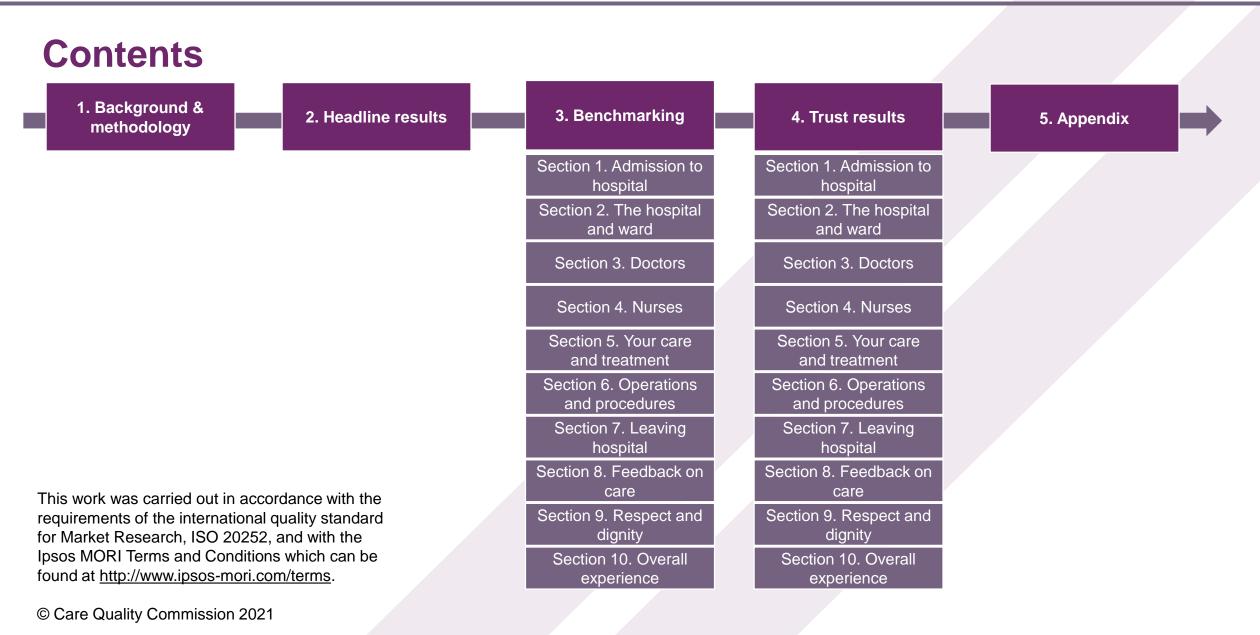
NHS Adult Inpatient Survey 2020 Benchmark Report

University College London Hospitals NHS Foundation Trust





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Background and methodology

This section includes:

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



Background and methodology

The NHS Patient Survey Programme

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

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

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

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

The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

Trend data

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

Further information about the survey

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

Key terms used in this report

The 'expected range' technique

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

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

More information can be found in the Appendix.

Standardisation

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

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

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

Scoring

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

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

Trust average

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

Suppressed data

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

Further information about the methods

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

Using the survey results

Navigating this report

This report is split into five sections:

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

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

How to interpret the graphs in this report

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

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

Other data sources

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

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

Headline results

This section includes:

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



Who took part in the survey?

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

1,250 invited to take part	Ethnicity	Religion
 521 completed 44% urgent/emergency admission 56% planned admission 46% response rate 46% average response rate for all trusts 39% response rate for your trust last year 	White74%Mixed3%Asian or Asian British7%Black or Black British10%Arab or other ethnic group2%Not known3%	No religion27%Buddhist1%Christian57%Hindu3%Jewish3%Muslim3%Sikh<0.5%Other3%Prefer not to say3%
Long-term conditions Just 2007 Just 2	Sex At birth were you registered as Female 50% Male 50% Intersex 0% 1% of participants said their gender is different from the sex they were registered with at birth.	Age 15% 38% 15% 16-35 -36-50 -51-65 -66+

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Summary of findings for your trust

