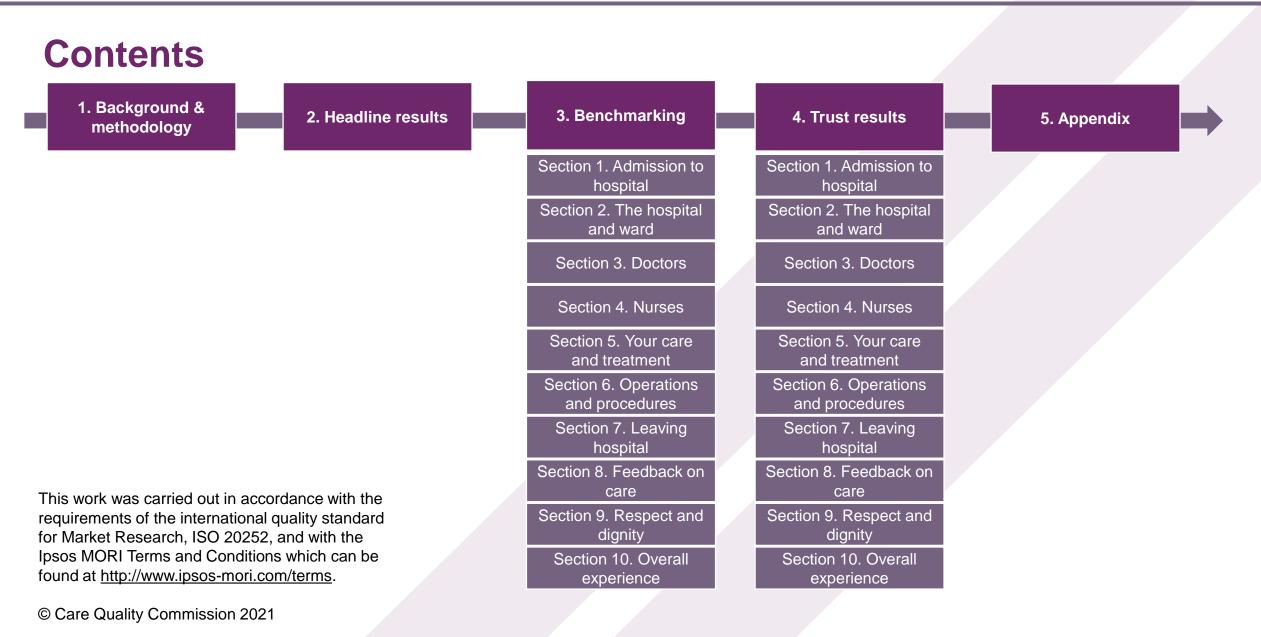
# NHS Adult Inpatient Survey 2020 Benchmark Report

**United Lincolnshire Hospitals NHS Trust** 





# **Background and methodology**

### This section includes:

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



### **Background and methodology**

### The NHS Patient Survey Programme

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

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

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

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

### The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

### **Trend data**

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

### Further information about the survey

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

### Key terms used in this report

### The 'expected range' technique

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

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

More information can be found in the Appendix.

### **Standardisation**

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

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

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

### Scoring

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

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

#### Trust average

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

### Suppressed data

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

### Further information about the methods

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

### Using the survey results

### Navigating this report

This report is split into five sections:

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

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

## How to interpret the graphs in this report

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

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

### Other data sources

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

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

# **Headline results**

### This section includes:

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



### Who took part in the survey?

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

1,250 invited to take part	Ethnicity	Religion
<ul> <li>530 completed</li> <li>83% urgent/emergency admission</li> <li>17% planned admission</li> <li>46% response rate</li> <li>46% average response rate for all trusts</li> <li>49% response rate for your trust last year</li> </ul>	White98%Mixed0%Asian or Asian British<0.5%Black or Black British<0.5%Arab or other ethnic group<0.5%Not known2%	No religion18%Buddhist0%Christian78%Hindu0%Jewish0%Muslim<0.5%Sikh0%Other1%Prefer not to say2%
<b>Long-term conditions</b> <b>Image: Second State Sta</b>	Sex         At birth were you registered as         Female       53%         Male       47%         Intersex       0%         O% of participants said their gender is different from the sex they were registered with at birth.	Age 5% 65% 65% Age 16-35 -36-50 =51-65 =66+

### Summary of findings for your trust

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

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



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

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

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

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

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

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

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



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## Benchmarking

### This section includes:

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



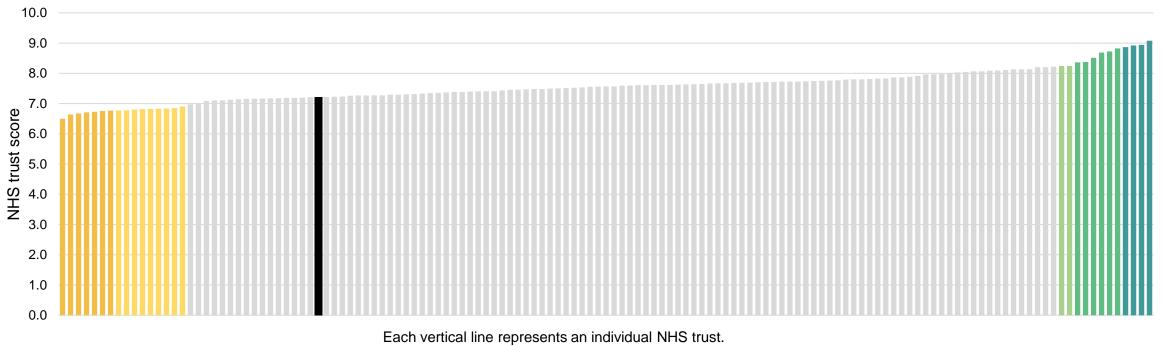
### **Section 1. Admission to hospital**

#### **Section score**

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

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

#### Your trust section score = 7.2 (About the same)



### Section 1. Admission to hospital (continued)

#### **Question scores**

	Ab	out the sa			Somew		ed an expected	Bet	mewhat wor tter than exp	-	ected				All tru	ists in Er	ngland
0.0		1.0	than expect	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	91	7.6	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?								•				About the same	497	6.8	7.5	6.0	9.3

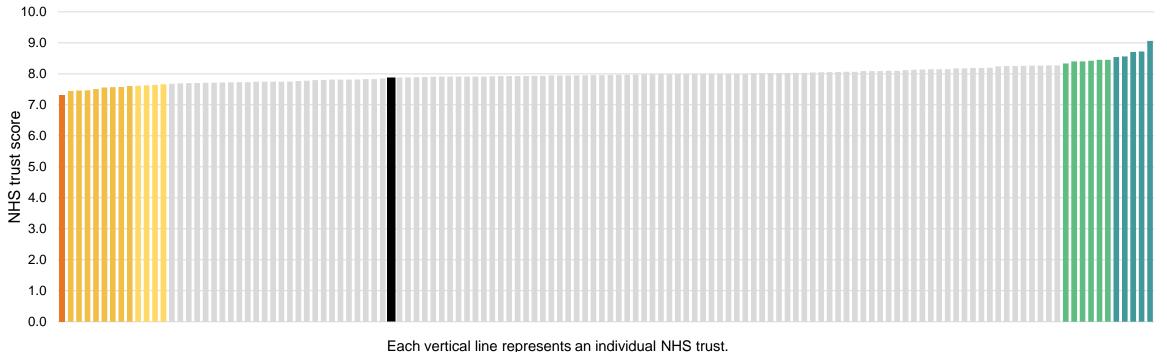
### Section 2. The hospital and ward

#### **Section score**

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



#### Your trust section score = 7.9 (About the same)

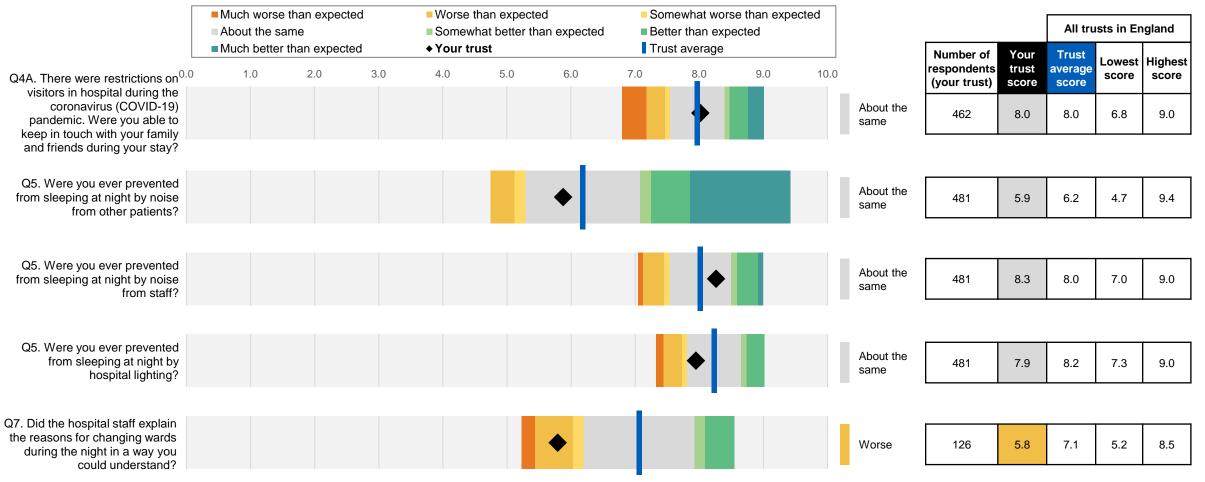


Trust score is not shown when there are fewer than 30 respondents.

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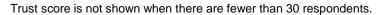
### Section 2. The hospital and ward (continued)

