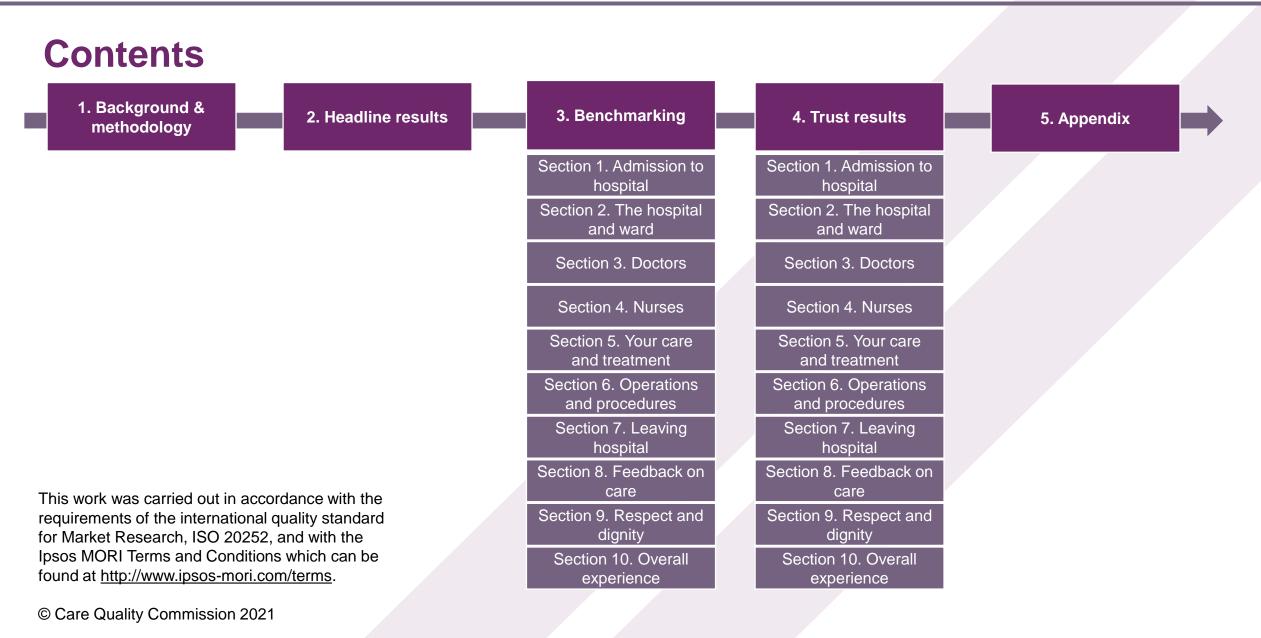
# NHS Adult Inpatient Survey 2020 Benchmark Report

The Rotherham NHS Foundation Trust



1 Adult Inpatient Survey 2020 | RFR | The Rotherham NHS Foundation Trust



# **Background and methodology**

#### This section includes:

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



### **Background and methodology**

#### The NHS Patient Survey Programme

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

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

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

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

#### The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

#### **Trend data**

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

#### Further information about the survey

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

### Key terms used in this report

#### The 'expected range' technique

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

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

More information can be found in the Appendix.

#### **Standardisation**

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

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

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

#### Scoring

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

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

#### Trust average

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

#### Suppressed data

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

#### Further information about the methods

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

### Using the survey results

#### Navigating this report

This report is split into five sections:

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

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

# How to interpret the graphs in this report

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

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

#### Other data sources

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

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

# **Headline results**

#### This section includes:

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



### Who took part in the survey?

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

1,250 invited to take part	Ethnicity	Religion
<ul> <li>497 completed</li> <li>89% urgent/emergency admission</li> <li>11% planned admission</li> <li>43% response rate</li> <li>46% average response rate for all trusts</li> <li>42% response rate for your trust last year</li> </ul>	White94%Mixed1%Asian or Asian British3%Black or Black British0%Arab or other ethnic group<0.5%Not known1%	No religion23%Buddhist<0.5%Christian70%Hindu<0.5%Jewish<0.5%Muslim3%Sikh<0.5%Other1%Prefer not to say2%
<b>Long-term conditions</b> <b>Image: Second State Sta</b>	Sex         At birth were you registered as         Female       50%         Male       49%         Intersex       <0.5%         1% of participants said their gender is different from the sex they were registered with at birth.	Age

### Summary of findings for your trust

#### **Comparison with other trusts**

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



#### **Comparison with last year's results**

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

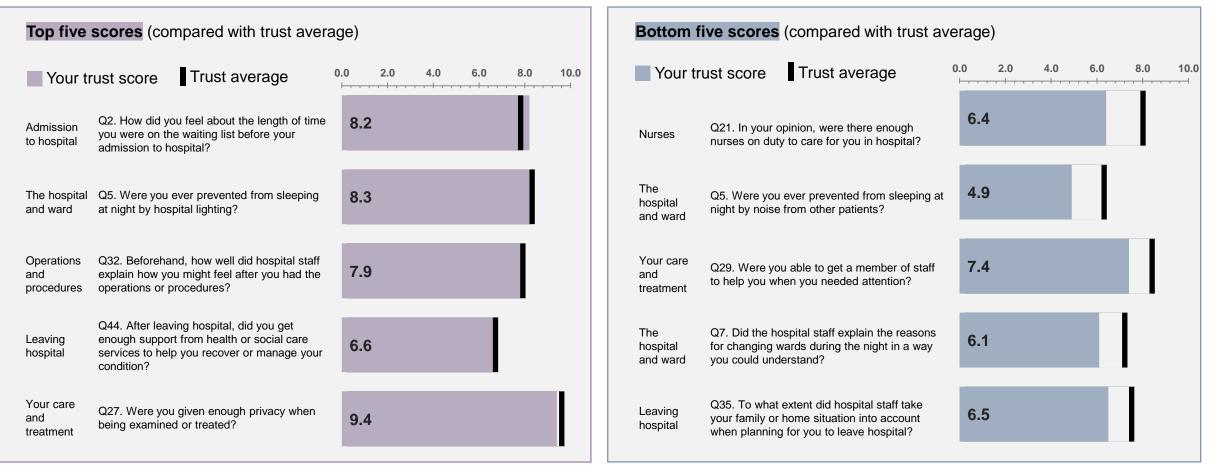
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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

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

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

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



10 Adult Inpatient Survey 2020 | RFR | The Rotherham NHS Foundation Trust

# Benchmarking

#### This section includes:

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



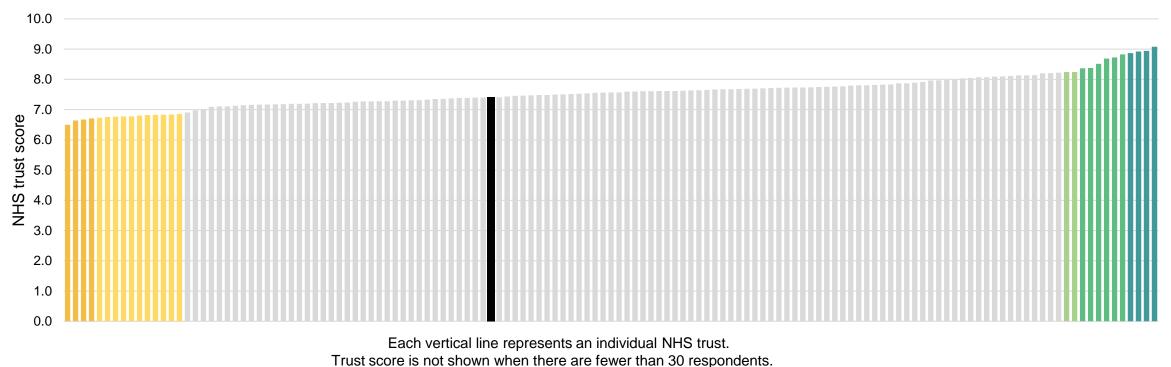
### **Section 1. Admission to hospital**

#### **Section score**

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

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

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



## Section 1. Admission to hospital (continued)

#### **Question scores**

	Ab	out the sa			Somew		ed nan expected	Bet	mewhat wors tter than exp	•	ected				All tru	ists in Er	ngland
0.0		1.0	than expect 2.0	3.0	<ul> <li>◆ Your tr</li> <li>4.0</li> </ul>	<b>ust</b> 5.0	6.0	7.0	8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?									•			About the same	56	8.2	7.7	5.8	9.1
Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?												Somewhat worse	458	6.6	7.5	6.0	9.3

