NHS Foundation Trust	9.4	Airedale NHS Foundation Trust	9.1

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

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

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tru	usts	score com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.7						
Breakd	owr	of scores	for sites w	vithin your	trust:		
This bend	chma	arking allows		-	ts for sites wit	hin your trus	t with all
other site	es ac	ross trusts.					
Site #1	8.4						
-							
Site #2	8.6						
Site 1				Site 2			
riarage Hosp	oital (84	4)		The Jam	es Cook University	Hospital (323)	

Top five trusts		Bottom five trusts	5	
Sheffield Teaching Hospitals NHS Foundation Trust	8.8	Mid Yorkshire Hospitals NHS Trust	7.4	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7	Bradford Teaching Hospitals NHS Foundation Trust	7.9	
Harrogate and District NHS Foundation Trust	8.7	Northern Lincolnshire and Goole NHS Foundation Trust	7.9	
Calderdale and Huddersfield NHS Foundation Trust	8.7	The Rotherham NHS Foundation Trust	8.0	
South Tees Hospitals NHS Foundation Trust	8.7	North Tees and Hartlepool NHS Foundation Trust	8.2	

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

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

Much wors than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
our tru	ur trust score compared with all other trusts:							
his benc	nmarking comp	ares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.		
Your	.7							
Trust	•							
3reakdo	wn of scores	s for sites w	vithin your	trust:				
This bencl	marking allows	s you to comp	are the resul	ts for sites wit	thin your trus	t with all		
other sites	across trusts.				-			
1								
Site #1	3.6							
-						_		
Site #2	3.7							
Site 1			Site 2					
Friarage Hospit	al (85)		The Jam	nes Cook University	Hospital (277)			

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

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

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

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vour truct d	sooro com	pared with	all other ti			
		-		r your trust ac	nainet all othe	ar truete
_		ales ille ques		i your trust ag	jainst an othe	1 110313.
Your Trust <b>8.4</b>						
 Dreeledeuw		for alter u		1		
		s for sites w	-			
	•	you to comp	are the resul	ts for sites wit	hin your trus	t with all
other sites ac	ross trusts.					
Site #1 <b>7.8</b>						
-						
Site #2 8.5						
Site 1			Site 2			
riarage Hospital (46	6)		The Jam	nes Cook University	Hospital (234)	
			1			

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

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

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

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
					onpoolou	
Your trus	t score com	pared with	all other ti	rusts:		
This bench	marking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	E					
Trust 7.	5					
Breakdov	vn of scores	s for sites v	vithin your	trust:		
	marking allows		-		hin vour trus	t with all
	across trusts.	<b>,</b>			<b>,</b>	
					_	
Site #1 7	.3					
-						
Site #2 7	.5					
Site 1			Site 2			
Friarage Hospital	(112)		The Jam	es Cook University	Hospital (446)	

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

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

#### **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
	score com	•			nainet all othe	or tructo
Your	narking comp	ares the ques	suon score io	r your trust aç	jainst all othe	er trusts.
Trust 8.1						
Breakdow	n of scores	s for sites w	vithin your	trust:		
	narking allows cross trusts.	s you to comp	are the resul	ts for sites wi	thin your trus	t with all
Site #1						
-						
Site #2 7.	9					
Site 1			Site 2			
Friarage Hospital	Score not shown as	<30 respondents)	The Jam	nes Cook University	Hospital (89)	

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

### 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
our trust	score com	pared with	all other tr	usts:		
his benchm	arking compa	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your Trust <b>9.7</b>						
Trust 9.7						
Breakdowr	n of scores	for sites w	vithin your	trust:		
	-	you to comp	are the result	s for sites wit	hin your trus	t with all
other sites ac	ross trusts.					
Site #1 9.5	5					
-						
Site #2 9.7	,					
Site 1			Site 2			
riarage Hospital (1)	06)		1	es Cook University	Hospital (111)	
narage nospital (n	00)		The Jan		1050101 (441)	

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

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

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

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
V	! • • • • • •						
			pared with				
I nis ben	icnma	arking compa	ares the ques	tion score for	r your trust ag	jainst all othe	er trusts.
Your Trust	9.0						
- · ·			<b>, ,</b>				
			for sites w	-			
		•	you to comp	are the result	s for sites wit	hin your trus	t with all
other site	es ac	ross trusts.					
_							
Site #1	9.4						
-							
Site #2	8.9						
	0.5						
Site 1				Site 2			
- riarage Hos	Triarage Hospital (99) The James Cook University Hospital (430)						