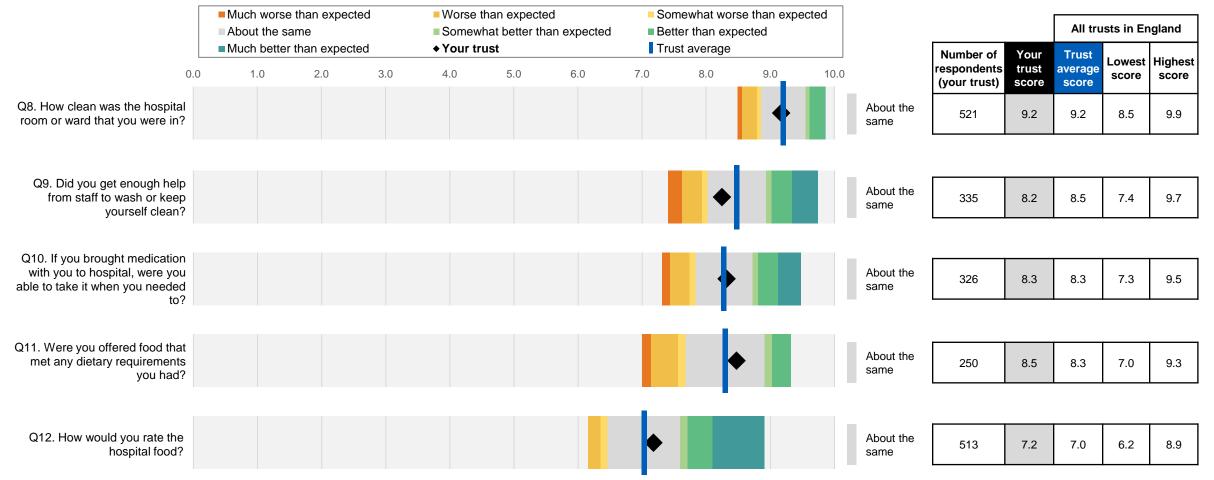
### **Question scores**



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

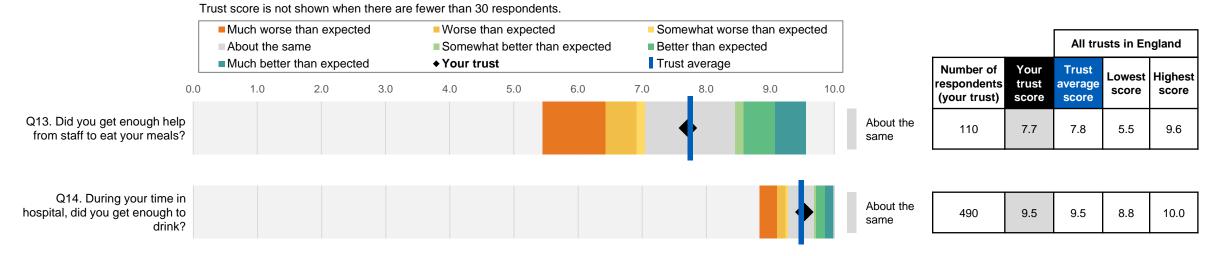
#### **Question scores**





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

#### **Question scores**



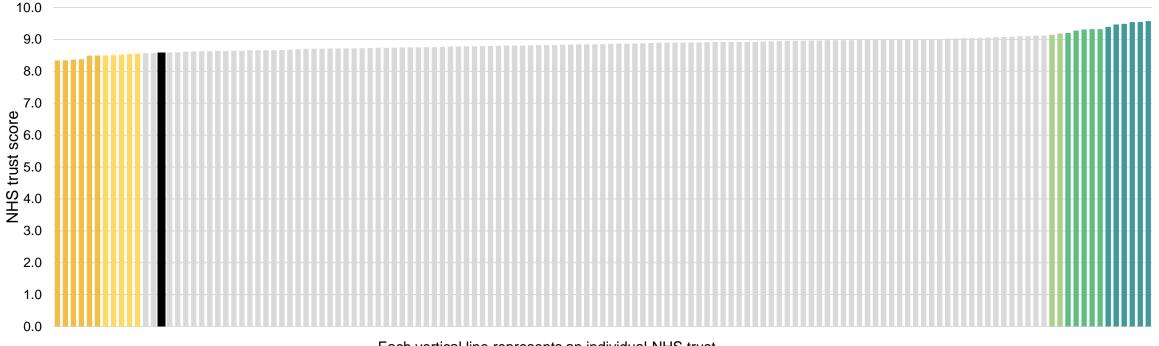
### **Section 3. Doctors**

#### **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 = 8.6 (About the same)



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

Lowest

score

8.2

8.7

7.9

Highest

score

9.6

9.9

9.6

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

#### **Question scores**

Trust score is not shown when there are fewer than 30 respondents. Much worse than expected Worse than expected Somewhat worse than expected All trusts in England About the same Somewhat better than expected Better than expected Much better than expected Trust average Your trust Your Number of Trust respondents trust average 0.0 1.0 2.0 4.0 5.0 6.0 7.0 8.0 10.0 3.0 9.0 (your trust) score score Q15. When you asked doctors About the questions, did you get answers 470 8.5 8.8 same you could understand? Q16. Did you have confidence About the and trust in the doctors treating 528 9.0 9.2 same you? Q17. When doctors spoke about your care in front of you, were About the 527 8.3 8.6 you included in the same

conversation?

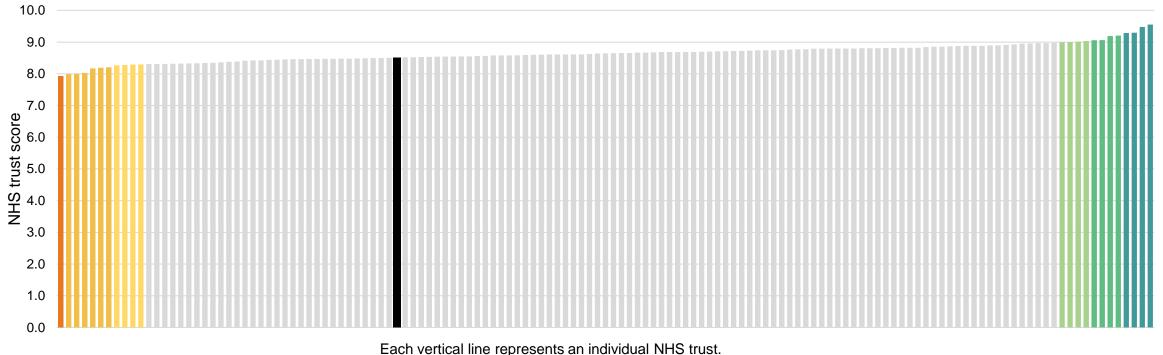
### **Section 4. Nurses**

#### **Section score**

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

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

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



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

### **Question scores**

	About the			Somew		ed an expected	Bett	er than expe	e than expedected	cted				All tru	sts in En	igland
0.0	 Much bette	er than expec	3.0	♦ Your tr 4.0	<b>ust</b> 5.0	6.0	<b>Trus</b>	t average 8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?									•		About the same	491	8.9	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?											About the same	528	9.1	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	526	8.7	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?							•				About the same	527	7.4	7.9	6.4	9.3

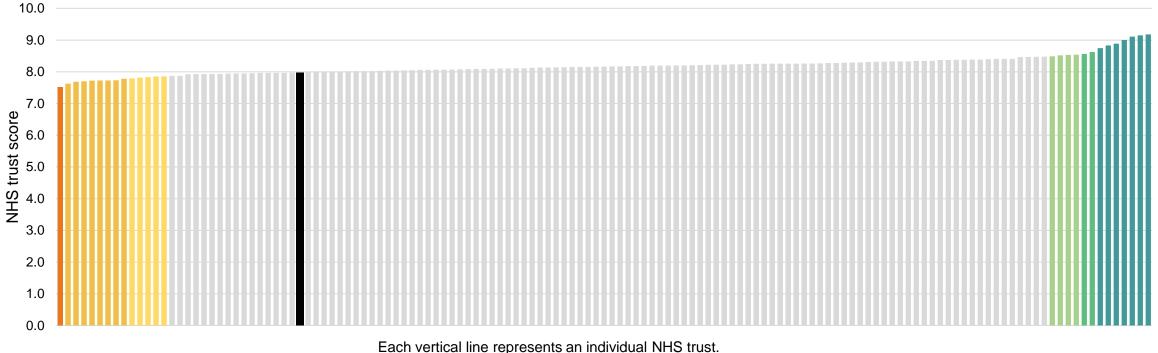
### **Section 5. Your care and treatment**

### **Section score**

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

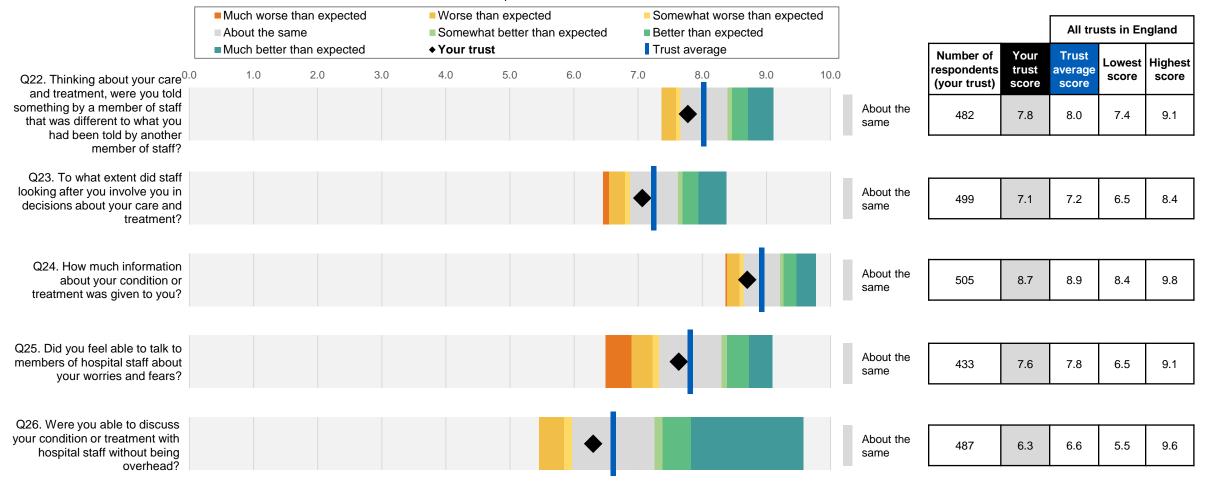
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

#### Your trust section score = 8.0 (About the same)



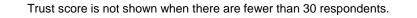
### Section 5. Your care and treatment (continued)

#### **Question scores**



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

#### **Question scores**



	Much worse About the sa	•	ted		han expecte	ed an expected	■ Be	mewhat wors tter than expe		ected				All tru	sts in Er	gland
0.0	 Much better	than expect	aed 3.0	◆ Your tr 4.0	<b>ust</b> 5.0	6.0	7.0	ust average 8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q27. Were you given enough privacy when being examined or treated?											About the same	512	9.5	9.5	9.1	9.9
Q28. Do you think the hospital staff did everything they could to help control your pain?									•		About the same	404	8.8	9.0	8.3	9.7
Q29. Were you able to get a member of staff to help you when you needed attention?								•			About the same	477	8.0	8.3	7.4	9.5

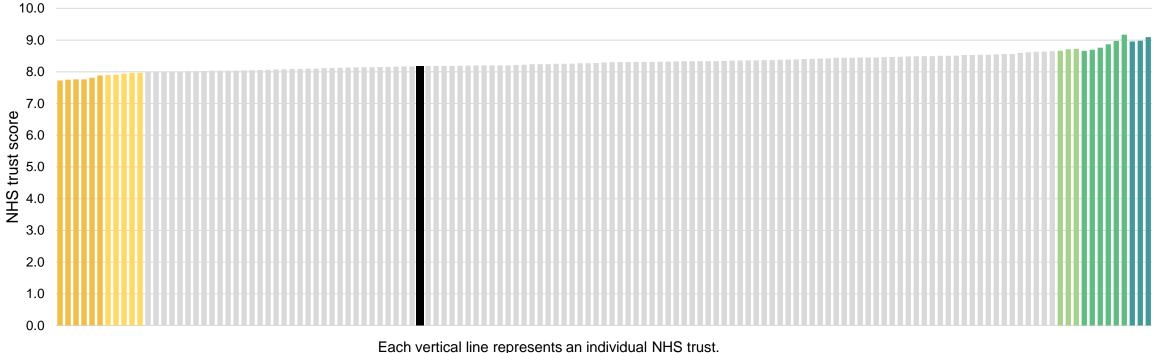
### **Section 6. Operations and procedures**