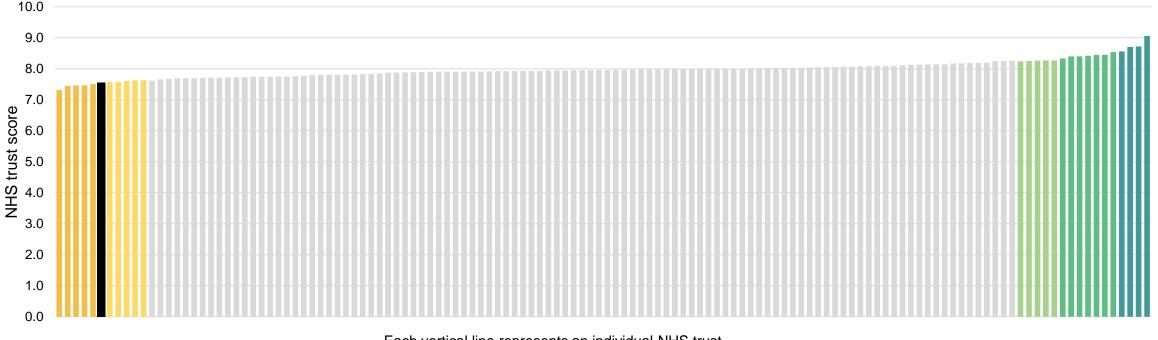
### Section 2. The hospital and ward

#### **Section score**

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



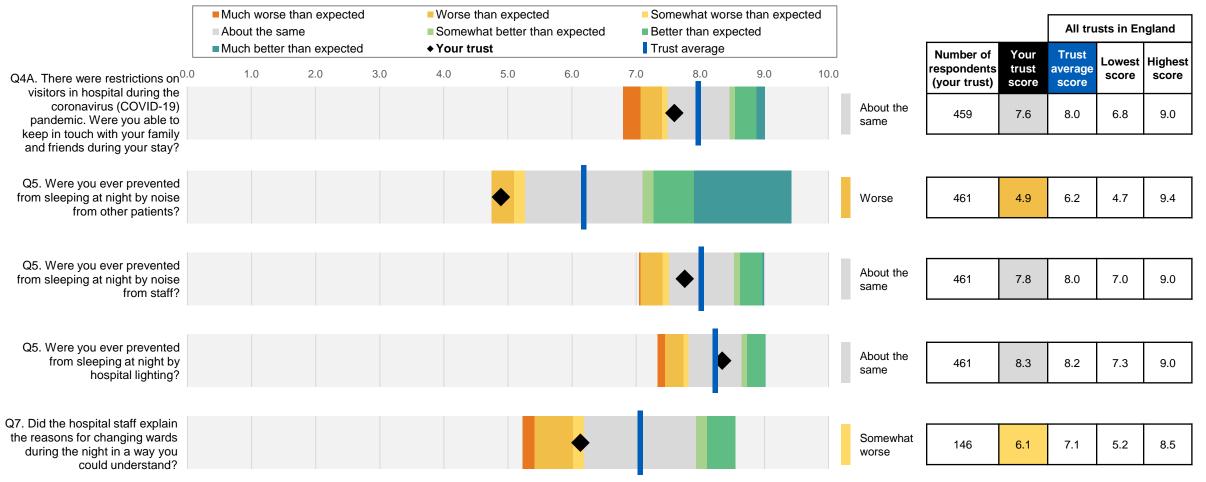
#### Your trust section score = 7.6 (Worse)



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

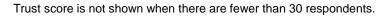
## Section 2. The hospital and ward (continued)

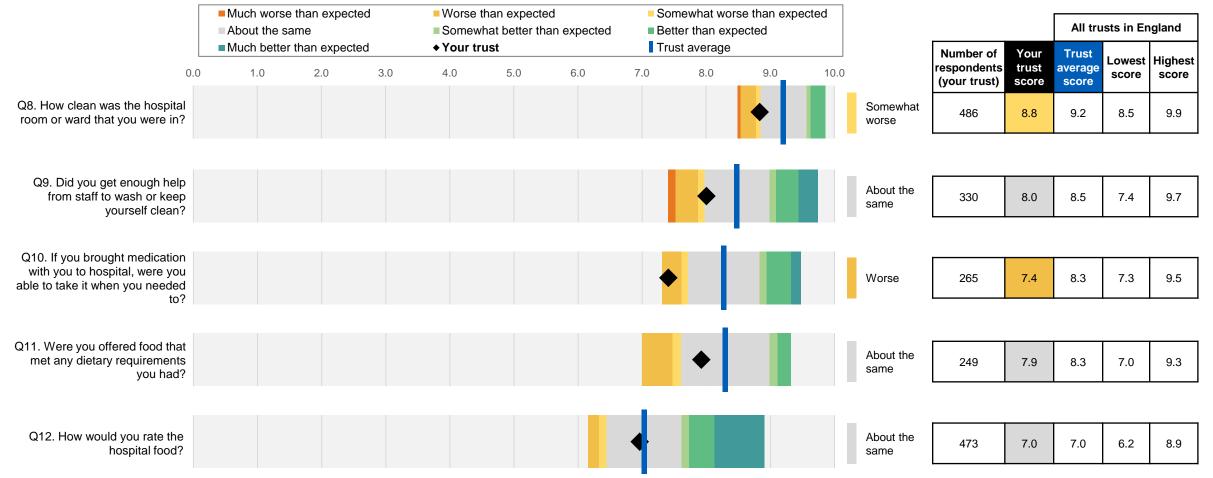
#### **Question scores**



### Section 2. The hospital and ward (continued)

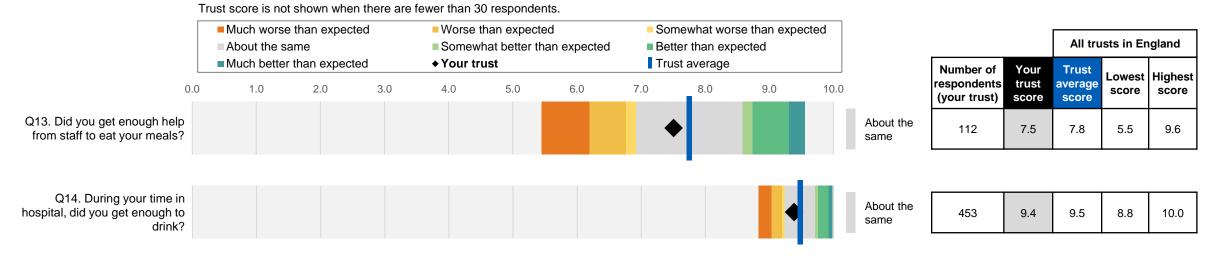
#### **Question scores**





## Section 2. The hospital and ward (continued)

#### **Question scores**



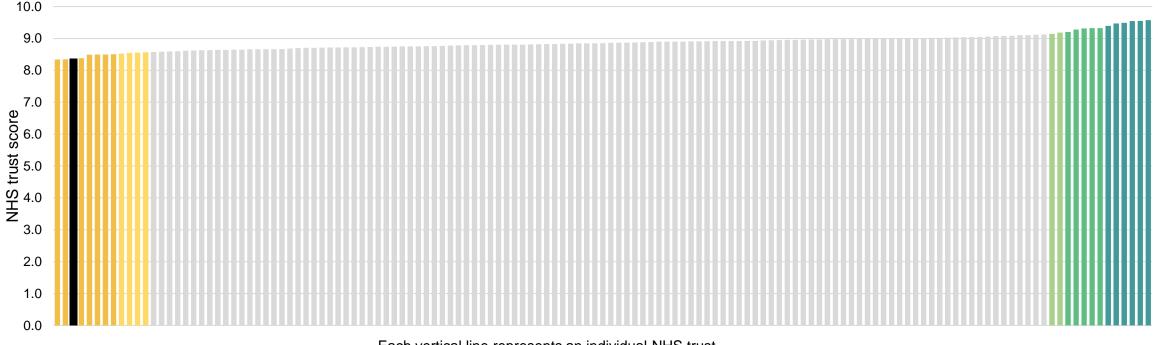
### **Section 3. Doctors**

#### **Section score**

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

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

#### Your trust section score = 8.4 (Worse)



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

# Section 3. Doctors (continued)

#### **Question scores**

	Much worse About the s	ame			than expecte hat better th	ed an expected	Bet	ter than expe	e than expect cted	ed				All tru	sts in Er	ngland
0.0	 Much bette	r than experience 2.0	3.0	<ul> <li>◆ Your tr</li> <li>4.0</li> </ul>	<b>ust</b> 5.0	6.0	7.0	st average 8.0	9.0	10.0		Number of respondents (your trust)	trust	Trust average score	Lowest score	Highest score
Q15. When you asked doctors questions, did you get answers you could understand?								•			Worse	459	8.2	8.8	8.2	9.6
Q16. Did you have confidence and trust in the doctors treating you?									•		Worse	493	8.8	9.2	8.7	9.9
Q17. When doctors spoke about your care in front of you, were you included in the conversation?								•			Worse	492	8.1	8.6	7.9	9.6