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Top five trusts		] [	Bottom five trusts	
Northumbria Healthcare NHS Foundation Trust	9.0		Northern Lincolnshire and Goole NHS Foundation Trust	8.2
South Tees Hospitals NHS Foundation Trust	9.0		The Rotherham NHS Foundation Trust	8.2
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.0		Mid Yorkshire Hospitals NHS Trust	8.3
Gateshead Health NHS Foundation Trust	8.9		Airedale NHS Foundation Trust	8.6
County Durham and Darlington NHS Foundation Trust	8.9		Bradford Teaching Hospitals NHS Foundation Trust	8.7

### 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
′our trust	score com	pared with	all other tr	usts:		
his benchr	narking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 9.3	5					
Breakdow	n of scores	s for sites w	vithin your	trust:		
	narking allows		-		thin your trus	t with all
	cross trusts.				2	
	_					
Site #1 9.	5					
-						
Site #2 9.	3					
Site 1			Site 2			
riarage Hospital	(111)		The Jam	es Cook University	Hospital (465)	

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

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

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

	-							
Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your trus	t score com	pared with	all other ti	rusts:				
This bench	marking comp	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.		
Your Trust <b>8</b> .	7							
Breakdov	wn of scores	s for sites v	vithin your	trust:				
This bench	marking allows		-		thin your trus	t with all		
other sites	across trusts.							
Site #1	.2							
Site #2	.8							
	.0							
Site 1			Site 2					
Friarage Hospita	Triarage Hospital (106) The James Cook University Hospital (467)							

Top five trusts	Top five trusts			5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.1		Bradford Teaching Hospitals NHS Foundation Trust	7.9
Northumbria Healthcare NHS Foundation Trust	9.1		The Rotherham NHS Foundation Trust	8.1
County Durham and Darlington NHS Foundation Trust	8.9		Northern Lincolnshire and Goole NHS Foundation Trust	8.2
The Leeds Teaching Hospitals NHS Trust	8.8		Mid Yorkshire Hospitals NHS Trust	8.4
Harrogate and District NHS Foundation Trust	8.8		Hull University Teaching Hospitals NHS Trust	8.5

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Varin frinct						
Your trust		-				
This benchma	arking compa	ares the ques	stion score to	r your trust ag	jainst all othe	er trusts.
Your Trust <b>9.1</b>						
	_					
Breakdowr			-			
This benchma		you to comp	are the result	s for sites wit	hin your trus	t with all
other sites ac	ross trusts.					
Site #1 9.6						
-						
Site #2 9.1						
•••••						
Site 1			Site 2			
Friarage Hospital (10	07)		The Jam	es Cook University	Hospital (438)	
	,					
	,					

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

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	our trust score compared with all other trusts:									
_	chma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.			
Your Trust	9.3									
Breakd	own	of scores	for sites w	/ithin vour	trust:					
				-	ts for sites wit	thin your trus	t with all			
other site	es aci	ross trusts.								
Site #1	9.5									
_										
Site #2	9.3									
	0.0									
				0:4- 0						
Site 1	oitol (11	1)		Site 2	oo Cook University	Hospital (466)				
naraye nos	arage Hospital (111) The James Cook University Hospital (466)									

-			
Top five trusts		Bottom five trusts	5
South Tyneside and Sunderland NHS Foundation Trust	9.4	Mid Yorkshire Hospitals NHS Trust	8.7
South Tees Hospitals NHS Foundation Trust	9.3	Northern Lincolnshire and Goole NHS Foundation Trust	8.8
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.3	Airedale NHS Foundation Trust	8.8
Sheffield Teaching Hospitals NHS Foundation Trust	9.3	Bradford Teaching Hospitals NHS Foundation Trust	8.9
County Durham and Darlington NHS Foundation Trust	9.3	The Leeds Teaching Hospitals NHS Trust	9.0

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

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

	-											
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected						
	our trust score compared with all other trusts:											
I his benchr	narking compa	ares the ques	stion score for	r your trust ag	ainst all othe	er trusts.						
Your Trust <b>9.</b> 1												
Breakdow	n of scores	for sites v	vithin your	trust:								
	narking allows		-		hin your trus	t with all						
	cross trusts.	, ,										
Cite #1 0	•											
Site #1 9.	0											
Site #2 9.	1											
	•											
Site 1			Site 2									
Friarage Hospital	iarage Hospital (111) The James Cook University Hospital (463)											