#### **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.

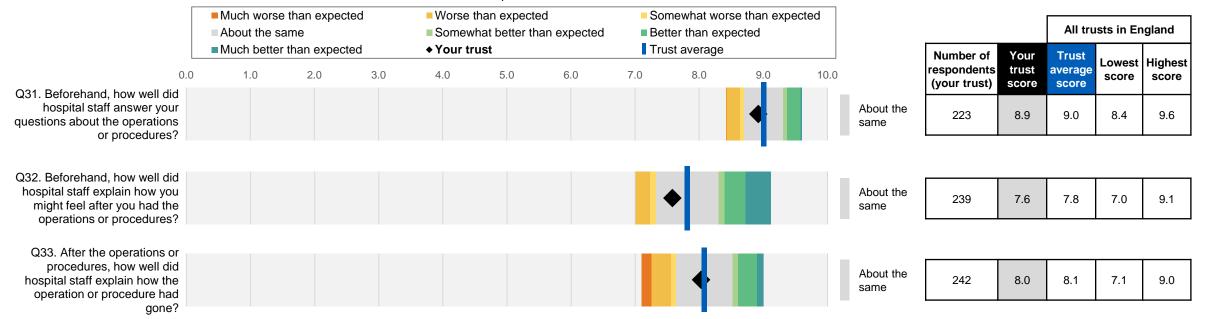
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

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



### Section 6. Operations and procedures (continued)

#### **Question scores**

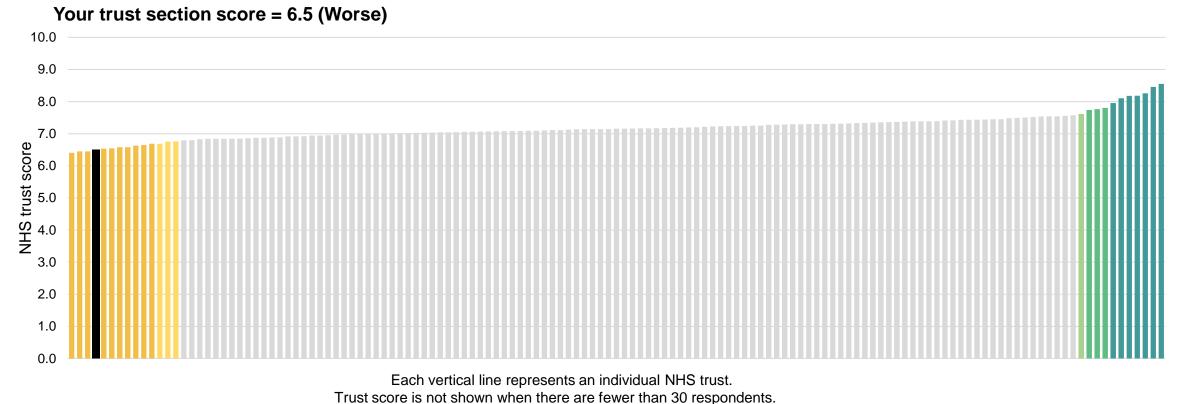


### **Section 7. Leaving hospital**

### **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.

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	

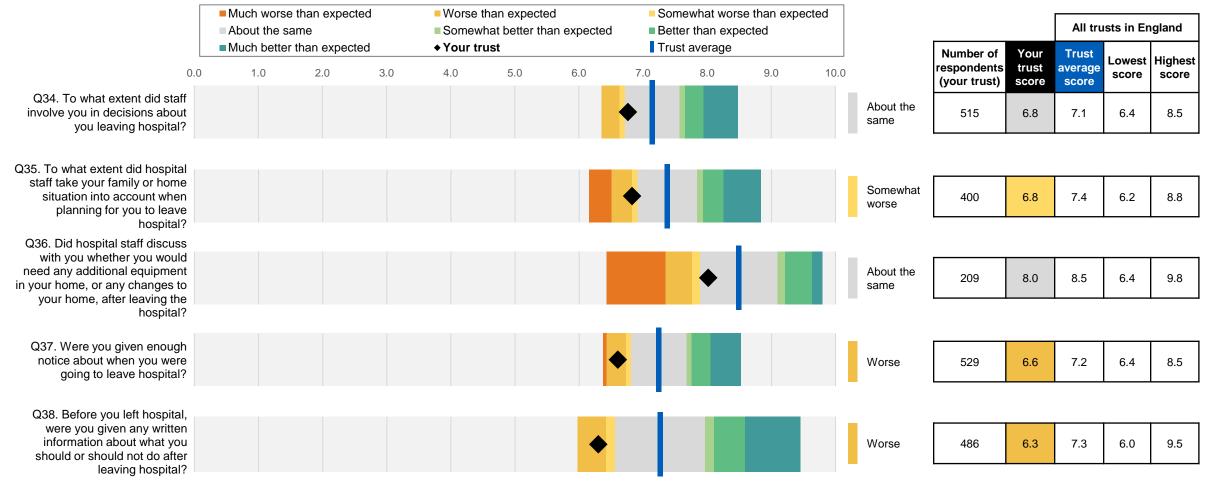


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## Section 7. Leaving hospital (continued)

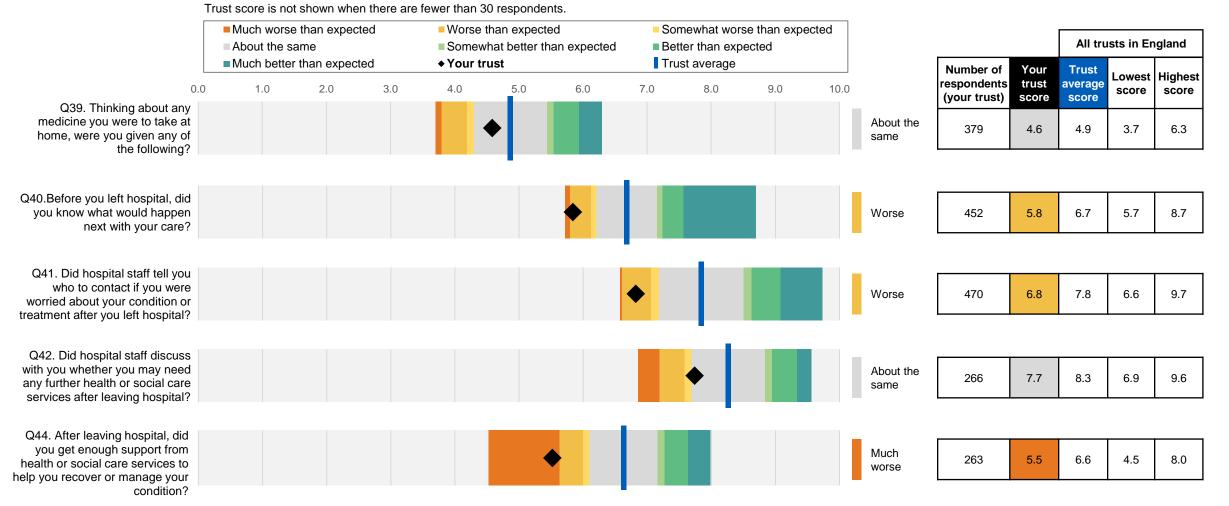
#### **Question scores**





## Section 7. Leaving hospital (continued)

#### **Question scores**



## Section 8. Feedback on the quality of your care

### **Section score**

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

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

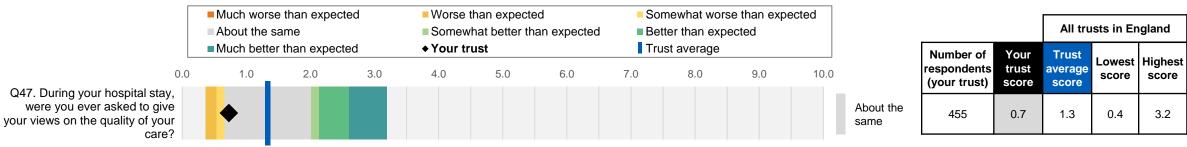
#### Your trust section score = 0.7 (About the same)

10.0	
9.0	
8.0	
7.0 9	
ပ္တိ 6.0 တွ	
0.7 <b>nst</b>	
₽ 94.0	
0.0 0.2 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
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**



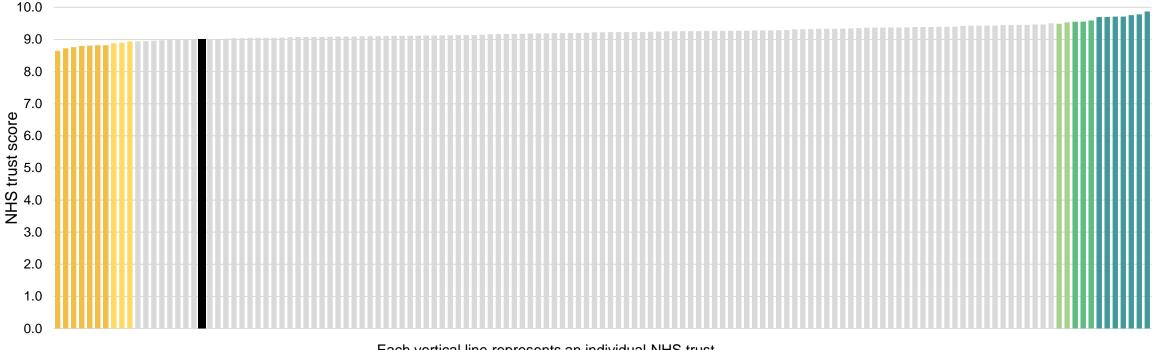
### **Section 9. Respect and dignity**

### 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)



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

## Section 9. Respect and dignity (continued)

### **Question score**

	At	out the sa	than expec ame than expec				ed nan expected	Be	mewhat wor tter than exp ist average		Number of			
0.0	)	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents (your trust)	
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?										•		About the same	523	

		All trusts in England						
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score				
523	9.0	9.2	8.6	9.9				

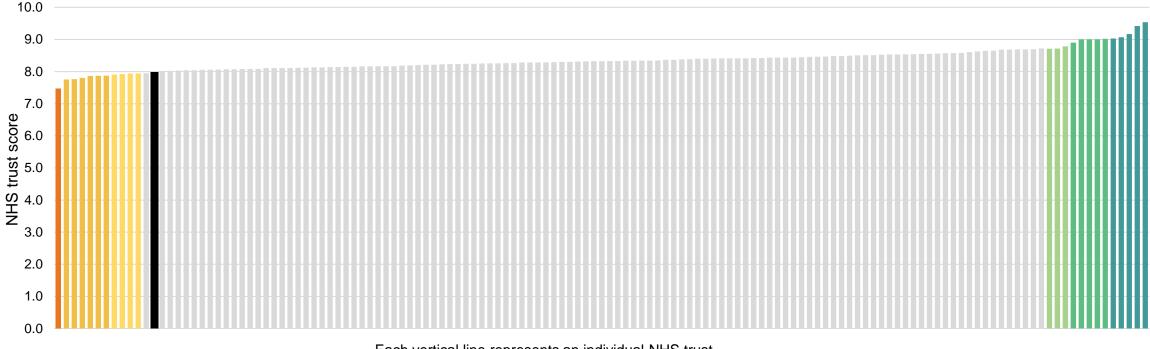
### **Section 10. Overall experience**

### **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 = 8.0 (About the same)



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

### Section 10. Overall experience (continued)

### **Question score**

	<ul> <li>Much worse than expected</li> <li>About the same</li> </ul>			<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> </ul>			<ul><li>Somewhat worse than expected</li><li>Better than expected</li></ul>						All trusts in England			
0.0	Much better	than expect	sted 3.0	<ul> <li>◆ Your tr</li> <li>4.0</li> </ul>	5.0	6.0	7.0	ust average 8.0	9.0	10.0		Number of respondents (your trust)	trust	Trust average score	Lowest score	Highest score
Q46. Overall, how was your experience while you were in the hospital?								•			About the same	523	8.0	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		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your true	st score com	pared with	all other tr	usts:					
This bencl	This benchmarking compares the question score for your trust against all other trusts.								
Your 7	<b>.</b> .6								
Trust _	.0								
Breakdo	wn of scores	for sites w	ithin your	trust:					
	nmarking allows	you to comp	are the result	s for sites wi	thin your trus	t with all			
other sites	across trusts.								
Site #1	7.0								
	r.0								
-									
Site #2									
-									
Site #3	7.9								
Site 1		Site 2		Site	3				
Lincoln County	Hospital (34)	Pilgrim Hosp respondents	bital (Score not show	vn as <30 Grar	ntham and District H	lospital (48)			
		respondents	)						