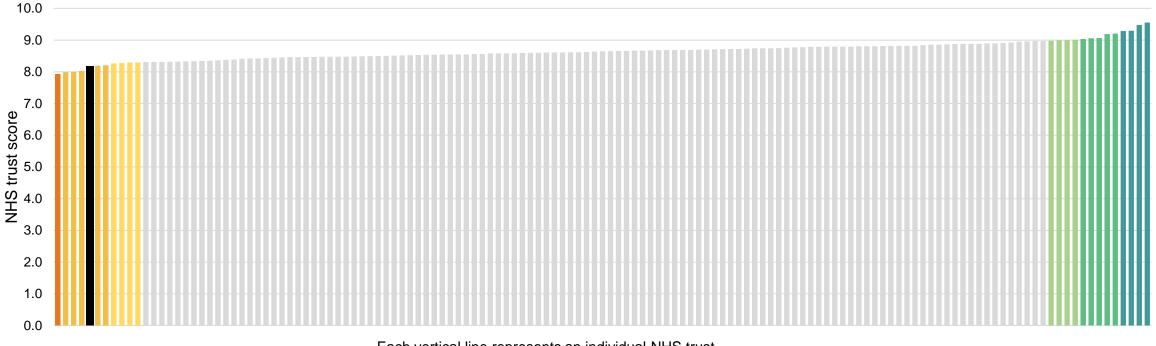
# **Section 4. Nurses**

#### 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 = 8.2 (Worse)



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

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

#### **Question scores**

	About the same			Some	<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> </ul>			ter than expe	e than expecte	əd				All tru	ists in En	gland
0.0	 Much bett	ter than expe	cted 3.0	♦ Your t 4.0	<b>rust</b> 5.0	6.0	7.0	st average 8.0	9.0	10.0		Number of respondents		Trust average	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?									•		About the same	(your trust) 460	score 8.8	score 8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?											About the same	493	9.0	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	492	8.5	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?						•					Much worse	493	6.4	7.9	6.4	9.3

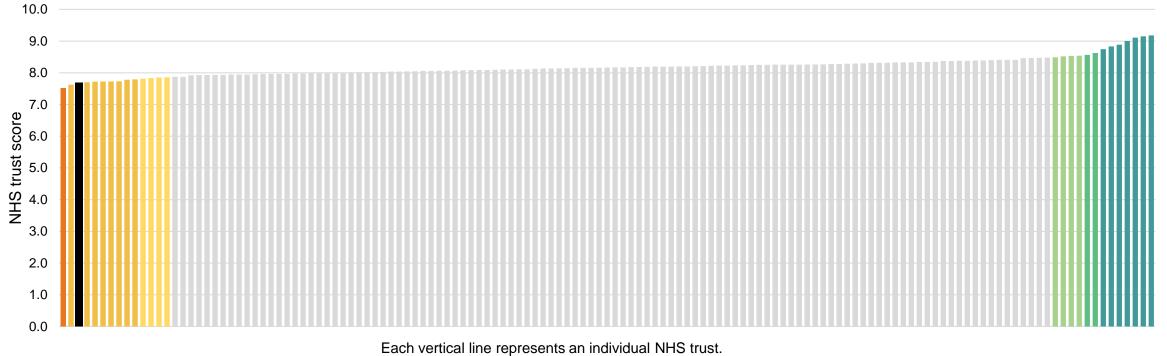
### **Section 5. Your care and treatment**

#### **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.

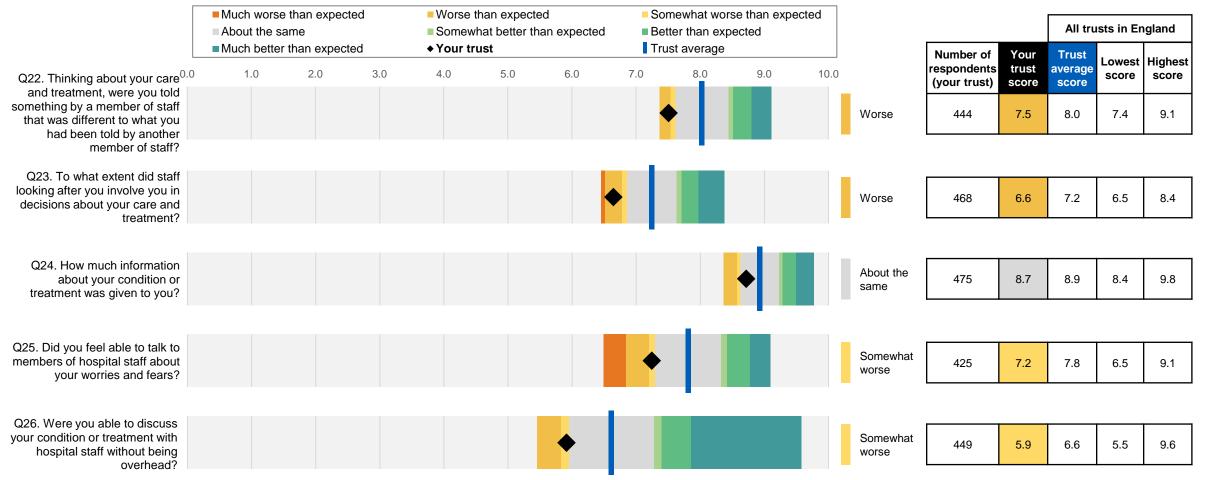
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

#### Your trust section score = 7.7 (Worse)



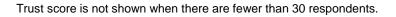
### Section 5. Your care and treatment (continued)

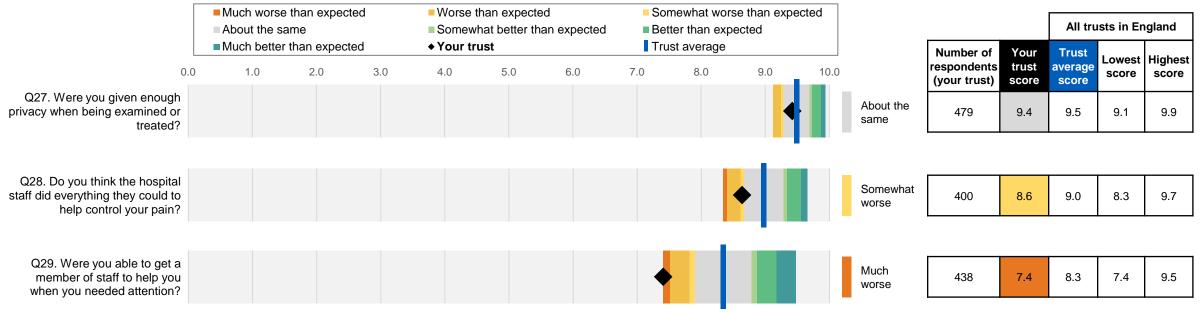
#### **Question scores**



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

#### **Question scores**





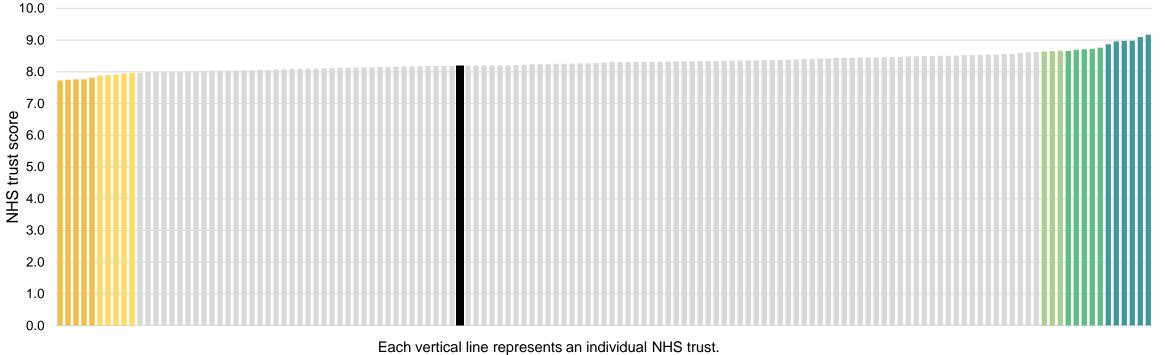
### **Section 6. Operations and procedures**

#### **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.

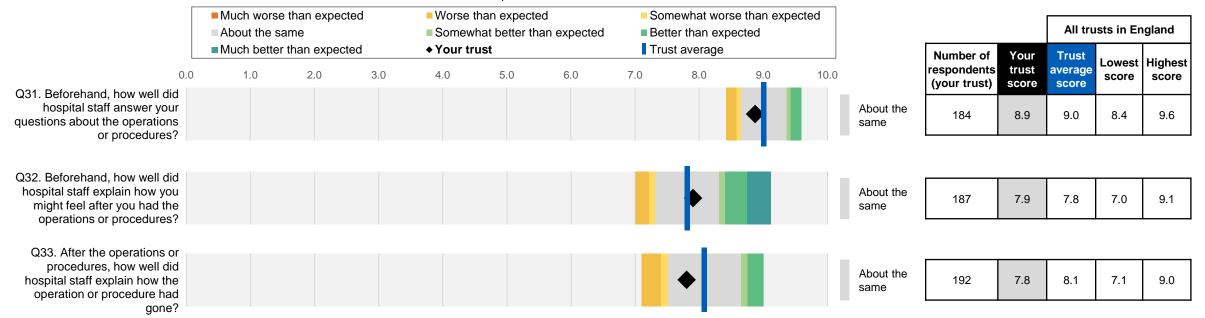
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