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

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

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

Much wor than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tru	our trust score compared with all other trusts:									
This ben	chmarking com	pares the ques	tion score fo	or your trust ag	ainst all othe	er trusts.				
Your Trust										
Breakd	Breakdown of scores for sites within your trust:									

#### 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.



Top five trusts		Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.5	The Rotherham NHS Foundation Trust	6.4
South Tees Hospitals NHS Foundation Trust	8.4	Mid Yorkshire Hospitals NHS Trust	6.8
Northumbria Healthcare NHS Foundation Trust	8.2	Barnsley Hospital NHS Foundation Trust	7.0
Harrogate and District NHS Foundation Trust	8.2	Northern Lincolnshire and Goole NHS Foundation Trust	7.3
South Tyneside and Sunderland NHS Foundation Trust	8.2	Bradford Teaching Hospitals NHS Foundation Trust	7.3

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

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

uch wo n expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
ur trust score compared with all other trusts:										
is benchmarking compares the question score for your trust against all other trusts.										
	8.1									
d	own	of scores	for sites w	vithin your	trust:					
		rking allows oss trusts.	you to comp	are the resul	ts for sites wit	thin your trus	t with all			
]	2 401									
1	8.5									
-										
2	8.0									
				Site 2						
e Hosp	oital (10	1)		The Jam	nes Cook University	Hospital (432)				

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

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

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

Much worse than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected					
Your true	st score com	pared with	all other to	rusts:							
This bench	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust 7	.6										
				1							
	wn of scores		•			4					
	marking allows across trusts.	s you to comp	are the resul	is tor sites wi	inin your trus	t with all					
Site #1	<b>'.1</b>										
-											
Site #2	<b>7.6</b>										
	.0										
Site 1			Site 2								
Friarage Hospita	l (108)		The Jam	nes Cook University	Hospital (442)						

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

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

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

		-										
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected					
	our trust score compared with all other trusts:											
This ben	This benchmarking compares the question score for your trust against all other trusts.											
Your Trust	9.0											
Dreekd			for altea u		1							
			for sites w	-								
		-	you to comp	are the result	ts for sites wit	thin your trus	t with all					
other site	es aci	ross trusts.										
Site #1	9.0											
Sile #1	9.0											
Site #2	9.0											
_ Site 1				Site 2								
	nital (11	0)				Learital (464)						
Friarage Hos	pitai (11	0)		The Jan	es Cook University	Hospital (461)						

Top five trusts	Top five trusts			5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.2		Mid Yorkshire Hospitals NHS Trust	8.4
Gateshead Health NHS Foundation Trust	9.1		Northern Lincolnshire and Goole NHS Foundation Trust	8.5
Harrogate and District NHS Foundation Trust	9.1		Bradford Teaching Hospitals NHS Foundation Trust	8.7
The Leeds Teaching Hospitals NHS Trust	9.0		The Rotherham NHS Foundation Trust	8.7
Sheffield Teaching Hospitals NHS Foundation Trust	9.0		Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.8

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tru	Your trust score compared with all other trusts:								
			-		r your trust ag	gainst all othe	er trusts.		
Your	8.3								
Trust	0.0								
Breakd	owr	of scores	for sites w	vithin your	trust:				
			you to comp	are the result	s for sites wit	thin your trus	t with all		
other site	es ac	ross trusts.							
0.1 114	~ ~								
Site #1	8.3								
_									
Site #2	8.2								
Site 1				Site 2					
Friarage Hos	oital (91	1)		The Jam	es Cook University	Hospital (389)			
		,			,				

Top five trusts		Bottom five trusts	5
South Tyneside and Sunderland NHS Foundation Trust	8.3	The Rotherham NHS Foundation Trust	7.2
South Tees Hospitals NHS Foundation Trust	8.3	Mid Yorkshire Hospitals NHS Trust	7.2
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.2	Bradford Teaching Hospitals NHS Foundation Trust	7.3
North Cumbria Integrated Care NHS Foundation Trust	8.1	Northern Lincolnshire and Goole NHS Foundation Trust	7.4
York Teaching Hospital NHS Foundation Trust	8.1	Airedale NHS Foundation Trust	7.5