Top five trusts	Bottom five trus	ts
Chesterfield Royal Hospital NHS Foundation Trust	Northampton General Hospital NHS Trust	6.9
Sandwell and West Birmingham Hospitals NHS Trust	Walsall Healthcare NHS Trust	7.0
University Hospitals of North Midlands NHS Trust	Birmingham Women's and Children's NHS Foundation Trust	7.1
The Royal Wolverhampton NHS Trust	Worcestershire Acute Hospitals NHS Trust	7.1
Nottingham University Hospitals NHS Trust	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	7.2

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

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

Much wor than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Va		norod with		u oto i		
	ist score com	-			مرابع مال منام	
_	chmarking comp	ares the ques	stion score to	r your trust a	gainst all othe	er trusts.
Your Trust	6.8					
Breakdo	own of scores	s for sites w	vithin your	trust:		
	hmarking allows	you to comp	are the result	s for sites w	ithin your trus	t with all
other site	s across trusts.					
Site #1	6.4					
-						
Site #2	6.7					
Sile #2	0.7					
-						_
Site #3	8.8					
	010					
Site 1		Site 2		Site	3	
Lincoln County	y Hospital (294)	Pilgrim Hosp	oital (150)	Gra	ntham and District H	lospital (53)

Top five trusts		Bottom five trusts	;	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.3	Northampton General Hospital NHS Trust	6.4	
Birmingham Women's and Children's NHS Foundation Trust	8.7	Walsall Healthcare NHS Trust	6.6	
The Royal Orthopaedic Hospital NHS Foundation Trust	8.4	United Lincolnshire Hospitals NHS Trust	6.8	
South Warwickshire NHS Foundation Trust	7.9	The Shrewsbury and Telford Hospital NHS Trust	6.8	
University Hospitals of North Midlands NHS Trust	7.9	University Hospitals Birmingham NHS Foundation Trust	6.9	

# 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		
our trust score compared with all other trusts:								
This benchmarking compares the question score for your trust against all other trusts.								
Your Trust <b>8.0</b>	I							
	n of scores	for sites y	vithin your	truet				
	arking allows		•		thin vour trus	t with all		
	cross trusts.			.e 151 6165 Wi				
ite #1 8.3	3							
-								
ite #2 7.	5							
-								
Site #3 8.9	9							
	-							
ite 1		Site 2		Site	3			
ncoln County Hos	spital (279)	Pilgrim Hosp	ital (141)	Gra	ntham and District H	lospital (42)		

Top five trusts		Bottom five trusts	5	
Birmingham Women's and Children's NHS Foundation Trust	8.9	University Hospitals Coventry and Warwickshire NHS Trust	7.3	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.7	The Dudley Group NHS Foundation Trust	7.5	
The Deviel				
The Royal Orthopaedic Hospital NHS Foundation Trust	8.4	Walsall Healthcare NHS Trust	7.6	
University Hospitals of Derby and Burton NHS Foundation Trust	8.3	Sandwell and West Birmingham Hospitals NHS Trust	7.6	
University Hospitals of Leicester NHS Trust	8.2	University Hospitals of North Midlands NHS Trust	7.6	

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
our trust score compared with all other trusts:								
his benchmar	king compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.		
Your Trust <b>5.9</b>								
		f		1				
reakdown			-					
nis benchmar her sites acro	-	you to comp	are the result	is for sites wi	thin your trus	t with all		
	วออ แนอเอ.							
te #1 <b>4.9</b>								
-								
te #2 6.2								
10 #Z <b>U.Z</b>								
ite #3 9.2								
te 1		Site 2		Site	3			
coln County Hospita	al (285)	Pilgrim Hosp	vital (149)	Gran	tham and District H	ospital (47)		

Top five trusts		Bottom five trusts	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	7.9	Northampton General Hospital NHS Trust	5.2
Birmingham Women's and Children's NHS Foundation Trust	7.6	University Hospitals of Leicester NHS Trust	5.5
Sherwood Forest Hospitals NHS Foundation Trust	7.4	Chesterfield Royal Hospital NHS Foundation Trust	5.7
The Royal Orthopaedic Hospital NHS Foundation Trust	7.4	Wye Valley NHS Trust	5.8
University Hospitals of North Midlands NHS Trust	6.9	The Shrewsbury and Telford Hospital NHS Trust	5.8

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

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

Your trust score compared with all other trusts:         This benchmarking compares the question score for your trust against all other trusts.         Your Trust       8.3         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.3         Site #2       8.0		-								
than expected       expected       than expected       than expected       expected       than expected than expected than expected       than ex	Much w	worse th	se than Somewhat worse	About	Somewhat better	Better than	Much better			
This benchmarking compares the question score for your trust against all other trusts.   Your   Trust   8.3   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1   8.3   Site #2   8.0							than expected			
Your Trust       8.3         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.3         Site #2       8.0			•							
Trust       8.3         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.3         Site #1         8.3	_									
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1       8.3         Site #2       8.0		.3								
other sites across trusts.   Site #1   8.3   Site #2   8.0	Breakd	wn of sco	cores for sites v	within your	trust:					
Site #2 8.0		•		pare the result	ts for sites wit	hin your trus	t with all			
Site #2 8.0	-									
	Site #1	3.3								
	-									
	Site #2	3.0								
	-									
Site #3 8.6	Site #3	3.6								
Site 1 Site 2 Site 3	Site 1		Site 2		Site	3				
Lincoln County Hospital (285) Pilgrim Hospital (149) Grantham and District Hospital (47)	Lincoln Cour	Hospital (285)	) Pilgrim Hos	pital (149)	Gran	tham and District H	ospital (47)			

Top five trusts		Bottom five trusts	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.0	The Shrewsbury and Telford Hospital NHS Trust	7.3
Toundation must			
Birmingham Women's and Children's NHS Foundation Trust	8.7	University Hospitals Birmingham NHS Foundation Trust	7.5
Toundation must			
The Royal Orthopaedic Hospital NHS Foundation Trust	8.6	Chesterfield Royal Hospital NHS Foundation Trust	7.6
George Eliot Hospital NHS Trust	8.4	Nottingham University Hospitals NHS Trust	7.6
Sherwood Forest Hospitals NHS Foundation Trust	8.3	University Hospitals Coventry and Warwickshire NHS Trust	7.7

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

#### **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								
		pared with			noinat all ath	ar tructo		
This benchmarking compares the question score for your trust against all other trusts.								
Your Trust <b>7.9</b>								
Breakdowi	n of scores	for sites w	/ithin vour	trust:				
		you to comp	-		thin your trus	t with all		
other sites ac	-							
Site #1 7.8	8							
-								
Site #2 7.8	3							
-						_		
Site #3 9.4	Ļ							
Site 1		Site 2		Site	3			
Lincoln County Hos	pital (285)	Pilgrim Hosp	ital (149)	Grar	ntham and District H	lospital (47)		

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.7	University Hospitals Coventry and Warwickshire NHS Trust	7.5
Sherwood Forest Hospitals NHS Foundation Trust	8.6	Nottingham University Hospitals NHS Trust	7.7
The Royal Orthopaedic Hospital NHS Foundation Trust	8.5	The Shrewsbury and Telford Hospital NHS Trust	7.8
Sandwell and West Birmingham Hospitals NHS Trust	8.4	Northampton General Hospital NHS Trust	7.8
Kettering General Hospital NHS Foundation Trust	8.3	United Lincolnshire Hospitals NHS Trust	7.9

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ust s	score com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your	5.8						
Trust	0.0						
Breakd	own	of scores	for sites w	ithin your/	trust:		
		-	you to comp	are the result	s for sites wi	thin your trus	t with all
other site	es acr	oss trusts.					
Site #1	E 0						
Site #1	5.8						
-							
Site #2	5.2						
-							
Site #3							
Sile #3							
Site 1			Site 2		Site	3	
_incoln Count	ty Hosp	ital (87)	Pilgrim Hosp	ital (39)		tham and District H	
					snov	vn as <30 responde	nis)

Top five trusts		Bottom five trusts	5	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.5	United Lincolnshire Hospitals NHS Trust	5.8	
Chesterfield Royal Hospital NHS Foundation Trust	7.9	Walsall Healthcare NHS Trust	5.8	
Sherwood Forest Hospitals NHS Foundation Trust	7.9	Kettering General Hospital NHS Foundation Trust	6.4	
Worcestershire Acute Hospitals NHS Trust	7.6	Sandwell and West Birmingham Hospitals NHS Trust	6.4	
University Hospitals of Derby and Burton NHS Foundation Trust	7.5	George Eliot Hospital NHS Trust	6.5	

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			- 11 - 41 4-		•	·
		pared with				
This benchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust <b>9.2</b>						
	_					
3reakdow	n of scores	for sites w	vithin your	trust:		
	-	you to comp	are the result	s for sites wi	thin your trus	t with all
other sites ac	cross trusts.					
Site #1 9.1	l					
-						
Site #2 9.1						
-						
Site #3 9.4	1					
Sile #0 <b>3.</b>	•					
Site 1		Site 2		Site	3	
incoln County Hos	nital (308)	Pilgrim Hosp	oital (160)	Gran	tham and District H	lospital (53)
		r lightir rosp		Giai		103pmai (00)

Top five trusts		Botto	m five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.9	Wy	e Valley NHS Trust	8.9
Sherwood Forest Hospitals NHS Foundation Trust	9.5		sity Hospitals icester NHS Trust	8.9
The Royal Orthopaedic Hospital NHS Foundation Trust	9.5		all Healthcare IHS Trust	9.0
Chesterfield Royal Hospital NHS Foundation Trust	9.5	Biri	vell and West mingham als NHS Trust	9.1
South Warwickshire NHS Foundation Trust	9.4	Ho	ering General ospital NHS ndation 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
			- 11 - 41 4-			
our trust s		-				
his benchma	irking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust <b>8.2</b>						
sreakdown	of scores	for sites w	ithin your	trust:		
his benchma	-	you to comp	are the result	s for sites wit	thin your trus	t with all
ther sites acr	oss trusts.					
ite #1 8.4						
-						
SHA #0 00						
Site #2 8.2						
-						
Site #3						
ite 1		Site 2		Site	3	
ncoln County Hospi	tal (200)	Pilgrim Hosp	vital (106)		tham and District H	
				show	n as <30 responder	nts)
		ļ		ļ		