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



## Section 6. Operations and procedures (continued)

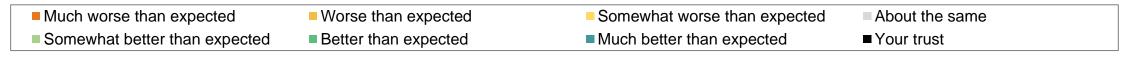
#### **Question scores**



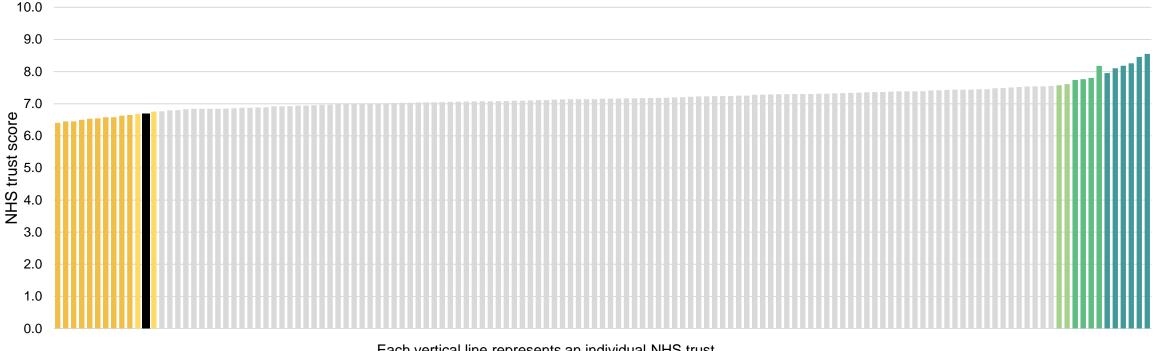
## **Section 7. Leaving hospital**

#### **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.



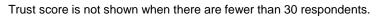
#### Your trust section score = 6.7 (Somewhat worse)

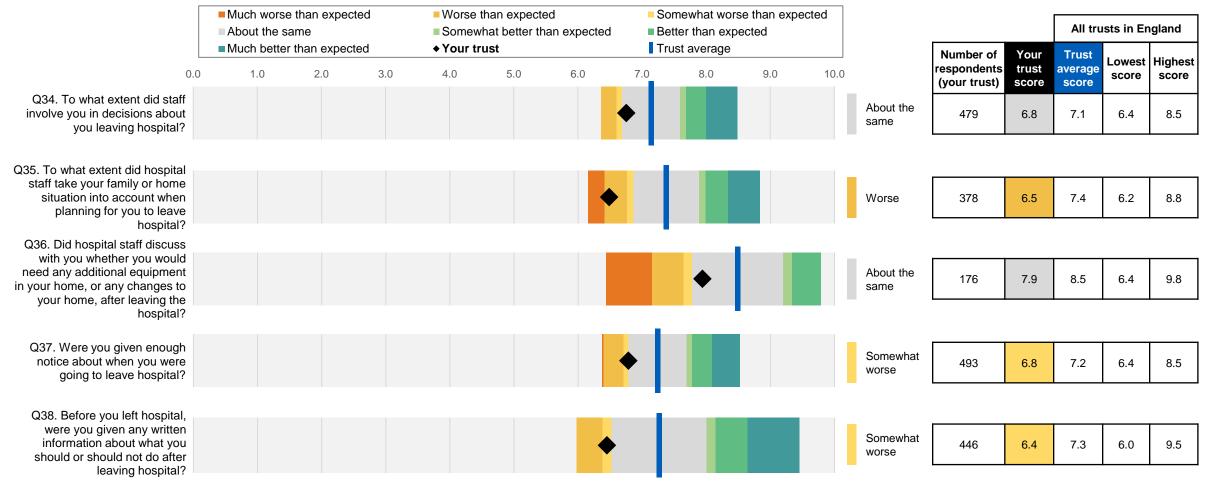


Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

# Section 7. Leaving hospital (continued)

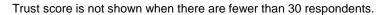
#### **Question scores**

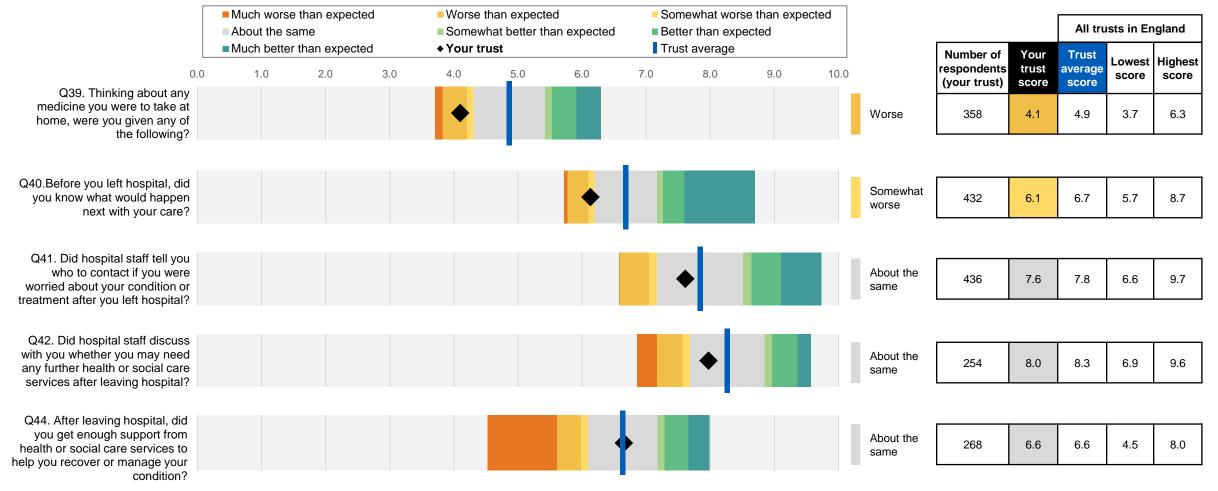




# Section 7. Leaving hospital (continued)

#### **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	

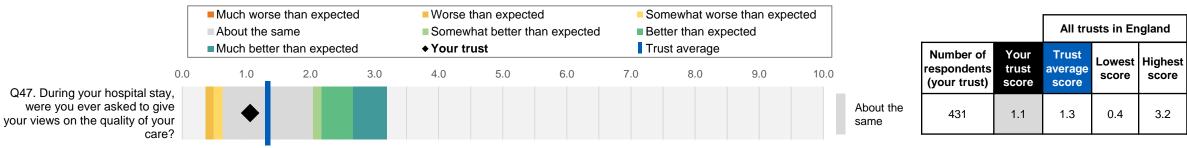
#### Your trust section score = 1.1 (About the same)

10.0	
9.0	
8.0	
7.0 ච	
0.0 0.2 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
0.5 IC	
Z 3.0	
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)

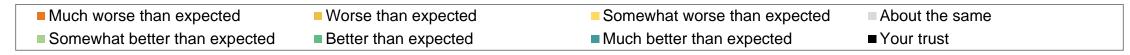
#### **Question score**



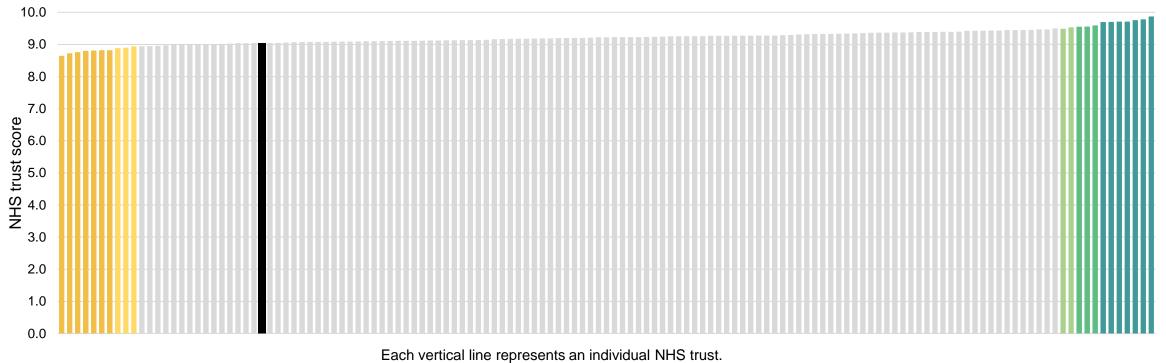
## **Section 9. Respect and dignity**

#### 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 higher score than a 'better than expected' trust.



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



# 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 iter than exp ist average	•	ected		Number of	Your
0.0 Q45. Overall, did you feel you	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents (your trust)	
dignity while you were in the hospital?									•		About the same	492	9.0

	All tru			ists in England		
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score	
ne	492	9.0	9.2	8.6	9.9	