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

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

Much wo than expe		e than ected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			pared with ares the ques		r <b>usts:</b> r your trust aç	gainst all othe	er trusts.
/our rust	7.0						
nis ben		allows	for sites w you to comp	-	trust: ts for sites wi	thin your trus	t with all
te #1	7.4						
:e #2	6.9						
te 1				Site 2			
riarage Hos	pital (101)			The Jan	nes Cook University	Hospital (451)	

Top five trusts		Bottom five trusts	5	
Northumbria Healthcare NHS Foundation Trust	7.9	The Rotherham NHS Foundation Trust	5.9	
Gateshead Health NHS Foundation Trust	7.9	Northern Lincolnshire and Goole NHS Foundation Trust	6.0	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.1	Airedale NHS Foundation Trust	6.0	
North Cumbria Integrated Care NHS Foundation Trust	7.0	Barnsley Hospital NHS Foundation Trust	6.1	
South Tees Hospitals NHS Foundation Trust	7.0	Mid Yorkshire Hospitals NHS Trust	6.2	

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

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

		-							
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 tı	our trust score compared with all other trusts:								
This ber	nchma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.		
Your Trust	9.6								
Break	dowr	of scores	for sites w	vithin your	trust:				
				-	ts for sites wit	thin your trus	t with all		
		ross trusts.				-			
Site #1	9.8								
	5.0								
	-								
Site #2	9.5								
Site 1				Site 2					
Friarage Ho	spital (11	12)		The Jam	nes Cook University	Hospital (464)			

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

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

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

than expectedexpectedthan expectedthan expectedexpectedthan expectedYour trust score compared with all other trusts:This benchmarking compares the question score for your trust against all other trusts.Your Trust9.1Breakdown 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 #19.6Site #29.0Site 2							
This benchmarking compares the question score for your trust against all other trusts.   Your Trust   9.1   Breakdown of scores for sites within your trust:   This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1   9.6   Site #2   9.0   Site 1   Site 2							Much better than expected
This benchmarking compares the question score for your trust against all other trusts.   Your   Trust   9.1      Breakdown of scores for sites within your trust:   This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1   9.6   Site #2   9.0   Site 1   Site 2			norod with				
Your Trust       9.1         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       9.6         Site #2       9.0         Site 1       Site 2			•				
Trust       9.1         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         9.6         Site #2         9.0         Site 1         Site 2	_	narking comp	ares the ques	stion score to	r your trust ag	jainst 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   9.6   Site #2   9.0   Site 1   Site 2	<b>^ ^</b>	1					
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1   9.6   Site #2   9.0   Site 1   Site 2	Broakdov	in of sooros	for sites y	vithin your	truct		
other sites across trusts. Site #1 9.6 Site #2 9.0 Site 1 Site 2 Site 2				-		h	4
Site #1     9.6       Site #2     9.0       Site 1     Site 2		•	s you to comp	are the result	is for sites wit	nin your trus	t with all
Site #2 9.0 Site 1 Site 2							
Site #2 9.0 Site 1 Site 2							
Site #2 9.0 Site 1 Site 2	Site #1 9	.6					
Site 1 Site 2							
Site 1 Site 2	-						
Site 1 Site 2							
Site 1 Site 2	Site #2 9	0					
		•					
Friarage Hospital (102) The James Cook University Hospital (388)	Site 1			Site 2			
	riarage Hospital	(102)		The Jam	nes Cook University	Hospital (388)	

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

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

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

		-							
Much wor than expec		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tru	our trust score compared with all other trusts:								
This bend	hma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.		
Your Trust	3.8								
Breakd	own	of scores	for sites w	vithin your	trust:				
		•	you to comp	are the result	s for sites wit	thin your trus	t with all		
other site	s acr	oss trusts.							
o., ",									
Site #1	9.3								
-									
Site #2	8.7								
Site 1				Site 2					
	tal (10	2)		1		Lloopitol (404)			
Friarage Hosp	tai (10	3)		The Jam	es Cook University	Hospital (421)			

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

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

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

Much 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 ag	gainst all othe	er trusts.
Your Trust <b>9.2</b>						
Broakdow	n of scores	for sites w	vithin your	truct		
	arking allows		•		thin your trus	t with all
other sites a	-	you to comp		o for olice wit	ann your aus	
Site #1 9.	5					
Une #1 <b>3.</b>	,					
-						
Site #2 9.2	2					
Site 1			Site 2			
Friarage Hospital (	33)		The Jam	es Cook University	Hospital (273)	