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.7	Sandwell and West Birmingham Hospitals NHS Trust	7.9
		The Shrewsbury and	
Sherwood Forest Hospitals NHS Foundation Trust	9.0	Telford Hospital NHS Trust	8.1
University Hospitals of Derby and Burton NHS Foundation Trust	9.0	Wye Valley NHS Trust	8.1
University Hospitals of North Midlands NHS Trust	8.9	University Hospitals Birmingham NHS Foundation Trust	8.2
The Royal Orthopaedic Hospital NHS Foundation Trust	8.9	University Hospitals Coventry and Warwickshire NHS 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 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 s	score com	pared with	all other ti	rusts:		
his ben	chma	arking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.
Your Trust	8.3						
reakd	own	of scores	for sites w	vithin your	trust:		
		0	you to comp	are the resul	ts for sites with	thin your trus	t with all
her site	es acr	oss trusts.					
ite #1	8.2						
ite #2	8.5						
ite #3							
te 1			Site 2		Site	3	
ncoln Coun	ty Hospi	ital (202)	Pilgrim Hosp	oital (95)		tham and District H	
							,

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		_			
Top five trusts			Bottom five trusts	5	
Birmingham Women's and Children's NHS Foundation Trust	9.1		Walsall Healthcare NHS Trust	7.3	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.0		The Dudley Group NHS Foundation Trust	7.5	
Foundation Trust					
South Warwickshire NHS Foundation Trust	8.7		Sandwell and West Birmingham Hospitals NHS Trust	7.8	
Sherwood Forest Hospitals NHS Foundation Trust	8.6		The Royal Wolverhampton NHS Trust	7.9	
Chesterfield Royal Hospital NHS Foundation Trust	8.5		The Shrewsbury and Telford Hospital NHS 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
Your trust	score com	pared with	all other t	rusts:		
This benchm	arking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
Your Trust <b>8.5</b>						
	arking allows	<b>for sites w</b> you to comp	-	trust: ts for sites wit	hin your trus	t with all
Site #1 8.6	;					
-						
Site #2 7.7	,					
Site #3						
Site 1		Site 2		Site	3	
Lincoln County Hos	bital (156)	Pilgrim Hosp	tal (75)		tham and District H n as <30 responde	

Top five trusts		Bottom five trusts	;
Sherwood Forest Hospitals NHS Foundation Trust	9.0	Birmingham Women's and Children's NHS Foundation Trust	7.0
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.0	University Hospitals Coventry and Warwickshire NHS Trust	7.5
South Warwickshire NHS Foundation Trust	8.9	University Hospitals Birmingham NHS Foundation Trust	7.7
The Royal Orthopaedic Hospital NHS Foundation Trust	8.9	Walsall Healthcare NHS Trust	7.8
Kettering General Hospital NHS Foundation Trust	8.8	Sandwell and West Birmingham Hospitals NHS Trust	7.8

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

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

Much w	orse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better
than expe		expected	than expected	the same	than expected	expected	than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ber	nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	7.2						
Breako	lown	of scores	for sites w	ithin your	trust:		
				•		ithin your trus	t with all
other site	es aci	ross trusts.					
0:40 #4	7.0						
Site #1	7.0						
Site #2	7.3						
Site #3	7.1						
-							
Site 1			Site 2		Site	3	
Lincoln Cour	nty Hosp	ital (307)	Pilgrim Hosp	ital (156)	Gra	ntham and District H	lospital (50)
					Į.		

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Top five trusts		Bottom five trust	s
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.9	Wye Valley NHS Trust	6.5
The Royal Drthopaedic Hospital NHS Foundation Trust	7.6	University Hospitals Birmingham NHS Foundation Trust	6.7
Kettering General Hospital NHS Foundation Trust	7.5	University Hospitals Coventry and Warwickshire NHS Trust	6.7
George Eliot Hospital NHS Trust	7.5	Worcestershire Acute Hospitals NHS Trust	6.8
The Royal Wolverhampton NHS Trust	7.4	Walsall Healthcare NHS Trust	6.8

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·					expected	than expected
Your trust s	score com	pared with	all other tr	usts:		
This benchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust <b>7.7</b>						
Trust 1.1						
Breakdown	of scores	for sites w	ithin your	trust:		
This benchma	0	you to comp	are the result	s for sites wi	thin your trus	t with all
other sites ac	ross trusts.					
Site #1 8.1						
-						
Site #2 7.0						
-						
Site #3						
Site 1		Site 2		Site	3	
Lincoln County Hosp	ital (63)	Pilgrim Hosp	ital (42)		tham and District H	

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.6	Birmingham Women's and Children's NHS Foundation Trust	5.5
Northampton General Hospital NHS Trust	8.6	Sandwell and West Birmingham Hospitals NHS Trust	6.5
South Warwickshire NHS Foundation Trust	8.5	George Eliot Hospital NHS Trust	7.0
The Royal Orthopaedic Hospital NHS Foundation Trust	8.4	University Hospitals Coventry and Warwickshire NHS Trust	7.1
University Hospitals of North Midlands NHS Trust	8.2	The Royal Wolverhampton NHS Trust	7.5

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

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

Much 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	core com	pared with	all other tr	rusts:		
		• ares the ques			gainst all othe	er trusts.
Your						
Trust <b>9.5</b>						
Breakdown	of scores	for sites w	vithin your	trust:		
his benchma			-		thin your trus	t with all
ther sites acr	oss trusts.					
Site #1 9.4						
-						
Site #2 9.5						
J. J						
-						
Site #3 10.0	)					
bite 1		Site 2		Site	3	
incoln County Hospi	tal (291)	Pilgrim Hosp	ital (148)	Gran	tham and District H	lospital (51)

Top five trusts		Bottom five trusts	i
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	10.0	University Hospitals Birmingham NHS Foundation Trust	9.2
Sherwood Forest Hospitals NHS Foundation Trust	9.7	The Dudley Group NHS Foundation Trust	9.2
George Eliot Hospital NHS Trust	9.7	Kettering General Hospital NHS Foundation Trust	9.3
South Warwickshire NHS Foundation Trust	9.6	The Shrewsbury and Telford Hospital NHS Trust	9.3
University Hospitals of Derby and Burton NHS Foundation Trust	9.5	University Hospitals Coventry and Warwickshire NHS Trust	9.3

# 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
					·	
Your trust s		•				
This benchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust <b>8.5</b>						
Breakdown	of scores	for sites w	ithin your/	trust:		
This benchma		you to comp	are the result	s for sites wit	thin your trus	t with all
other sites acr	oss trusts.					
Site #1 8.4						
-						
Site #2 8.6						
Sile #2 0.0						
-						
Site #3 9.6						
Site 1		Site 2		Site	3	
Lincoln County Hospi	ital (281)	Pilgrim Hosp	vital (138)	Gran	tham and District H	ospital (51)
		ļ.		ļ		

		_			
Top five trusts			Bottom five trusts	<b>i</b>	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.5		Walsall Healthcare NHS Trust	8.2	
The Royal Orthopaedic Hospital NHS Foundation Trust	9.3		Northampton General Hospital NHS Trust	8.4	
South Warwickshire NHS Foundation Trust	9.0		The Shrewsbury and Telford Hospital NHS Trust	8.4	
University Hospitals of Derby and Burton NHS Foundation Trust	8.9		University Hospitals of Leicester NHS Trust	8.4	
The Royal Wolverhampton NHS Trust	8.9		Kettering General Hospital NHS Foundation Trust	8.5	

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	9.0						
Broakd	lowr	of scores	for sites w	vithin your	truct		
				-		thin your true	t with all
		ross trusts.	you to comp	are the result	S IUI SILES WI	umi your trus	
-							
Site #1	8.9						
	0.9						
_	-						
Site #2	9.0						
Site #3	9.8						
_							
Site 1			Site 2		Site	3	
Lincoln Coun	ity Hosp	vital (314)	Pilgrim Hosp	bital (161)	Gran	tham and District H	lospital (53)
			1				

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.9	Walsall Healthcare NHS Trust	8.8
The Royal Orthopaedic Hospital NHS Foundation Trust	9.5	Northampton General Hospital NHS Trust	9.0
South Warwickshire NHS Foundation Trust	9.4	United Lincolnshire Hospitals NHS Trust	9.0
University Hospitals of Derby and Burton NHS Foundation Trust	9.3	University Hospitals Coventry and Warwickshire NHS Trust	9.0
George Eliot Hospital NHS Trust	9.3	Kettering General Hospital NHS Foundation Trust	9.0

# 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 truct o		norod with	all other tr	u oto i	ļ	1
our trust s		•				
his benchma	rking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust <b>8.3</b>						
Breakdown	of scores	for sites w	ithin your/	trust:		
his benchmai	rking allows	you to comp	are the result	s for sites wi	thin your trus	t with all
ther sites acro	oss trusts.				-	
Site #1 8.0						
-						
Site #2 8.4						
_						
Site #3 9.5						
lite 1		Site 2		Site	3	
incoln County Hospit	tal (314)	Pilgrim Hosp	vital (160)	Grar	tham and District H	lospital (53)

Top five trusts		Bottom five trusts	6
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.3	Sandwell and West Birmingham Hospitals NHS Trust	7.9
The Royal Orthopaedic Hospital NHS Foundation Trust	9.1	Walsall Healthcare NHS Trust	8.1
South Warwickshire NHS Foundation Trust	8.8	Wye Valley NHS Trust	8.2
Birmingham Women's and Children's NHS Foundation Trust	8.8	United Lincolnshire Hospitals NHS Trust	8.3
Chesterfield Royal Hospital NHS Foundation Trust	8.7	The Dudley Group NHS Foundation Trust	8.3

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
Vour truct c		norod with	all other to			-
Your trust s		-			noinat all athe	r tructo
_	arking compa	ares the ques	alon score for	your trust a	jainst all othe	er trusts.
Your Trust <b>8.9</b>						
		e •.				
		for sites w	-			
	•	you to comp	are the result	s for sites wi	thin your trus	t with all
ther sites ac	ross trusts.					
Site #1 8.9						
-						
Site #2 8.5						
-						
Site #3 9.8						
lite 1		Site 2		Site	3	
incoln County Hosp	ital (291)	Pilgrim Hosp	ital (147)	Gran	tham and District H	lospital (53)
				ļ		

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.5	Sandwell and West Birmingham Hospitals NHS Trust	8.3
South Warwickshire NHS Foundation Trust	9.2	The Dudley Group NHS Foundation Trust	8.5
Sherwood Forest Hospitals NHS Foundation Trust	9.2	Walsall Healthcare NHS Trust	8.5
Chesterfield Royal Hospital NHS Foundation Trust	9.0	Birmingham Women's and Children's NHS Foundation Trust	8.6
University Hospitals of Derby and Burton NHS Foundation Trust	9.0	University Hospitals Coventry and Warwickshire NHS Trust	8.6

### 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	
Your trust	score com	pared with	all other tr	usts:			
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.	
Your Trust <b>9.1</b>							
_		for oltoo		4			
Breakdowr			•			t with all	
This benchma other sites ac	•	you to compa	are the result	s for sites wi	min your trus	i with all	
Site #1 9.1							
-							
Site #2 8.7	,						
Sile #2 8.7							
Site #3 9.9							
Site 1		Site 2		Site	3		
incoln County Hospital (314) Pilgrim Hospital (161) Grantham and District Hospital (53)							

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.7	Walsall Healthcare NHS Trust	8.8
Chesterfield Royal Hospital NHS Foundation Trust	9.3	The Dudley Group NHS Foundation Trust	8.9
Sherwood Forest Hospitals NHS Foundation Trust	9.3	Sandwell and West Birmingham Hospitals NHS Trust	8.9
South Warwickshire NHS Foundation Trust	9.3	Birmingham Women's and Children's NHS Foundation Trust	8.9
George Eliot Hospital NHS Trust	9.3	University Hospitals Birmingham NHS Foundation Trust	8.9