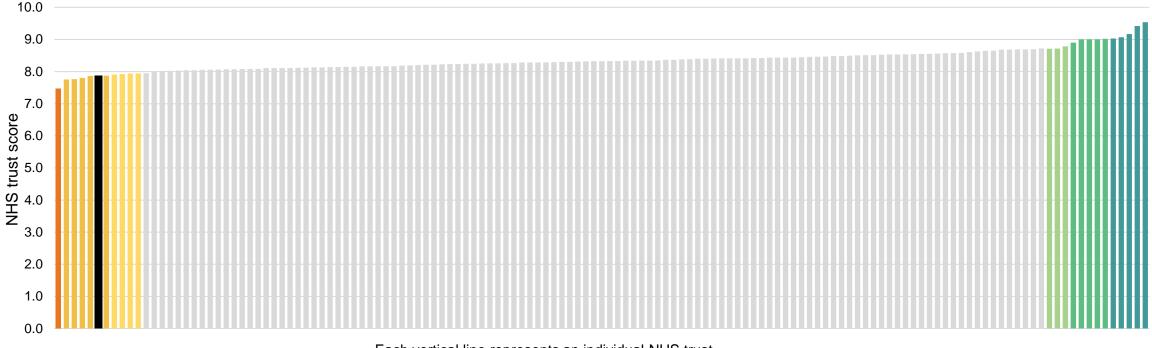
### **Section 10. Overall experience**

#### **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 = 7.9 (Worse)



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>			Somew	<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>			
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 your experience while you were in the hospital?								•			Worse

		All tru	trusts in England			
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score		
491	7.9	8.4	7.5	9.5		

# **Trust results**

#### This section includes:

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



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

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

	-					
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
lour truct	sooro oom	norod with	all other t			
		pared with			ainat all atha	
_	arking compa	ares the ques	stion score to	r your trust ag	jainst all othe	er trusts.
Your Trust <b>8.2</b>						
Breakdow	n of scores	s for sites w	vithin your	trust:		
his benchm	arking allows	you to comp	are the resul	ts for sites wit	hin your trus	t with all
other sites ac	cross trusts.					
7						
Site #1 8.2	2					
	-					
lite 1						
otherham District	General Hospital (5	6)				

Top five trusts		Bottom five trusts	5
North Tees and Hartlepool NHS Foundation Trust	8.8	County Durham and Darlington NHS Foundation Trust	7.0
Northumbria Healthcare NHS Foundation Trust	8.7	Northern Lincolnshire and Goole NHS Foundation Trust	7.1
The Leeds Teaching Hospitals NHS Trust	8.6	Harrogate and District NHS Foundation Trust	7.1
Gateshead Health NHS Foundation Trust	8.5	Mid Yorkshire Hospitals NHS Trust	7.2
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.5	Airedale NHS Foundation Trust	7.4

### 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
	score com	-				
his benchm	narking compa	ares the ques	tion score to	r your trust aç	gainst all othe	er trusts.
Your Trust <b>6.6</b>						
Trust 0.0						
reakdow	n of scores	for sites w	vithin your	trust:		
	arking allows		-		thin your trus	t with all
	cross trusts.	you to comp		IS TOT SILES WI	unit your trus	
ite #1 6.	6					
	-					
te 1						
otherham District	General Hospital (4	58)				

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 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	scoro com	pared with	all other ti	uete:		
		-			ningt all othe	r tructo
_	arking compa	ares the ques	suon score io	r your trust ag	jainst all othe	er trusts.
Your Trust <b>7.6</b>						
Breakdowr	n of scores	s for sites w	vithin your	trust:		
This benchma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
other sites ac	•	, ,				
Site #1 7.6	i					
lite 1						
otherham District (	General Hospital (4	59)				

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	
				1
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 than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our true	st score con	nared with	all other tr	niete.		
		-			ninet all othe	or tructo
_	nmarking comp	ales lie ques		i your trust ag	jainst an othe	
Your Trust 4	.9					
sreakdo	wn of score	s for sites w	vithin your	trust:		
his bench	nmarking allows	s you to comp	are the result	ts for sites wit	hin your trus	t with all
	across trusts.				2	
٦						
Site #1	4.9					
ite 1						
ite 1	riat Canada Haarita (	464)				
	rict General Hospital (	461)				
	rict General Hospital (	461)				
	rict General Hospital (-	461)				

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 com	pared with	all other ti	rusts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust <b>7.8</b>						
Breakdowr	n of scores	for sites w	vithin vour	trust:		
			-	ts for sites wit	thin your true	t with all
ther sites ac	-	you to comp			unin your trus	
Site #1 7.8						
ite 1						
otherham District C	General Hospital (4	61)				

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
	·	•	- 11 - 41 4			
		pared with				
his benchma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust <b>8.3</b>						
reakdown	of scores	for sites w	ithin your	trust:		
nis benchma	arking allows	you to comp	are the result	s for sites wi	thin your trus	t with all
her sites ac	0				2	
7						
te #1 8.3						
0.5						
te 1						
otherham District G	General Hospital (46	51)				
otherham District G	General Hospital (46	61)				
otherham District 🤇	∂eneral Hospital (46	51)				

		_		
Top five trusts			Bottom five trus	ts
Gateshead Health NHS Foundation Trust	8.9		Hull University Teaching Hospitals NHS Trust	8.0
Northumbria Healthcare NHS Foundation Trust	8.9		Northern Lincolnshire and Goole NHS Foundation Trust	8.0
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7		North Tees and Hartlepool NHS Foundation Trust	8.1
County Durham and Darlington NHS Foundation Trust	8.5		York Teaching Hospital NHS Foundation Trust	8.1
Calderdale and Huddersfield NHS Foundation Trust	8.4		South Tees Hospitals NHS Foundation Trust	8.1

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust	score com	pared with	all other ti	usts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust 6.1						
reakdowr	of scores	s for sites w	vithin your	trust:		
		you to comp	-		hin your true	t with all
ther sites ac		you to comp		13 101 51165 WI		
	1035 110315.					
ite #1 6.1						
te 1						
te 1						
	General Hospital (1	46)				
	General Hospital (1	46)				
	General Hospital (1	46)				
	General Hospital (1	46)				

Top five trusts	Bottom five trusts
Harrogate and District NHS Foundation Trust	Mid Yorkshire Hospitals NHS Trust <b>5.4</b>
The Newcastle upon	Bradford Teaching
Tyne Hospitals NHS	Hospitals NHS
Foundation Trust	Foundation Trust
Gateshead Health	The Rotherham
NHS Foundation	NHS Foundation
Trust	Trust
<b>7.9</b>	<b>6.1</b>
Northumbria	Calderdale and
Healthcare NHS	Huddersfield NHS
Foundation Trust	Foundation Trust
South Tees	Sheffield Teaching
Hospitals NHS	Hospitals NHS
Foundation Trust	Foundation Trust

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

#### **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
		·					
our tru	ist s	score com	pared with	all other tr	rusts:		
his benc	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your 📜	0 0						
Trust 🧾	8.8						
roakd	0.470	ofecoros	for sites y	vithin your	truct		
			for sites w	-			
		•	you to comp	are the result	ts for sites wit	hin your trus	t with all
her site	s acr	oss trusts.					
Г							
1 - 11 A	8.8						
ite #1	0.0						
ite #1	0.0						
ite #1	0.0						
ite #1	0.0						
ite #1	0.0						
ite #1	0.0						
	0.0						
	0.0						
te 1		eneral Hospital (4	86)				
te 1		eneral Hospital (4	86)				
te 1		eneral Hospital (4	86)				
re 1		eneral Hospital (4	86)				

			•
Top five trusts		Bottom five trus	its
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 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	ir trust score compared with all other trusts:								
This benchm		-			ainst all othe	er trusts.			
Your		•			-				
Trust 8.0									
Breakdowr	n of scores	for sites w	vithin vour	trust:					
This benchma			-		hin vour trus	t with all			
other sites ac	-	,			,				
Site #1 8.0									
Site 1									
Rotherham District (	General Hospital (3	30)							

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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust	score com	pared with	all other ti	rusts:		
		-		r your trust aç	gainst all othe	er trusts.
Your Trust 7.4						
Trust <b>7.4</b>						
reakdowr	n of scores	for sites w	vithin your	trust:		
			-	ts for sites wit	thin your trus	t with all
ther sites ac		,- <i></i>				
7						
ite #1 <b>7.4</b>						
te 1						
otherham District (	General Hospital (2	65)				

Top five trusts		Botto	om five trusts	6	
Calderdale and Huddersfield NHS Foundation Trust	8.8		e Rotherham IS Foundation Trust	7.4	
South Tees Hospitals NHS Foundation Trust	8.7	(	Northern colnshire and Goole NHS undation Trust	7.4	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7	-	l Yorkshire als NHS Trust	7.7	
North Cumbria Integrated Care NHS Foundation Trust	8.6	Ho	ford Teaching spitals NHS ndation Trust	7.8	
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.5		nsley Hospital S 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
					chrotter	and of pooled
Your trust	score com	pared with	all other ti	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 7.9						
Breakdowi	n of scores	for sites w	vithin your	trust:		
	arking allows		-		thin vour trus	t with all
other sites ac	-	Jou to comp				
٦						
Site #1 7.9	)					
Site 1						
Rotherham District	General Hospital (24	49)				