Comparison with other trusts

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



Comparison with last year's results

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

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

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

Best and worst performance relative to the trust average

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

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



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Benchmarking

This section includes:

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



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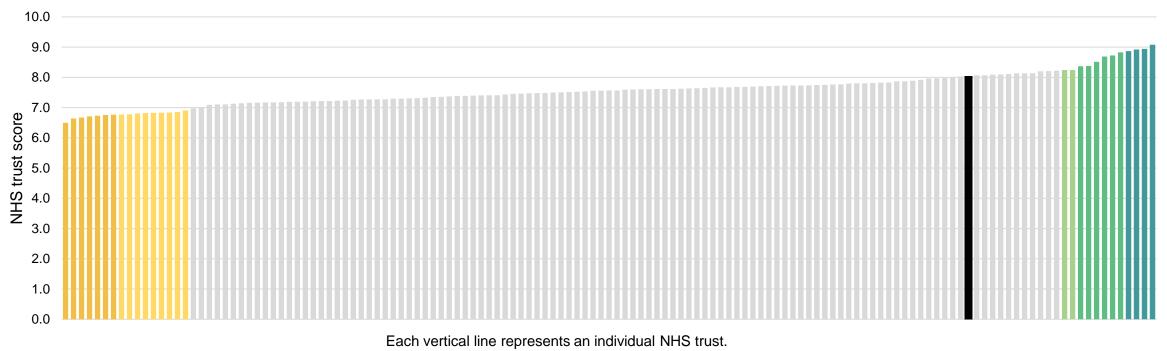
Section 1. Admission to hospital

Section score

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

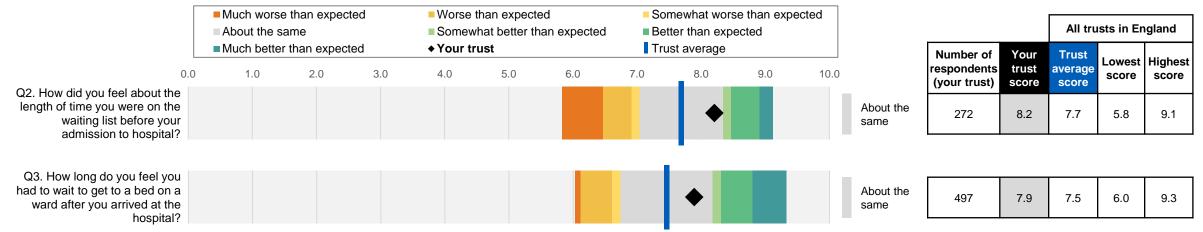
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	Your trust	

Your trust section score = 8.0 (About the same)



Section 1. Admission to hospital (continued)