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·		·					
Your tru	ust s	core com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	07						
Trust	8.7						
Breakd	own	of scores	for sites w	vithin your	trust:		
				are the result		hin vour trus	t with all
		oss trusts.	, eu to comp				
٦							_
Site #1	8.8						
-							
Site #2	8.5						
-							
0:1.1.10	~ ^						
Site #3	9.4						
J.							
Site 1			Site 2		Site	-	
Lincoln Count	ty Hospi	tal (313)	Pilgrim Hosp	bital (160)	Gran	tham and District H	ospital (53)

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Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.5	Sandwell and West Birmingham Hospitals NHS Trust	7.6
The Royal Orthopaedic Hospital NHS Foundation Trust	9.1	Walsall Healthcare NHS Trust	8.3
South Warwickshire NHS Foundation Trust	9.0	The Dudley Group NHS Foundation Trust	8.4
University Hospitals of Derby and Burton NHS Foundation Trust	8.9	University Hospitals Coventry and Warwickshire NHS Trust	8.4
Chesterfield Royal Hospital NHS Foundation Trust	8.9	University Hospitals of Leicester NHS Trust	8.6

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

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

Much wor than expec		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your tru	ist score con	nared with	all other to	niete.	ļ	1	
	chmarking comp	-			nainst all othe	er trusts	
Your				your trust a	gannot an othe		
Trust	7.4						
Brookde	wh of score	e for citor y	vithin your	truct			
	own of score		-		(l. :	4	
	hmarking allows across trusts.	s you to comp	are the result	is for sites wi	thin your trus	t with all	
	5 001035 110313.						
Site #1	7.2						
Sile #1	1.2						
Site #2	7.2						
Site #3	8.9						
Site 1		Site 2		Site	3		
incoln County Hospital (314) Pilgrim Hospital (160) Grantham and District Hospital (53)							

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.2	Sandwell and West Birmingham Hospitals NHS Trust	7.3
Birmingham Women's and Children's NHS Foundation Trust	8.5	United Lincolnshire Hospitals NHS Trust	7.4
South Warwickshire NHS Foundation Trust	8.4	The Dudley Group NHS Foundation Trust	7.4
Sherwood Forest Hospitals NHS Foundation Trust	8.2	University Hospitals Birmingham NHS Foundation Trust	7.4
George Eliot Hospital NHS Trust	8.2	Walsall Healthcare NHS Trust	7.5

# 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 wors than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your true	st score com	pared with	all other tr	rusts:				
This benc	nmarking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust 7	.8							
_	wp of cooror	for sites y	vithin your	truct				
	wn of scores marking allows		•		thin your trus	t with all		
	across trusts.	, you to comp						
Site #1	7.5							
-								
Site #2	7.9							
Site #3	9.4							
	J. <del>4</del>							
Site 1		Site 2		Site	3			
Lincoln County	ncoln County Hospital (281) Pilgrim Hospital (153) Grantham and District Hospital (48)							

Top five trusts		Bottom five trusts	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.0	Birmingham Women's and Children's NHS Foundation Trust	
Chesterfield Royal Hospital NHS Foundation Trust	8.2	University Hospitals Birmingham NHS Foundation Trust	
University Hospitals of North Midlands NHS Trust	8.2	Walsall Healthcare NHS Trust <b>7.6</b>	
South Warwickshire NHS Foundation Trust	8.2	Northampton General Hospital NHS Trust	
The Royal Orthopaedic Hospital NHS Foundation Trust	8.0	Kettering General Hospital NHS Foundation Trust	

# 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
Your trust	score com	pared with	all other tr	usts:		
This benchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust <b>7.1</b>						
Breakdowr	of scores	for sites w	vithin your	trust:		
This benchma			•		thin your trus	t with all
other sites ac	ross trusts.	-			-	
Site #1 7.1						
-						
Site #2 6.9						
-						
Site #3 8.7	,					
		014 0		0.4		
Site 1		Site 2		Site		
Lincoln County Hos	oital (297)	Pilgrim Hosp	ital (151)	Grar	tham and District H	lospital (51)

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.4	Sandwell and West Birmingham Hospitals NHS Trust	6.7
The Royal Orthopaedic Hospital NHS Foundation Trust	7.8	The Dudley Group NHS Foundation Trust	6.8
Birmingham Women's and Children's NHS Foundation Trust	7.6	University Hospitals Coventry and Warwickshire NHS Trust	6.9
South Warwickshire NHS Foundation Trust	7.5	University Hospitals of Leicester NHS Trust	7.0
Sherwood Forest Hospitals NHS Foundation Trust	7.5	Northampton General Hospital NHS Trust	7.0

# 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 d								
Your trust s		-						
This benchma	arking compa	ares the ques	tion score for	r your trust aq	gainst all othe	er trusts.		
Your Trust <b>8.7</b>								
	_	<b>.</b>						
Breakdown			-					
This benchma		you to comp	are the result	s for sites wi	thin your trus	t with all		
other sites ac	ross trusts.							
Site #1 8.7								
Site #2 8.2								
0.2								
-								
Site #3 9.7								
Site 1		Site 2		Site	3			
Lincoln County Hosp	ital (302)	Pilgrim Hosp	ital (151)	Gran	tham and District H	ospital (52)		
		ļ		ļ				

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.6	Walsall Healthcare NHS Trust	8.6
The Royal Orthopaedic Hospital NHS Foundation Trust	9.4	University Hospitals Coventry and Warwickshire NHS Trust	8.6
Sherwood Forest Hospitals NHS Foundation Trust	9.1	The Dudley Group NHS Foundation Trust	8.6
South Warwickshire NHS Foundation Trust	9.0	The Shrewsbury and Telford Hospital NHS Trust	8.7
University Hospitals of Derby and Burton NHS Foundation Trust	9.0	United Lincolnshire Hospitals NHS Trust	8.7

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your trust	score com	pared with	all other tr	usts:			
This benchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.	
Your Trust <b>7.6</b>							
		for oltoo		4			
Breakdowr This hopehmy			-		thin your true	t with all	
This benchma other sites ac	-	you to comp	are the result	s for sites wi	unin your trus	a with all	
1							
Site #1 7.5	;						
-							
Site #2 7.6							
Site #2 7.6	)						
Site #3 9.2							
Site 1		Site 2		Site	3		
incoln County Hospital (262) Pilgrim Hospital (130) Grantham and District Hospital (41)							

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.1	Sandwell and West Birmingham Hospitals NHS Trust	7.0
The Royal Orthopaedic Hospital NHS Foundation Trust	8.3	University Hospitals Coventry and Warwickshire NHS Trust	7.2
South Warwickshire NHS Foundation Trust	8.3	Walsall Healthcare NHS Trust	7.3
Chesterfield Royal Hospital NHS Foundation Trust	8.2	The Dudley Group NHS Foundation Trust	7.5
Sherwood Forest Hospitals NHS Foundation Trust	8.0	University Hospitals Birmingham 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	your trust a	gainst all oth	er trusts.
Your Trust	6.3						
Broakd	own	of coores	for citor y	vithin your	truct		
				•		ithin your trus	t with all
		ross trusts.	you to comp		3 101 31163 W	unin your true	
Site #1	5.9						
Site #2	6.2						
Sile #2	6.3						
Site #3	7.8						
Site 1			Site 2		Site	3	
Lincoln Coun	ty Hosp	ital (291)	Pilgrim Hosp	ital (146)	Gra	ntham and District H	lospital (50)

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		<b>_</b>	
Top five trusts		Bottom five trusts	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.2	Sandwell and West Birmingham Hospitals NHS Trust	5.7
Birmingham Women's and Children's NHS Foundation Trust	7.5	The Dudley Group NHS Foundation Trust	6.0
The Royal Orthopaedic Hospital NHS Foundation Trust	7.4	University Hospitals of Leicester NHS Trust	6.0
Sherwood Forest Hospitals NHS Foundation Trust	7.3	University Hospitals Coventry and Warwickshire NHS Trust	6.2
University Hospitals of North Midlands NHS Trust	7.0	The Shrewsbury and Telford Hospital 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	usts:		1
		•			gainst all othe	ar tructe
_				your trust a	gainst an othe	1 110313.
Your Frust <b>9.5</b>						
reakdown	of scores	for sites w	vithin your	trust:		
nis benchma	rking allows	you to compa	are the result	s for sites w	ithin your trus	t with all
her sites acr	oss trusts.					
ite #1 9.5						
-						
ite #2 9.5						
_						
ite #3 9.9						
ite 1		Site 2		Site	3	
ncoln County Hospi	ital (303)	Pilgrim Hosp	ital (156)	Gra	ntham and District H	lospital (53)

Top five trusts		E	Bottom five trusts	;
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.9		Sandwell and West Birmingham Hospitals NHS Trust	9.3
The Royal Orthopaedic Hospital NHS Foundation Trust	9.8		Wye Valley NHS Trust	9.3
Birmingham Women's and Children's NHS Foundation Trust	9.7		Nottingham University Hospitals NHS Trust	9.3
Sherwood Forest Hospitals NHS Foundation Trust	9.7		Walsall Healthcare NHS Trust	9.4
University Hospitals of Derby and Burton NHS Foundation Trust	9.6		Worcestershire Acute Hospitals NHS Trust	9.4

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust s	score com	pared with	all other tr	usts:		
This benchma	arking compa	ares the ques	tion score for	your trust a	gainst all othe	er trusts.
Your Trust <b>8.8</b>						
	of soores	for citor y	vithin vour	truct		
Breakdown This benchma			•		thin your true	t with all
other sites ac	•	you to comp		5 101 31163 W	unit your trus	
Site #1 8.8						
-						
Site #2 8.4						
Site #3 9.9						
Site 1		Site 2		Site	3	
Lincoln County Hosp	ital (232)	Pilgrim Hosp	ital (125)	Gra	ntham and District H	lospital (47)
				ļ		

Tan Gue (maste			_
Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.7	Walsall Healthcare NHS Trust	8.6
South Warwickshire NHS Foundation Trust	9.3	Sandwell and West Birmingham Hospitals NHS Trust	8.6
George Eliot Hospital NHS Trust	9.2	Northampton General Hospital NHS Trust	8.7
Sherwood Forest Hospitals NHS Foundation Trust	9.1	University Hospitals Coventry and Warwickshire NHS Trust	8.7
Wye Valley NHS Trust	9.1	The Royal Wolverhampton NHS Trust	8.8

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

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

Much 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		-				
This benchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust <b>8.0</b>						
Breakdowr	of scores	for sites w	vithin your	trust		
This benchma			-		thin your trus	t with all
other sites ac	0	you to comp		5 101 51105 W	ann your true	
Site #1 7.9	)					
_						
Site #2 7.5	)					
Site #3 9.4						
Site 1		Site 2		Site	3	
Lincoln County Hosp	oital (277)	Pilgrim Hosp	pital (150)	Gra	ntham and District H	lospital (50)