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		
		norod with		u oto i				
		pared with						
This benchmarking compares the question score for your trust against all other trusts.								
Your Trust <b>7.0</b>								
Breakdowi	n of scores	for sites w	ithin your	trust:				
his benchm	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all		
other sites ac		, ,						
٦								
Site #1 7.0								
Sile #1 <b>7.</b> 0								
iite 1								
otherham District	General Hospital (4	73)						

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 wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
						enpected	and expected
Your tr	ust	score com	pared with	all other tr	rusts:		
This ben	chm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	7 F						
Trust	7.5						
Breakd	lowr	of scores	for sites w	vithin vour	trust:		
				-	ts for sites wit	hin vour trus	t with all
		ross trusts.	you to comp			inin your true	
-							
Site #1	7.5						
	7.5	1					
_							
Site 1							
Rotherham D	District C	General Hospital (1	12)				

Top five trusts		Bottom five trusts	5
The Leeds Teaching Hospitals NHS Trust	8.2	Bradford Teaching Hospitals NHS Foundation Trust	6.4
Airedale NHS Foundation Trust	8.1	Mid Yorkshire Hospitals NHS Trust	6.5
Sheffield Teaching Hospitals NHS Foundation Trust	8.1	Northern Lincolnshire and Goole NHS Foundation Trust	6.9
South Tees Hospitals NHS Foundation Trust	8.1	Gateshead Health NHS Foundation Trust	7.1
Harrogate and District NHS Foundation Trust	8.0	County Durham and Darlington NHS Foundation Trust	7.5

### 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
	·					
	score com	-				
his benchm	narking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.
Your Trust <b>9.4</b>						
reakdow	n of scores	for sites w	vithin your	trust:		
his benchm	arking allows	you to comp	are the resul	ts for sites wi	thin your trus	t with all
her sites a	cross trusts.				-	
ite #1 9.4	4					
J.	•					
te 1						
otherham District	General Hospital (4	53)				

Top five trusts		Bottom five trusts	
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	
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	
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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
than expected	oxpected	and oxpooled		than expected	oxpoolou	
our trus	t score com	npared with	all other tr	usts:		
his bench	marking comp	ares the quest	tion score for	r your trust ag	ainst all othe	er trusts.
Your	_					
Frust <b>8.</b>	2					
reeleder				1		
		s for sites w	-			
nis bench	marking allows	s you to compa	are the result	ts for sites wit	thin your trus	t with all
her sites a	across trusts.					
Г						
	ິ <u>ງ</u>					
ite #1 8	. 2					
ite #1 8	.2					
ite #1 8	.2					
ite #1 8	.2					
ite #1 8	.2					
ite #1 8	.2					
	.2					
e 1		159)				
e 1	Ct General Hospital (	459)				
e 1		459)				
e 1		459)				

Top five trusts		Bottom five to	rusts	
Northumbria Healthcare NHS Foundation Trust	9.0	Northern Lincolnshire a Goole NHS Foundation T	and 8.2	
South Tees Hospitals NHS Foundation Trust	9.0	The Rotherh NHS Founda Trust		
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.0	Mid Yorkshire Hospitals NHS T	· Q 2	
Gateshead Health NHS Foundation Trust	8.9	Airedale NH Foundation T	- 06	
County Durham and Darlington NHS Foundation Trust	8.9	Bradford Teach Hospitals NH Foundation Tr	IS 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
	expected	than expected	the same	than expected	cxpected	than expected
our trust	score com	pared with	all other t	rusts:		
his benchn	narking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
Your						
Trust 8.8						
Broakdow	n of scores	s for sites w	vithin your	truct.		
			-			· ···
	•	you to comp	are the resul	ts for sites wit	hin your trus	t with all
ther sites a	cross trusts.					
Site #1 8.	•					
Site #1 8.	5					
lite 1						
otherham District	General Hospital (4	.93)				
Bureman District	General Hospital (4	33)				

-		-	-
Top five trusts		Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.6	Northern Lincolnshire and Goole NHS Foundation Trust	8.7
The Leeds Teaching Hospitals NHS Trust	9.4	The Rotherham NHS Foundation Trust	8.8
South Tees Hospitals NHS Foundation Trust	9.3	Bradford Teaching Hospitals NHS Foundation Trust	8.9
North Tees and Hartlepool NHS Foundation Trust	9.3	Mid Yorkshire Hospitals NHS Trust	8.9
Sheffield Teaching Hospitals NHS Foundation Trust	9.3	Airedale NHS Foundation Trust	9.1

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

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

	-					
			•• •			
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust	score com	pared with	all other ti	rusts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8.1						
rust 0.1						
reakdowr	n of scores	for sites w	vithin your	trust:		
is benchma	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
her sites ac		, ,			,	
٦						
te #1 8.1						
0.1						
te 1						
otherham District (	General Hospital (49	92)				

Top five trusts		Bottom 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		
	·				·	·		
		-	all other tr					
This benchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your								
Trust <b>8.8</b>								
Breakdowr	of scores	for sites w	vithin your	trust:				
			-		hin vour true	t with all		
other sites ac	-	you to comp		s for sites wit		i willi all		
	1033 110313.							
Site #1 8.8								
lite 1								
ite 1								
		20)						
otherham District G	General Hospital (4	60)						
	General Hospital (4	60)						
	General Hospital (4	50)						

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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
				•	expected	than expected
our trust	score com	pared with	all other ti	rusts:		
his benchm	narking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust <b>9.0</b>						
Breakdow	n of scores	for sites v	vithin vour	trust:		
	arking allows		-		hin vour trus	t with all
	cross trusts.	you to comp		is for sites with	ann your trus	
7						
ite #1 9.	<b>`</b>					
Site #1 9.0	J					
te 1						
otherham District	General Hospital (4	93)				

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
			all ath an tr			
		-	all other tr			
his benchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 8.5						
Trust 0.0						
reakdowr	n of scores	for sites w	vithin your	trust:		
			-	ts for sites wit	hin vour trus	t with all
her sites ac	•	you to comp		IS TOT SILES WI	ann your trus	
ite #1 8.5						
te 1						
otherham District G	General Hospital (49	92)				

		n 1		
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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better
·					•	
our trust s	score com	pared with	all other ti	rusts:		
his benchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 6.4						
		<b>6</b>		1		
reakdown	of scores	s for sites w	lithin your	trust:		
		you to comp	are the result	ts for sites wit	thin your trus	t with all
her sites ac	ross trusts.					
7						
ite #1 6.4						
_						
te 1						
otherham District G	General Hospital (4	93)				

•			<u> </u>
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**

	-					
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	
our trust	score com	pared with	all other ti	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your						
Trust 7.5						
Breakdowr	of scores	for sites w	vithin your	trust:		
			-			t with all
	-	you to comp	are the result	ts for sites wit	min your trus	a with all
ther sites ac	TOSS TRUSTS.					
Site #1 7.5						
iite 1						
Rotherham District	General Hospital (44	44)				

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	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trus	score com	pared with	all other t	rusts:		
his bench	marking comp	ares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Your	<b>U</b> .				-	
Frust 6.	5					
· · · .						
reakdov	n of scores	s for sites w	vithin your	trust:		
nis benchr	narking allows	vou to comp	are the result	ts for sites wit	thin vour trus	t with all
	cross trusts.	you to comp				t with an
	101033 110313.					
	~					
ite #1 6	6					
te 1						
otherham Distrie	t General Hospital (4	68)				

		1 [		
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 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		norod with				
Your trust		-				
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust <b>8.7</b>						
Breakdow	n of scores	for sites w	vithin your	trust:		
This benchm	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
other sites ac	cross trusts.				-	
7						
Site #1 8.7	•					
0.1						
Site 1						
Rotherham District	General Hospital (4	75)				

Top five trusts		Bottom five trusts	6
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**

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 7.2   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.2		-					
than expected       expected       than expected       than expected       than expected       expected       than expected         Your Trust       7.2         Breakdown of scores for sites within your trust:       This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.							
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.2 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.2 iite 1							Much better
This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.2  Areakdown 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 7.2  ite 1					·	expected	than expected
Your Trust 7.2 Breakdown 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. Site #1 7.2	our trust	score com	pared with	all other tr	usts:		
Trust       7.2         Breakdown of scores for sites within your trust:         this benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         Site #1         Trust         Site #1         Trust         Trust	his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Breakdown 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.         bite #1         T.2	7 2						
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 7.2	Trust						
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 7.2	reakdow	n of scores	for sites w	vithin your	trust:		
her sites across trusts.				-		thin vour trus	t with all
ite #1 <b>7.2</b>			you to comp		o for oneo wi	ann your a'do	t with an
te 1	7						
te 1							
te 1							
e 1							
e 1							
	te #1 <b>/.</b> 4	-					
otherham District General Hospital (425)	te 1						
	otherham District	General Hospital (42	25)				

		_			
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		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your Trust	5.9						
iiusi _							
3reakd	owr	of scores	for sites w	ithin your	trust:		
This ben	chma	arking allows	you to comp	are the result	s for sites wit	hin your trus	t with all
other site	es ac	ross trusts.					
Site #1	5.9						
- Sito 1							
Site 1	) )		10)				
	District G	General Hospital (4	49)				
	District G	General Hospital (4-	49)				
	District C	Seneral Hospital (4	49)				