Top five trusts		Bottom five trusts				
North Tees and Hartlepool NHS Foundation Trust	9.4		Northern Lincolnshire and Goole NHS Foundation Trust	8.4		
Northumbria Healthcare NHS Foundation Trust	9.3	H	adford Teaching Hospitals NHS oundation Trust	8.7		
South Tyneside and Sunderland NHS Foundation Trust	9.3		/lid Yorkshire pitals NHS Trust	8.8		
South Tees Hospitals NHS Foundation Trust	9.2	F	Airedale NHS Foundation Trust	8.8		
York Teaching Hospital NHS Foundation Trust	9.1		Leeds Teaching pitals NHS Trust	8.9		

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

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

		-					
Much wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·		·				expected	than expected
Your tru	ust s	score com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	8.0						
Trust	0.0						
Breakd	owr	of scores	for sites w	ithin your	trust:		
This bend	chma	arking allows	you to comp	are the result	s for sites wit	thin your trus	t with all
other site	s ac	ross trusts.					
Site #1	8.6						
-							
Site #2	7.8						
Site 1				Site 2			
Friarage Hosp	oital (87	7)		The Jam	es Cook University	Hospital (286)	
	(	/			,		

Top five trusts	Top five trusts			5	
Gateshead Health NHS Foundation Trust	8.4		Northern Lincolnshire and Goole NHS Foundation Trust	7.2	
Mid Yorkshire Hospitals NHS Trust	8.2		Hull University Teaching Hospitals NHS Trust	7.5	
North Tees and Hartlepool NHS Foundation Trust	8.1		The Leeds Teaching Hospitals NHS Trust	7.5	
Harrogate and District NHS Foundation Trust	8.0		Bradford Teaching Hospitals NHS Foundation Trust	7.5	
Airedale NHS Foundation Trust	8.0		North Cumbria Integrated Care NHS Foundation Trust	7.6	

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

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

Much worse	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 compared with all other trusts:									
This benchmarking compares the question score for your trust against all other trusts.										
Your Trust 8.3	3									
Breakdow	n of scores	for sites w	vithin your	trust.						
	narking allows		-		thin your trus	t with all				
	cross trusts.	,р								
Site #1 <b>8</b> .	0									
-										
	•									
Site #2 8.	3									
lite 1			Site 2							
iarage Hospital (86) The James Cook University Hospital (293)										
			ļ							

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

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your tr	Your trust score compared with all other trusts:									
			-		r your trust ag	ainst all othe	er trusts.			
Your		0 1	•		, .					
Trust	7.6									
Breakd	lowr	n of scores	for sites w	ithin your	trust:					
		-	you to comp	are the result	ts for sites wit	hin your trus	t with all			
other site	es ac	ross trusts.								
Site #1	7.8	}								
						_				
Site #2	7.5									
Site 1				Site 2						
Friarage Hos	riarage Hospital (110) The James Cook University Hospital (457)									

Top five trusts	Top five trusts			5
North Tees and Hartlepool NHS Foundation Trust	7.6		Northern Lincolnshire and Goole NHS Foundation Trust	6.6
	_			
South Tees Hospitals NHS Foundation Trust	7.6		The Rotherham NHS Foundation Trust	6.8
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.5		Mid Yorkshire Hospitals NHS Trust	6.8
South Tyneside and Sunderland NHS Foundation Trust	7.5		Bradford Teaching Hospitals NHS Foundation Trust	6.8
Northumbria Healthcare NHS Foundation Trust	7.4		Barnsley Hospital NHS Foundation Trust	6.9

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

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

than expected       expected       than expected       the same       than expected       expected       than expected         Your Trust       Score compared with all other trusts:       This benchmarking compares the question score for your trust against all other trusts.         Your Trust       7.8         Breakdown of scores for sites within your trust:       This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         Site #1       8.5         Site #2       7.7										
aver and the second					Much better than expected					
this benchmarking compares the question score for your trust against all other trusts.   Your   7.8 <b>reakdown of scores for sites within your trust:</b> This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. te #1 8.5 7.7	our trust score compared with all other trusts:									
Trust       7.8         Greakdown 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.         ite #1       8.5         ite #2       7.7	-									
inte #2       7.7										
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 8.5 ite #2 7.7										
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 8.5 ite #2 7.7	' tru	vithin your	trust:							
Site #1 8.5     Site #2 7.7		-		thin your trus	t with all					
Site #2 7.7										
Site #2 7.7										
Site #2 7.7										
Site 1 Site 2		Site 2								
Friarage Hospital (88) The James Cook University Hospital (375)										