Top five trusts		Bottom five trusts	5	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.4	University Hospitals Birmingham NHS Foundation Trust	7.7	
Foundation must				
George Eliot Hospital NHS Trust	8.7	Walsall Healthcare NHS Trust	7.9	
Chesterfield Royal Hospital NHS Foundation Trust	8.6	Sandwell and West Birmingham Hospitals NHS Trust	7.9	
South Warwickshire NHS Foundation Trust	8.6	The Dudley Group NHS Foundation Trust	7.9	
University Hospitals of Derby and Burton NHS Foundation Trust	8.5	United Lincolnshire 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 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 sc	ore com	pared with	all other tr	usts:		
This ben	chmark	king compa	ares the ques	tion score for	your trust a	gainst all othe	er trusts.
Your Trust	8.9						
Hust							
				ithin your			
		king allows ss trusts.	you to comp	are the result	s for sites w	ithin your trus	t with all
							_
Site #1	9.1						
Site #2	8.6						
	0.0						
Site #3	9.4						
Site 1			Site 2		Site	3	
Lincoln Coun	ty Hospital	(118)	Pilgrim Hosp	ital (54)	Gra	ntham and District H	ospital (51)

Top five trusts		Bottom five trusts	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.5	Walsall Healthcare NHS Trust	8.7
South Warwickshire NHS Foundation Trust	9.3	University Hospitals Birmingham NHS Foundation Trust	8.7
The Royal Orthopaedic Hospital NHS Foundation Trust	9.2	Nottingham University Hospitals NHS Trust	8.8
George Eliot Hospital NHS Trust	9.1	The Shrewsbury and Telford Hospital NHS Trust	8.8
University Hospitals Coventry and Warwickshire NHS Trust	9.1	Sandwell and West Birmingham Hospitals NHS Trust	8.8

### 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**

than expected       expected       than expected	
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 trust         Your         Trust         7.6         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.         Site #1         7.6         Site #2         7.1         Site #3         7.9	ch better expected
This benchmarking compares the question score for your trust against all other trust   Your   Trust   7.6   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts. Site #1 7.6 Site #2 7.1 Site #3 7.9	oxpoolod
Your Trust       7.6         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.         Site #1       7.6         Site #2       7.1         Site #3       7.9	
Trust       7.6         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.         Site #1       7.6         Site #2       7.1         Site #3       7.9	sts.
Hust         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.         Site #1       7.6         Site #2       7.1         Site #3       7.9	
This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.         Site #1 <b>7.6</b> Site #2 <b>7.1</b> Site #3 <b>7.9</b>	
other sites across trusts.   Site #1   7.6   Site #2   7.1   Site #3   7.9	
Site #1       7.6         Site #2       7.1         Site #3       7.9	all
Site #2     7.1       Site #3     7.9	
Site #2     7.1       Site #3     7.9	
Site #3 7.9	
Site #3 <b>7.9</b>	
Site #3 <b>7.9</b>	
Site 1 Site 2 Site 3	
Lincoln County Hospital (128) Pilgrim Hospital (58) Grantham and District Hospital	(53)

Top five trusts		Bottom five trusts	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.4	The Shrewsbury and Telford Hospital NHS Trust	7.3
Chesterfield Royal Hospital NHS Foundation Trust	8.2	Sandwell and West Birmingham Hospitals NHS Trust	7.4
The Royal Orthopaedic Hospital NHS Foundation Trust	8.1	The Dudley Group NHS Foundation Trust	7.4
South Warwickshire NHS Foundation Trust	8.1	Wye Valley NHS Trust	7.4
Sherwood Forest Hospitals NHS Foundation Trust	8.1	Northampton General Hospital NHS Trust	7.4

### 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
Your trust	score com	pared with	all other tr	usts:		
This benchm	arking compa	ares the ques	tion score for	your trust a	gainst all othe	er trusts.
Your Trust <b>8.0</b>						
Huot						
	n of scores		-			
This benchm other sites ac	•	you to comp	are the result	s for sites wi	thin your trus	t with all
	1000 (10010).					
Site #1 8.2	2					
	-					
Site #2 7.4	•					
Site #3 8.9	)					
Site 1		Site 2		Site	3	
Lincoln County Hos	pital (133)	Pilgrim Hosp	bital (59)	Grai	ntham and District H	ospital (50)

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Top five trusts		Bottom five trusts	5	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.9	Walsall Healthcare NHS Trust	7.3	
		The Chrowshur and		
Chesterfield Royal Hospital NHS Foundation Trust	8.3	The Shrewsbury and Telford Hospital NHS Trust	7.6	
				_
The Royal Orthopaedic Hospital NHS Foundation Trust	8.3	The Dudley Group NHS Foundation Trust	7.6	
				-
Northampton General Hospital NHS Trust	8.2	Nottingham University Hospitals NHS Trust	7.7	
George Eliot Hospital NHS Trust	8.2	University Hospitals of North Midlands NHS Trust	7.8	

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust	score com	pared with	all other tr	usts:		
This benchma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust <b>6.8</b>						
		(	.:	1		
Breakdown			-			6 - 10 U
This benchma other sites ac	•	you to comp	are the result	is tor sites wi	inin your trus	t with all
Site #1 6.7						
Site #2 6.7						
-						
Site #3 8.1						
Site 1		Site 2		Site	3	
Lincoln County Hosp	oital (307)	Pilgrim Hosp	vital (157)	Gran	tham and District H	lospital (51)

Top five trusts		Bottom five trusts	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.5	The Dudley Group NHS Foundation Trust	6.6
Birmingham Women's and Children's NHS Foundation Trust	7.9	The Shrewsbury and Telford Hospital NHS Trust	6.7
The Royal Orthopaedic Hospital NHS Foundation Trust	7.4	Walsall Healthcare NHS Trust	6.7
Sherwood Forest Hospitals NHS Foundation Trust	7.3	University Hospitals Coventry and Warwickshire NHS Trust	6.8
South Warwickshire NHS Foundation Trust	7.2	United Lincolnshire Hospitals NHS Trust	6.8

### 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 wor than expec		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ist score com	pared with	all other tr	usts:		
This bend	chmarking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	6.8					
Breakde	own of scores	for sites w	ithin your	trust <sup>.</sup>		
	hmarking allows		•		ithin your trus	t with all
	s across trusts.	,			,	
Site #1	6.8					
-						
Site #2	6.7					
Site #3	8.1					
	0.1					
Site 1		Site 2		Site	3	
Lincoln County	/ Hospital (239)	Pilgrim Hosp	ital (124)	Gra	ntham and District H	ospital (37)

		n - 1				
Top five trusts			Bottom five trusts			
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.8		Birmingham Women's and Children's NHS Foundation Trust	6.2		
The Royal Orthopaedic Hospital NHS Foundation Trust	7.9		Sandwell and West Birmingham Hospitals NHS Trust	6.6		
South Warwickshire NHS Foundation Trust	7.7		Walsall Healthcare NHS Trust	6.7		
Sherwood Forest Hospitals NHS Foundation Trust	7.6		United Lincolnshire Hospitals NHS Trust	6.8		
George Eliot Hospital NHS Trust	7.5		University Hospitals Coventry and Warwickshire NHS Trust	7.0		

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your trust score compared with all other trusts:							
This benchm	arking compa	ares the ques	tion score fo	r your trust a	gainst all othe	er trusts.	
Your Trust <b>8.0</b>							
3reakdowr	n of scores	s for sites w	ithin your/	trust:			
This benchma	arking allows	s you to comp	are the resul	ts for sites wi	thin your trus	t with all	
other sites ac	ross trusts.	-					
Site #1 8.1							
-							
Site #2 7.1							
Site #3							
Site 1		Site 2		Site	3		
incoln County Hos	pital (124)	Pilgrim Hosp	vital (69)		ntham and District H		
				show	wn as <30 responde	nts)	

Top five trusts		Bottom five trusts	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.6	Birmingham Women's and Children's NHS Foundation Trust	
South Warwickshire NHS Foundation Trust	9.0	Sandwell and West Birmingham Hospitals NHS Trust	
Chesterfield Royal Hospital NHS Foundation Trust	8.8	Walsall Healthcare NHS Trust <b>7.8</b>	
The Royal Orthopaedic Hospital NHS Foundation Trust	8.8	University Hospitals of Leicester NHS Trust <b>7.9</b>	
Kettering General Hospital NHS Foundation Trust	8.8	Worcestershire Acute Hospitals NHS Trust	

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

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

	-					
Much wo than expe		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			all ath an ti			
	ust score com	•				
his ben	chmarking comp	ares the ques	tion score to	r your trust aç	gainst all othe	er trusts.
Your Trust	6.6					
reakd	own of scores	s for sites w	ithin your/	trust:		
his ben	chmarking allows	you to comp	are the resul	ts for sites wit	thin your trus	t with all
her site	es across trusts.				-	
]						
ite #1	6.3					
ite #2	6.8					
_						
ite #3	7.8					
]						
te 1		Site 2		Site	-	
ncoln Count	y Hospital (314)	Pilgrim Hosp	ital (162)	Gran	tham and District H	lospital (53)

Top five trusts		Bottom five trusts	6	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.5	United Lincolnshire Hospitals NHS Trust	6.6	
Birmingham Women's and Children's NHS Foundation Trust	8.4	Sandwell and West Birmingham Hospitals NHS Trust	6.6	
George Eliot Hospital NHS Trust	7.4	University Hospitals Coventry and Warwickshire NHS Trust	6.9	
South Warwickshire NHS Foundation Trust	7.4	Walsall Healthcare NHS Trust	6.9	
Chesterfield Royal Hospital NHS Foundation Trust	7.3	University Hospitals of Leicester NHS Trust	6.9	

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 wo than expe		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tru	ust score com	pared with	all other ti	rusts:		
his ben	chmarking comp	ares the ques	tion score fo	r your trust a	gainst all othe	er trusts.
Your	6.3					
Trust						
sreakd	own of scores	s for sites w	ithin your/	trust:		
	chmarking allows	s you to comp	are the result	ts for sites wi	thin your trus	t with all
ther site	es across trusts.					
]						
Site #1	5.9					
_						
Site #2	5.4					
-						_
2:4 × 1/0	~ ~					
Site #3	8.2					
J						
ite 1		Site 2		Site	3	
incoln Count	y Hospital (295)	Pilgrim Hosp	bital (141)	Gran	tham and District H	ospital (50)

Top five trusts		Bottom five trusts	5
The Royal Orthopaedic Hospital NHS Foundation Trust	9.2	United Lincolnshire Hospitals NHS Trust	6.3
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.0	Worcestershire Acute Hospitals NHS Trust	6.8
Birmingham Women's and Children's NHS Foundation Trust	8.3	University Hospitals of North Midlands NHS Trust	6.9
University Hospitals Birmingham NHS Foundation Trust	7.8	Walsall Healthcare NHS Trust	6.9
Sherwood Forest Hospitals NHS Foundation Trust	7.7	Sandwell and West Birmingham Hospitals NHS Trust	6.9

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

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

Much wors than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our true	st score com	pared with	all other ti	rusts:		
his bencl	nmarking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your 4	.6					
Trust 4						
3reakdo	wn of scores	s for sites w	ithin your	trust:		
	nmarking allows	you to comp	are the result	ts for sites wi	thin your trus	t with all
ther sites	across trusts.					
Site #1	4.7					
-						
Site #2	4.2					
	+.2					
Site #3						
ite 1		Site 2		Site	3	
incoln County	Hospital (233)	Pilgrim Hosp	vital (125)		tham and District H	
				Show	/n as <30 responde	nts)
		1		1		

Top five trusts	Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	Walsall Healthcare NHS Trust	4.0
The Royal Orthopaedic Hospital NHS Foundation Trust	Sandwell and West Birmingham Hospitals NHS Trust	4.1
South Warwickshire NHS Foundation Trust	Kettering General Hospital NHS Foundation Trust	4.4
Birmingham Women's and Children's NHS Foundation Trust	The Dudley Group NHS Foundation Trust	4.4
University Hospitals Birmingham NHS Foundation Trust	The Shrewsbury and Telford Hospital NHS Trust	4.4