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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·	·					
our trust s	score com	pared with	all other tr	rusts:		
his benchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust <b>9.4</b>						
reakdown	of scores	for sites w	ithin your	trust:		
			-			المعالية
	-	you to comp	are the result	is for sites wit	inin your trus	t with all
her sites acr	USS Trusts.					
ite #1 <b>9.4</b>						
te 1						
	eneral Hospital (4	70)				
otherham District G	ieneral nospital (+	19)				
otherham District G	eneral riospital (+	19)				
otherham District G		19)				

Top five trusts		Bottom five trusts	5
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**

	-					
Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	ļ					-
	st score com	-				
This bench	marking comp	ares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
Your 8	6					
Trust 0	.0					
Breakdo	wn of scores	s for sites w	vithin vour	trust:		
	marking allows		-		hin vour trus	t with all
	across trusts.	s you to comp		13 101 31163 WI		
Site #1 8	8.6					
ite 1						
otherham Dist	ict General Hospital (4	00)				
Biotina Dioti						

Top five trusts		Bottom 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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expecte
·					expected	
our trust	score com	pared with	all other t	rusts:		
his benchm	arking compa	ares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Your						
Trust 7.4						
Breakdowr	n of scores	for sites w	ithin your	trust:		
			-		thin your true	t with all
	-	you to compa	are the resul	ts for sites wi	thin your trus	t with all
ther sites ac	ross trusts.					
7						
Site #1 7.4	l i i i i i i i i i i i i i i i i i i i					
one #1 <b>7.4</b>	•					
ite 1						
otherham District (	General Hospital (4	38)				
		,				

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
our trus	t score com	nared with	all other ti	rusts:		1
	marking comp	-			ainst all othe	er trusts
Your	inaning comp			i your li dot de		
Trust <b>8.</b>	9					
Reakdov	vn of scores	s for sites w	vithin your	trust		
			-		hin your true	t with all
	marking allows across trusts.	s you to comp	are the result	is for sites wit	min your trus	i with all
	10055 110515.					
Site #1 8	.9					
ite 1						
Rotherham Distri	ct General Hospital (1	84)				

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	Bradford Teaching Hospitals NHS Foundation Trust	8.7
South Tyneside and Sunderland NHS Foundation Trust	9.3	Mid Yorkshire Hospitals NHS Trust	8.8
South Tees Hospitals NHS Foundation Trust	9.2	Airedale NHS Foundation Trust	8.8
York Teaching Hospital NHS Foundation Trust	9.1	The Leeds Teaching Hospitals 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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			- 11 - 41 4-		·	
		pared with				
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust <b>7.9</b>						
Trust 7.9						
3reakdowr	n of scores	for sites w	vithin your	trust:		
			-	s for sites wit	hin vour trus	t with all
ther sites ac		, <u>.</u>				
٦						
Site #1 <b>7.9</b>						
ite 1						
otherham District (	General Hospital (1	87)				
		-				

				-	
Top five trusts		B	Bottom 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		he Leeds Teaching lospitals 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 than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			all ath an tr			
		pared with				
This benchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust <b>7.8</b>						
Trust 1.0						
Breakdown	of scores	s for sites w	vithin your	trust:		
			-	ts for sites wit	hin vour trus	t with all
ther sites ac						
Site #1 7.8						
Site 1						
Rotherham District G	eneral Hospital (1	92)				
		- )				

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
our tr	ust	score com	pared with	all other ti	rusts:		
This ben	chm	arking compa	ares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	6.8						
TTUSL							
3reakd	lowr	n of scores	s for sites w	vithin your	trust:		
This ben	chma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
other site	es ac	ross trusts.	-				
Site #1	6.8						
Site 1							
Rotherham D	istrict C	General Hospital (4	79)				

Top five trusts		Bottom 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**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		norod with				
	score com	•				
I his benchr	narking comp	ares the ques	stion score to	r your trust ac	jainst all othe	er trusts.
Your Trust 6.5						
Breakdow	n of scores	s for sites w	vithin your	trust:		
	narking allows		-		thin vour trus	t with all
	cross trusts.	, ea to comp				
	_					
Site #1 6.	5					
Site 1						
Rotherham Distric	General Hospital (3	578)				

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**

uch worse n expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	Top five trusts		Bottom five trusts	5
		<b>pared with</b> pares the quest			ainst all oth	er trusts.	Harrogate and District NHS Foundation Trust	9.0	Bradford Teaching Hospitals NHS Foundation Trust	7.
ur ust <b>7.9</b>							1			
is benchma		<b>s for sites w</b> s you to compa	-		hin your trus	st with all	Barnsley Hospital NHS Foundation Trust	9.0	Calderdale and Huddersfield NHS Foundation Trust	7.
ite #1 <b>7.9</b>							Northumbria Healthcare NHS Foundation Trust	9.0	The Rotherham NHS Foundation Trust	7.
							North Tees and Hartlepool NHS	8.9	Mid Yorkshire Hospitals NHS Trust	8.
te 1							Foundation Trust			
otherham District	General Hospital (	176)								
							York Teaching Hospital NHS Foundation Trust	8.8	The Leeds Teaching Hospitals NHS Trust	8
71 Askelt laws of	Sant Curren 000			undetien Truet			i			

71 Adult Inpatient Survey 2020 | RFR | The Rotherham NHS Foundation Trust

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
					·	
		pared with				
This benchm	arking compa	ares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Your						
Trust 6.8						
Breakdowi	n of scores	s for sites w	vithin vour	trust:		
			-		ul	4
		you to comp	are the resul	ts for sites wit	thin your trus	t with all
other sites ac	ross trusts.					
7						
Site #1 6.8						
Site 1						
Rotherham District	General Hospital (4	93)				

Top five trusts	1	Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.8	Northern Lincolnshire and Goole NHS Foundation Trust	6.7
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 wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
						onpoolou	
our tru	ist s	core com	pared with	all other tr	usts:		
his bend	chmai	rking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your	<b>•</b> •						
Trust 🧾	6.4						
Breakdo	own	of scores	for sites w	vithin your	trust:		
				-			t with all
			you to comp	are the result	is for sites wi	thin your trus	t with all
ther sites	s acro	oss trusts.					
Site #1	6.4						
site #1	0.4						
Site 1							
otherham Die	strict Ge	eneral Hospital (4	46)				
			10)				

Top five trusts		Bottom five trusts	5	
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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust	score com	pared with	all other ti	usts:		
		ares the ques			ainst all othe	er trusts.
Your	- <b>3</b> r			,	,	
Trust <b>4.1</b>						
Broakdow	n of scores	for sites v	vithin your	truct		
			-		thin your true	t with all
other sites ac	-	you to comp	are the result	IS TOT SILES WI	unin your trus	t with all
	1055 (10515).					
Site #1 <b>4.1</b>	l i i i i i i i i i i i i i i i i i i i					
ite 1						
otherham District	General Hospital (3	58)				

Top five trusts		Bottom five trusts	S
Harrogate and District NHS Foundation Trust	5.5	Mid Yorkshire Hospitals NHS Trust	3.7
Northumbria Healthcare NHS Foundation Trust	5.3	Northern Lincolnshire and Goole NHS Foundation Trust	4.0
South Tees Hospitals NHS Foundation Trust	5.3	Bradford Teaching Hospitals NHS Foundation Trust	4.1
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	4.3

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

### **Results for your trust**

Much worse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
our trust	score com	pared with	all other to	rusts:		
	arking compa	-			ainst all othe	er trusts.
_				,	,	
Your Trust 6.1						
3reakdow	n of scores	s for sites w	vithin your	trust:		
his benchm	arking allows	vou to comp	are the result	ts for sites wit	thin vour trus	t with all
	cross trusts.	yea te comp			ann your a'do	
Site #1 6.1	l					
ite 1						
otherham District	General Hospital (4	32)				

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			
NHS Foundation Trust	7.1	Bradford Teaching 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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust s	score com	nared with	all other tr	uete:		
This benchma		-			ainst all othe	er trusts.
Your				, ,	,	
Trust 7.6						
Breakdown	of scores	for sites v	vithin vour	trust:		
This benchma					thin your trus	t with all
other sites aci	-	, cu to comp			ann your truo	
٦						
Site #1 7.6						
Site 1						
Rotherham District G	eneral Hospital (4	36)				

Top five trusts		Bottom five trusts	5
York Teaching Hospital NHS Foundation Trust	8.4	Mid Yorkshire Hospitals NHS Trust	6.9
Harrogate and District NHS Foundation Trust	8.3	Northern Lincolnshire and Goole NHS Foundation Trust	7.1
Sheffield Teaching Hospitals NHS Foundation Trust	8.3	The Leeds Teaching Hospitals NHS Trust	7.5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.3	Airedale NHS Foundation Trust	7.6
South Tees Hospitals NHS Foundation Trust	8.2	The Rotherham NHS Foundation Trust	7.6

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 wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·						·	·
our tru	ust s	score com	pared with	all other tr	usts:		
his bend	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	0 0						
Trust	8.0						
sreakd	own	of scores	for sites w	ithin your	trust:		
			you to comp	-		hin vour true	t with all
		ross trusts.	you to comp		3 101 31165 WI		
	5 40	1033 110313.					
ite #1	8.0						
ie 1							
te 1			- 0				
	strict G	General Hospital (2:	54)				
	strict G	Seneral Hospital (2:	54)				
	istrict G	General Hospital (2:	54)				

-			
Top five trusts		Bottom five trusts	5
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?