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

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

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

							( I
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	То
	score com		all other t		•	·	
This benchn	narking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.	F
Your Trust <b>8.5</b>	5						
Breakdow	n of scores	for sites w	vithin your	trust:			В
his benchm	narking allows		-		thin your trus	t with all	N
ther sites a	cross trusts.						
ite #1 9.	7						i i
ite #1 <b>9.</b>	1						l l
- 17							
te #2 <b>8.</b>	1						
ite 1			Site 2				F
riarage Hospital (	58)		The Jan	nes Cook University	Hospital (161)		

Comparison with other trusts within your region

Top five trusts		Bottom five trusts	5
Harrogate and District NHS Foundation Trust	9.0	Bradford Teaching Hospitals NHS Foundation Trust	7.5
Barnsley Hospital NHS Foundation Trust	9.0	Calderdale and Huddersfield NHS Foundation Trust	7.8
Northumbria Healthcare NHS Foundation Trust	9.0	The Rotherham NHS Foundation Trust	7.9
North Tees and Hartlepool NHS Foundation Trust	8.9	Mid Yorkshire Hospitals NHS Trust	8.1
York Teaching Hospital NHS Foundation Trust	8.8	The Leeds Teaching Hospitals NHS Trust	8.2

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## Leaving hospital: Q37. Were you given enough notice about when you were going to leave 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			
	our trust score compared with all other trusts:									
This ber	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	7.5									
Breako	dowr	of scores	for sites w	ithin your	trust:					
This ben	nchma	arking allows	you to comp	are the result	s for sites wit	thin your trus	t with all			
other site	es ac	ross trusts.								
Site #1	7.6									
	1.0									
	-									
Site #2	7.4									
-				<b>0</b> 14 <b>0</b>						
Site 1				Site 2						
Friarage Hos	spital (11	12)		The Jam	es Cook University	Hospital (466)				

		_		
Top five trusts			Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.8		Northern Lincolnshire and Goole NHS Foundation Trust	6.7
Couth Turposido and				_
South Tyneside and Sunderland NHS Foundation Trust	7.7		Bradford Teaching Hospitals NHS Foundation Trust	6.8
North Tees and Hartlepool NHS Foundation Trust	7.6		Mid Yorkshire Hospitals NHS Trust	6.8
South Tees Hospitals NHS Foundation Trust	7.5		The Rotherham NHS Foundation Trust	6.8
Northumbria Healthcare NHS Foundation Trust	7.4		The Leeds Teaching Hospitals NHS Trust	6.8

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

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

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	rust s	score com	pared with	all other ti	rusts:		
This ber	nchma	arking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
Your Trust	7.3						
1							
This ber	nchma		for sites w	-	trust: ts for sites wit	hin your trus	t with all
	]						
Site #1	6.9						
	0.0						
	-						
Site #2	7.2						
	1.2						
Site 1				Site 2			
Friarage Ho	spital (10	02)		The Jam	nes Cook University	Hospital (432)	

Top five trusts		Bottom five trusts			
		Dollom nve trusts	<b>&gt;</b>		
Harrogate and District NHS Foundation Trust	7.9	Mid Yorkshire Hospitals NHS Trust	6.0		
Northumbria Healthcare NHS Foundation Trust	7.6	The Rotherham NHS Foundation Trust	6.4		
Calderdale and Huddersfield NHS Foundation Trust	7.4	Northern Lincolnshire and Goole NHS Foundation Trust	6.5		
North Tees and Hartlepool NHS Foundation Trust	7.4	Barnsley Hospital NHS Foundation Trust	6.8		
Hull University Teaching Hospitals NHS Trust	7.4	Bradford Teaching Hospitals NHS Foundation Trust	6.8		

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

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

Much wo than exped		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
	our trust score compared with all other trusts:								
Your		arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	r trusts.		
	5.3								
This bend	chma		for sites w you to comp	-	trust: is for sites wit	hin your trus	t with all		
Site #1	5.6								
- Site #2	5.1								
Site 1				Site 2					
Friarage Hosp	oital (97	")		The Jam	es Cook University	Hospital (341)			