# 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 the same	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
Your trust s	score com	pared with	all other tr	usts:		
This benchma	arking compa	ares the ques	tion score for	your trust a	gainst all othe	er trusts.
Your						
Trust <b>5.8</b>						
Brookdown	of coores	for citor y	vithin your	truct		
Breakdown			•			
This benchma	-	you to comp	are the result	s for sites wi	thin your trus	st with all
other sites acr	oss trusts.					
Site #1 <b>5.7</b>						
-						
Site #2 6.1						
-						
0:1. //0						
Site #3 7.7						
Site 1		Site 2		Site	3	
Lincoln County Hospi	ital (273)	Pilgrim Hosp	ital (132)	Grai	ntham and District H	lospital (47)
		Ļ		ļ		

Top five trusts		Bottom five trusts	5	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.1	United Lincolnshire Hospitals NHS Trust	5.8	
South Warwickshire		Walsall Healthcare	5.9	
NHS Foundation Trust	7.1	NHS Trust	5.9	
The Royal Orthopaedic Hospital NHS Foundation Trust	7.0	Birmingham Women's and Children's NHS Foundation Trust	6.1	
George Eliot Hospital NHS Trust	6.9	University Hospitals of Leicester NHS Trust	6.2	
The Royal Wolverhampton NHS Trust	6.8	Sandwell and West Birmingham Hospitals NHS Trust	6.3	

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

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

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat bette than expected	r Better than expected	Much better than expected
Your tr	ust s	core com	pared with	all other tr	usts:		
This ber	nchmai	rking compa	ares the ques	tion score for	· your trust a	against all othe	er trusts.
Your Trust	6.8						
		- 6	for oltoo		4		
				/ithin your		vithin your trus	t with all
		oss trusts.	you to comp		5 101 51185 W	numi your trus	
-							
Site #1	6.6						
_							
Site #2	7.0						
-	-						
Site #3	8.7						
	•						
Site 1			Site 2		Sit	e 3	
Lincoln Coun	nty Hospita	al (273)	Pilgrim Hosp	ital (147)	Gra	antham and District H	ospital (50)

Top five trusts		Bottom five trusts			
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.3	United Lincolnshire Hospitals NHS Trust	6.8		
Birmingham Women's and Children's NHS Foundation Trust	9.0	Sandwell and West Birmingham Hospitals NHS Trust	6.9		
The Royal Orthopaedic Hospital NHS Foundation Trust	8.9	Walsall Healthcare NHS Trust	6.9		
University Hospitals of Leicester NHS Trust	8.4	University Hospitals Coventry and Warwickshire NHS Trust	7.4		
South Warwickshire NHS Foundation Trust	8.2	Worcestershire Acute Hospitals NHS Trust	7.5		

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

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

	-						
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
·			- 11 - 41 4				
Your trust		-					
This benchma	arking compa	ares the ques	tion score fo	r your trust a	gainst all othe	er trusts.	
Your Trust <b>7.7</b>							
		<b>6</b> 1/					
Breakdowr			•				
This benchma	-	you to comp	are the resul	ts for sites w	ithin your trus	st with all	
other sites ac	ross trusts.						
Site #1 7.4							
-							
Site #2 7.6							
Site #2 7.6	l i						
-							
Site #3							
Site 1		Site 2		Site	3		
Lincoln County Hosp	incoln County Hospital (165) Pilgrim Hospital (79) Grantham and District Hospital (Score not						
				sho	wn as <30 responde	ents)	

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.4	Birmingham Women's and Children's NHS Foundation Trust	6.9
Foundation Trust			
South Warwickshire NHS Foundation Trust	9.2	Walsall Healthcare NHS Trust	7.5
Chesterfield Royal Hospital NHS Foundation Trust	8.7	Sandwell and West Birmingham Hospitals NHS Trust	7.6
George Eliot Hospital NHS Trust	8.6	United Lincolnshire Hospitals NHS Trust	7.7
University Hospitals Birmingham NHS Foundation Trust	8.6	The Dudley Group NHS Foundation Trust	7.8

# 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**

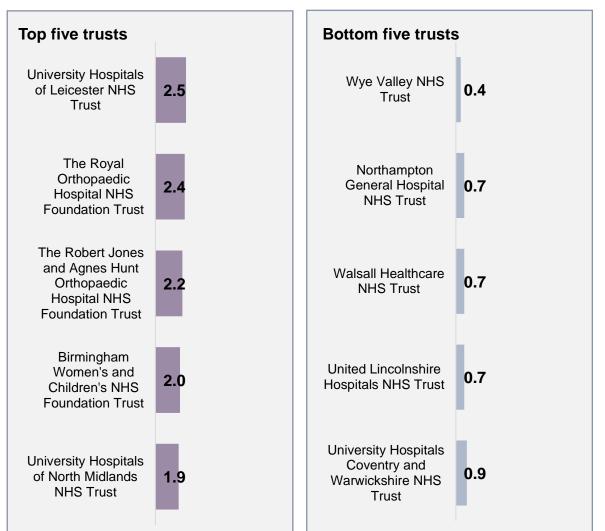
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
/our true	t score com	narad with	all other t	ructor		1
		pared with ares the quest			aginet all othe	or tructo
_	marking comp	ales life quesi		n your trust a	yanisi an olin	
Your <b>5.</b>	5					
		<b>.</b> .				
		s for sites w	-			
	-	s you to compa	are the resu	Its for sites w	thin your trus	t with all
other sites a	across trusts.					
Site #1 5	.3					
Site #2 5	.6					
_						
Site #3						
Site 1		Site 2		Site	3	
Lincoln County Hospital (160) Pilgrim Hospital (83) Grantham and District Hospital (Sc						
				sho	wn as <30 responde	ents)

Top five trusts		Bottom five trusts	3
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS	7.3	Birmingham Women's and Children's NHS Foundation Trust	4.5
Foundation Trust			
The Royal Orthopaedic Hospital NHS Foundation Trust	7.2	United Lincolnshire Hospitals NHS Trust	5.5
South Warwickshire NHS Foundation Trust	7.2	Sandwell and West Birmingham Hospitals NHS Trust	6.0
Chesterfield Royal Hospital NHS Foundation Trust	7.1	The Royal Wolverhampton NHS Trust	6.0
University Hospitals of Derby and Burton NHS Foundation Trust	7.1	Walsall Healthcare NHS Trust	6.1

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your trust s	score com	pared with	all other tr	usts:		
This benchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust <b>0.7</b>						
Breakdown	of scores	for sites w	vithin vour	trust:		
This benchma			-		thin your trus	t with all
other sites ac	ross trusts.					
Site #1 0.7						
<b>U</b> .1						
Site #2 0.5						
Site #2 0.5						
Site #3 0.9						
Site 1		Site 2		Site	3	
Lincoln County Hosp	oital (271)	Pilgrim Hosp	vital (137)	Gran	tham and District H	lospital (47)



# 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 trust	score com	pared with	all other tr	usts:		
This benchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust <b>9.0</b>						
	<b>f</b>	for olton		1		
		for sites w	•		ithin your true	t with all
other sites ac		you to compa	are the result	S IOI SILES W	ithin your trus	i with all
Site #1 9.0	)					
Site #2 8.8	ite #2 8 8					
Site #3 9.8						
Site 1		Site 2		Site	3	
Lincoln County Hosp	oital (310)	Pilgrim Hosp	ital (160)	Gra	ntham and District H	lospital (53)

Top five trusts			Bottom five trusts		
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.9		Walsall Healthcare NHS Trust	8.6	
The Royal Orthopaedic Hospital NHS Foundation Trust	9.5		University Hospitals Coventry and Warwickshire NHS Trust	8.9	
South Warwickshire NHS Foundation Trust	9.5		Nottingham University Hospitals NHS Trust	9.0	
Birmingham Women's and Children's NHS Foundation Trust	9.4		United Lincolnshire Hospitals NHS Trust	9.0	
Chesterfield Royal Hospital NHS Foundation Trust	9.4		Sandwell and West Birmingham Hospitals NHS Trust	9.1	

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

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

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			-	all other tr			
This ben	chma	arking compa	ares the ques	tion score for	your trust a	gainst all othe	er trusts.
Your Trust	8.0						
Breakd	lown	of scores	for sites v	vithin your	trust:		
				are the result		thin your trus	t with all
		ross trusts.	, cu to comp		.e 191 0100 Wi	ann your duo	
_							
Site #1	7.9						
Site #2 <b>7.9</b>							
Site #3	9.4						
0:4- 4	,		0:4- 0		0:4-	•	
Site 1	4.11	H-1 (044)	Site 2		Site		La (50)
Lincoln Coun	ity Hosp	oital (311)	Pilgrim Hosp	dital (159)	Grai	ntham and District H	iospital (53)

Top five trusts		Bottom five trusts		
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.5	Walsall Healthcare NHS Trust	7.9	
The Royal Orthopaedic Hospital NHS Foundation Trust	8.8	United Lincolnshire Hospitals NHS Trust	8.0	
South Warwickshire NHS Foundation Trust	8.7	University Hospitals Coventry and Warwickshire NHS Trust	8.0	
Sherwood Forest Hospitals NHS Foundation Trust	8.6	The Dudley Group NHS Foundation Trust	8.1	
George Eliot Hospital NHS Trust	8.6	Sandwell and West Birmingham Hospitals NHS 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>Q44. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?</li> </ul>	<ul> <li>Q7. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?</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> <li>Q41. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left 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>Q35. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?</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 trust has not performed "better than expected" for any questions.		Your trust has not performed "much better than expected" for any questions.		





### **Results for United LincoInshire Hospitals NHS Trust**

### Where patient experience is best

- ✓ Noise from staff: patients not being bothered by noise at night from staff
- Dietary requirements: patients being offered food that met any dietary requirements they had
- ✓ Quality of food: patients describing the hospital food as good
- Having enough to drink: patients getting enough to drink whilst in hospital
- ✓ Keeping in touch during the COVID-19 pandemic: patients being able to keep in touch with family and friends during their stay in hospital

### Where patient experience could improve

- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Support from health or social care services: patients being given enough support from health or social care services to help them recover or manage their condition after leaving hospital
- Contact: patients being given information about who to contact if they were worried about their condition or treatment after leaving hospital
- Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- Understanding care after leaving hospital: patients being given information about what would happen next with their care

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

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at United Lincolnshire Hospitals NHS Trust who had attended in late 2020. Responses were received from 530 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 | RWD | United Lincolnshire Hospitals NHS Trust

## How to interpret benchmarking in this report

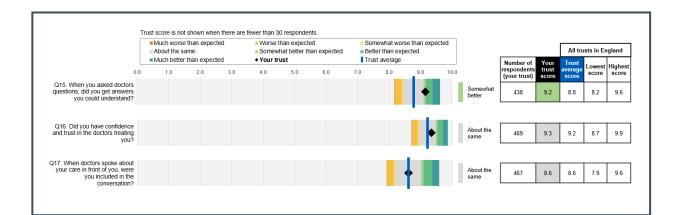
#### **Trust level benchmarking**

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

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

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





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

#### **Trust level benchmarking**

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

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

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

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

#### Site level benchmarking

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

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

## An example of scoring

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

#### Calculating an individual respondent's score

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

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

#### Calculating the trust score for each question

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

#### Calculating the section score

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