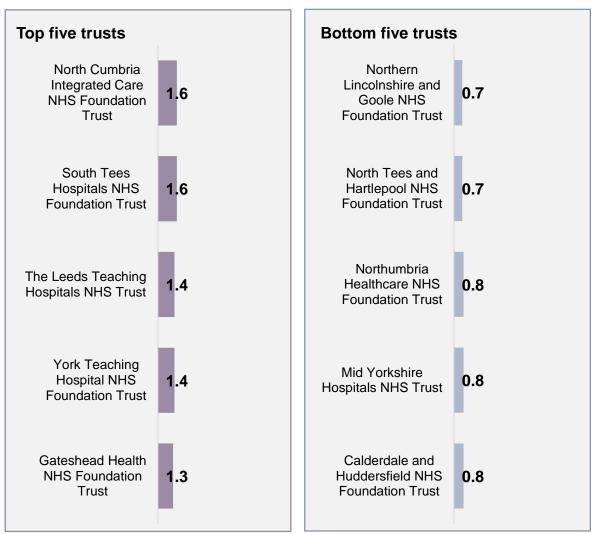
#### **Results for your trust**

	-									 	
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		Bottom five trust	S
his benchma		<b>pared with</b> ares the quest			ainst all othe	er trusts.		South Tees Hospitals NHS Foundation Trust	7.4	Bradford Teaching Hospitals NHS Foundation Trust	5.
ur Ist <b>6.6</b>											
enchma		<b>s for sites w</b> s you to compa	-		hin your trus	t with all	İ	County Durham and Darlington NHS Foundation Trust	7.2	Mid Yorkshire Hospitals NHS Trust	6.0
≠1 <b>6.6</b>							ł	Northumbria Healthcare NHS Foundation Trust	7.2	Hull University Teaching Hospitals NHS Trust	6.
0.0											
								Calderdale and Huddersfield NHS Foundation Trust	7.1	Northern Lincolnshire and Goole NHS	6.
										Foundation Trust	
District G	Seneral Hospital (2	268)						Dornalov Haapital		Choffield Teaching	
								Barnsley Hospital NHS Foundation Trust	7.0	Sheffield Teaching Hospitals NHS Foundation Trust	6.4
Adult Inpatio	ent Survey 2020	0   RFR   The Roth	erham NHS Fo	undation Trust							

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tr	usts	score com	pared with	all other tr	usts:		
_	ichma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	1.1						
			for sites w		1		
		ross trusts.	you to comp			,,	
Site #1	1.1						
Site 1							
	District C	General Hospital (4	31)				
			,				



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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trus	t score com	nared with	all other ti	niete.		
Your trust score compared with all other trusts:						
This benchmarking compares the question score for your trust against all other trusts.						
Your Trust <b>9.</b>	0					
Breakdov	vn of scores	; for sites w	ithin your	trust:		
his bench	marking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
	across trusts.	,			,	
٦						
Site #1 9	.0					
Sito 1						
Site 1						
	ct General Hospital (4	92)				
	rt General Hospital (4	92)				
	t General Hospital (4	92)				

		1 [			
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   Cour trust score compared with all other trusts:   Tour trust score compared with all other trusts:   This benchmarking compares the question score for your trust against all other trusts.   Your Trust   7.9   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 7.9 Tour trust against all other trust with all ther sites across trusts. Tour trust with all ther sites across trusts. Site #1							
than expected expected than expected the same than expected expected than expected <b>Your Trust score compared with all other trusts:</b> This benchmarking compares the question score for your trust against all other trusts. <b>Your Trust 7.9 Breakdown of scores for sites within your trust:</b> his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 <b>7.9 7.9</b>							
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.9 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 7.9 Ite 1							Much better
Your   Trust     7.9 <b>Breakdown of scores for sites within your trust:</b> his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1	·	•				chrotted	
Your Trust       7.9         Streakdown 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         7.9	our trust	score com	pared with	all other t	rusts:		
Trust       7.9         Breakdown 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         7.9	his benchm	arking compa	ares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Breakdown 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         T.9	Your						
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 7.9	Frust 7.9						
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 7.9	rookdow	n of cooros	for sites y	lithin your	truct		
her sites across trusts.				-			
te #1 <b>7.9</b>	nis benchm	arking allows	you to comp	are the resul	ts for sites wit	thin your trus	t with all
e 1	her sites ac	cross trusts.					
e 1	Г						
e 1							
te 1							
te 1							
te 1							
te 1							
	ite #1 7.9	•					
otherham District General Hospital (491)	te 1						
	thorbom District	Conoral Hospital (4	01)				
	Differmation District		91)				

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
<ul> <li>Q21. In your opinion, were there enough nurses on duty to care for you in hospital?</li> <li>Q29. Were you able to get a member of staff to help you when you needed attention?</li> </ul>	<ul> <li>Q5. Were you ever prevented from sleeping at night by noise from other patients?</li> <li>Q10. If you brought medication with you to hospital, were you able to take it when you needed to?</li> <li>Q15. When you asked doctors questions, did you get answers you could understand?</li> </ul>
	<ul> <li>Q16. Did you have confidence and trust in the doctors treating you?</li> <li>Q17. When doctors spoke about your care in front of you, were you included in the conversation?</li> <li>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?</li> </ul>
	<ul> <li>Q23. To what extent did staff looking after you involve you in decisions about your care and treatment?</li> <li>Q35. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?</li> <li>Q39. Thinking about any medicine you were to take at home, were you given any of the following?</li> <li>Q46. Overall, how was your experience while you were in the hospital?</li> </ul>

## **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	
<ul> <li>Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?</li> <li>Q7. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?</li> <li>Q8. How clean was the hospital room or ward that you were in?</li> <li>Q25. Did you feel able to talk to members of hospital staff about your worries and fears?</li> <li>Q26. Were you able to discuss your condition or treatment with hospital staff without being overheard?</li> <li>Q28. Do you think the hospital staff did everything they could to help control your pain?</li> <li>Q37. Were you given enough notice about when you were going to leave hospital?</li> <li>Q38. Before you left hospital, were you given any written information about what you should or should not do after leaving hospital?</li> <li>Q40. Before you left hospital, did you know what would happen next with your care?</li> </ul>	Your trust has not performed "somewhat better than expected" for any questions.	

## **Comparison to other trusts**

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

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





### **Results for The Rotherham NHS Foundation Trust**

### Where patient experience is best

- 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
- Expectations after the operation or procedure: patients being given an explanation from staff, before their operation or procedure, of how they might feel afterwards
- 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
- Privacy for examinations: patients being given enough privacy when being examined or treated

### Where patient experience could improve

- Enough nurses: patients feeling there were enough nurses on duty to care for them in hospital
- Noise from other patients: patients not being bothered by noise at night from other patients
- Getting help from staff: patients being able to get a member of staff to help them when they needed attention
- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Home and family situation: staff considering the patients home and family situation when planning for them to leave hospital, if needed

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

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at The Rotherham NHS Foundation Trust who had attended in late 2020. Responses were received from 497 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

Adult Inpatient Survey 2020 | RFR | The Rotherham NHS Foundation Trust

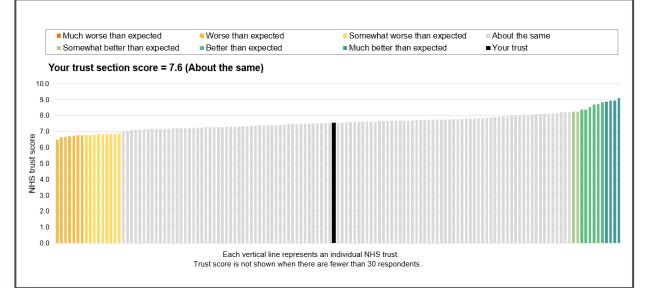
## How to interpret benchmarking in this report

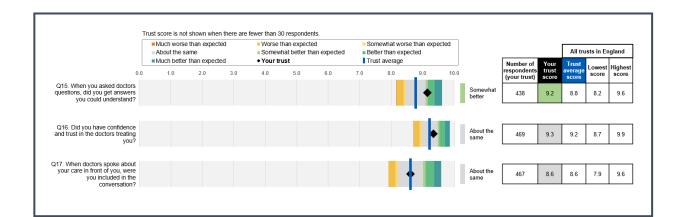
#### **Trust level benchmarking**

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

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

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





## How to interpret benchmarking in this report (continued)

#### **Trust level benchmarking**

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

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

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

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

#### Site level benchmarking

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

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

### An example of scoring

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

#### Calculating an individual respondent's score

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

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

#### Calculating the trust score for each question

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

#### Calculating the section score

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