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

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

### **Results for your trust**

		-					
Much wor than exped		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·						onpoolou	
			pared with				
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	6.8						
Trust	•••						
Breakd	own	of scores	for sites w	ithin your/	trust:		
		-	you to comp	are the result	s for sites wit	thin your trus	t with all
other site	s aci	ross trusts.					
Site #1	6.7						
	0.7						
-							
Site #2	6.7						
	•						
Site 1				Site 2			
Friarage Hosp	oital (10	07)		The Jam	es Cook University	Hospital (419)	

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

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

### **Results for your trust**

		-								
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	Your trust score compared with all other trusts:									
This ben	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	8.2									
This ben	<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	6.8	1								
Site #2	8.2	2								
Site 1				Site 2						
Friarage Hos	pital (10	07)		The Jan	The James Cook University Hospital (437)					

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

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

### **Results for your trust**

Much worse than expectedWorse than expectedSomewhat worse than expectedAbout the sameSomewhat better than expectedBetter than expected	Much better than expected
than expected expected than expected the same than expected expected	
Vour truct coord compared with all ather tructor	
Your trust score compared with all other trusts:	o v 4v - o 4o
This benchmarking compares the question score for your trust against all oth	er trusts.
Your Trust 8.5	
Breakdown of scores for sites within your trust:	
This benchmarking allows you to compare the results for sites within your trus	st with all
other sites across trusts.	
Site #1 8.6	
Site #2 8.4	
Site #2 8.4	
Site 1 Site 2	
Friarage Hospital (70) The James Cook University Hospital (255)	

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

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

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

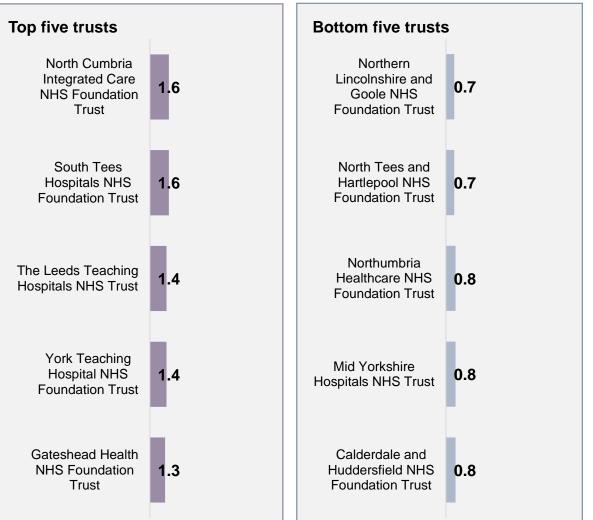
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	Top five trusts	
This benchma		pared with ares the quest			gainst all othe	er trusts.	South Tees Hospitals NHS Foundation Trust	7.4
Your Trust <b>7.4</b>								
	rking allows	s for sites w s you to compa			thin your trus	t with all	County Durham and Darlington NHS Foundation Trust	7.2
Site #1 6.8							Northumbria Healthcare NHS Foundation Trust	7.2
Site #2 7.4							Calderdale and Huddersfield NHS Foundation Trust	7.1
ite 1			Site 2					
riarage Hospital (52)			The Jar	nes Cook University	Hospital (268)		Barnsley Hospital NHS Foundation Trust	7.0

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

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

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

Much worse than expecte				Somewhat better than expected	Better than expected	Much better than expected	Top five trusts	
This bench		•	with all other question score for		gainst all othe	er trusts.	North Cumbria Integrated Care NHS Foundation Trust	1.6
Your Trust <b>1</b>	.6							
This bench		lows you to c	ces within you compare the resu		thin your trus	t with all	South Tees Hospitals NHS Foundation Trust	1.6
Site #1	2.9						The Leeds Teaching Hospitals NHS Trust	1.4
Site #2	1.5						York Teaching Hospital NHS Foundation Trust	1.4
Site 1			Site 2				Foundation must	
Friarage Hospita	al (86)		The Ja	mes Cook University	Hospital (408)		Gateshead Health NHS Foundation Trust	1.3



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

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

Much wors than expec			Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
our trust score compared with all other trusts:								
This benchmarking compares the question score for your trust against all other trusts.								
Your Trust								
Breakdo	own of sc	ores	for sites w	vithin your	trust:			
				•	ts for sites wit	hin your trus	t with all	
other sites	s across tru	ists.				-		
Site #1	9.6							
Site #2	9.2							
Site 1				Site 2				
riarage Hospi	tal (112)			The Jam	es Cook University	Hospital (463)		

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

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

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

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:		1
his benchm	arking comp	ares the ques	tion score fo	or your trust ag	ainst all othe	er trusts.
Your Trust <b>8.7</b>						
Breakdow	n of scores	s for sites w	vithin your	trust:		
			-	Its for sites with	hin vour trus	t with all
other sites ac	-	, ca to comp				
Site #1 9.0	)					
-						
Site #2 8.6						
Site 1			Site 2			
Sile i						
Friarage Hospital (1	11)		The Ja	mes Cook University I	Hospital (464)	
	11)		The Ja	nes Cook University I	Hospital (464)	
	11)		The Jai	nes Cook University I	Hospital (464)	

			-	
Top five trusts		Bottom five trusts	5	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7	Mid Yorkshire Hospitals NHS Trust	7.8	
South Tees Hospitals NHS Foundation Trust	8.7	The Rotherham NHS Foundation Trust	7.9	
Sheffield Teaching Hospitals NHS Foundation Trust	8.6	Bradford Teaching Hospitals NHS Foundation Trust	7.9	
South Tyneside and Sunderland NHS Foundation Trust	8.5	Northern Lincolnshire and Goole NHS Foundation Trust	7.9	
Northumbria Healthcare NHS Foundation Trust	8.5	Barnsley Hospital NHS Foundation Trust	8.1	

## For further information

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



# Appendix



## **Comparison to other trusts**

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

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

## **Comparison to other trusts**

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

Somewhat worse than expected	Somewhat better than expected		
Your trust has not performed "somewhat worse than expected" for any questions.	<ul> <li>Q10. If you brought medication with you to hospital, were you able to take it when you needed to?</li> <li>Q14. During your time in hospital, did you get enough to drink?</li> <li>Q29. Were you able to get a member of staff to help you when you needed attention?</li> </ul>		

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## **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>Q44. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?</li> </ul>	Your trust has not performed "much better than expected" for any questions.		





### **Results for South Tees Hospitals NHS Foundation Trust**

### Where patient experience is best

- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Support from health or social care services: patients being given enough support from health or social care services to help them recover or manage their condition after leaving hospital
- Waiting to get to a bed: patients feeling that they waited the right amount of time to get to a bed on a ward after they arrived at the hospital
- Enough nurses: patients feeling there were enough nurses on duty to care for them in hospital
- Quality of food: patients describing the hospital food as good

### Where patient experience could improve

- Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- Disturbance from hospital lighting: patients not being bothered at night from hospital lighting
- Noise from staff: patients not being bothered by noise at night from staff
- Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital
- Communication: patients not being told something by a member of staff that was different to what they had been told by another member of staff

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 South Tees Hospitals NHS Foundation Trust who had attended in late 2020. Responses were received from 585 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

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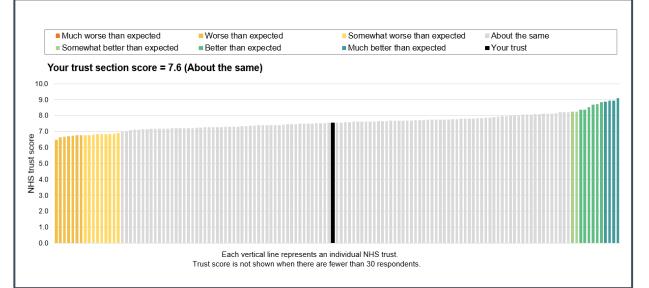
## How to interpret benchmarking in this report

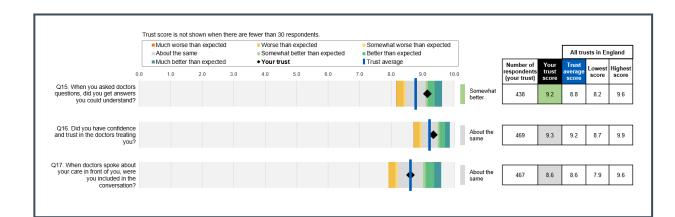
#### **Trust level benchmarking**

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

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

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





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## 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.