Question scores



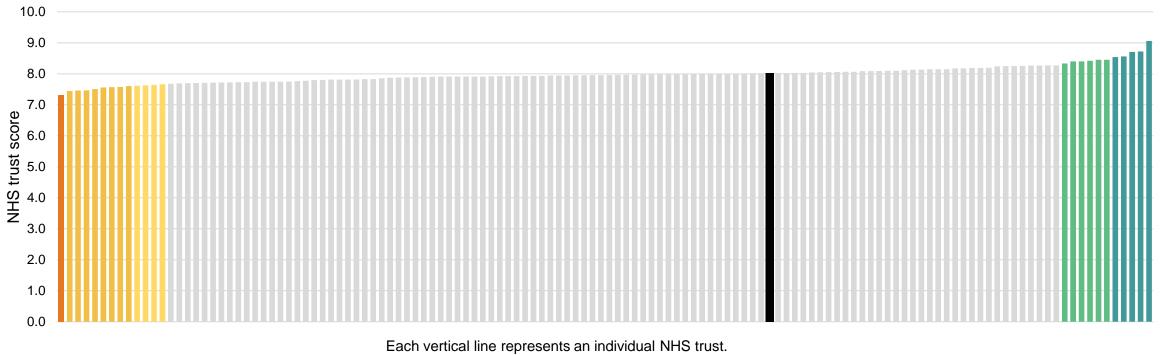
Section 2. The hospital and ward

Section score

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

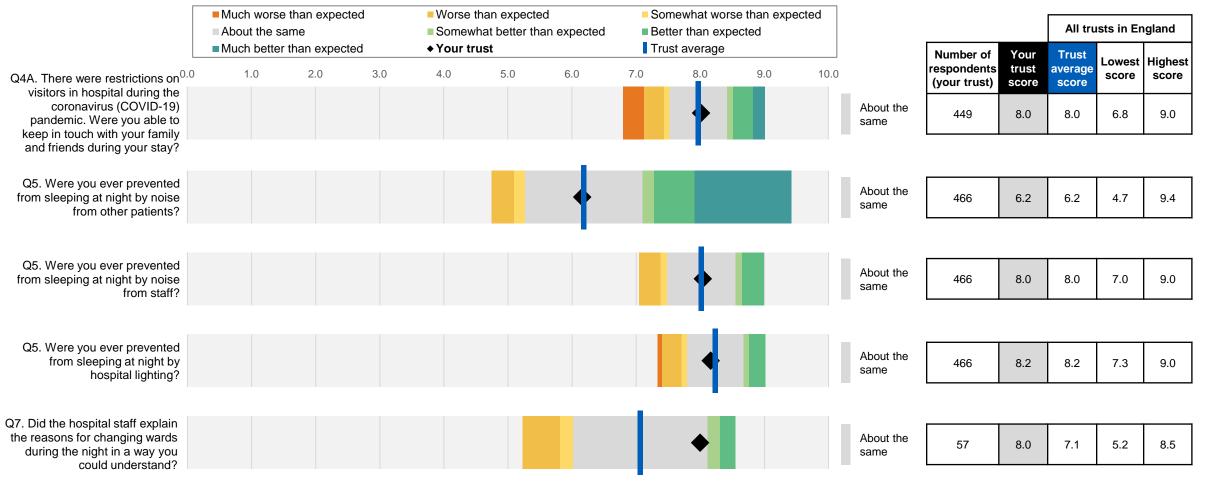


Your trust section score = 8.0 (About the same)



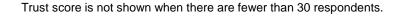
Section 2. The hospital and ward (continued)

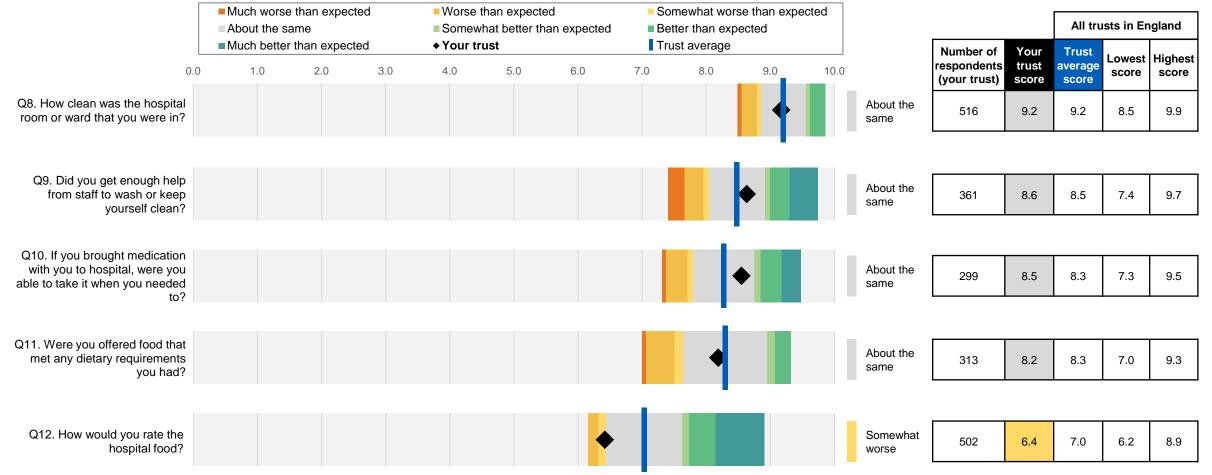
Question scores



Section 2. The hospital and ward (continued)

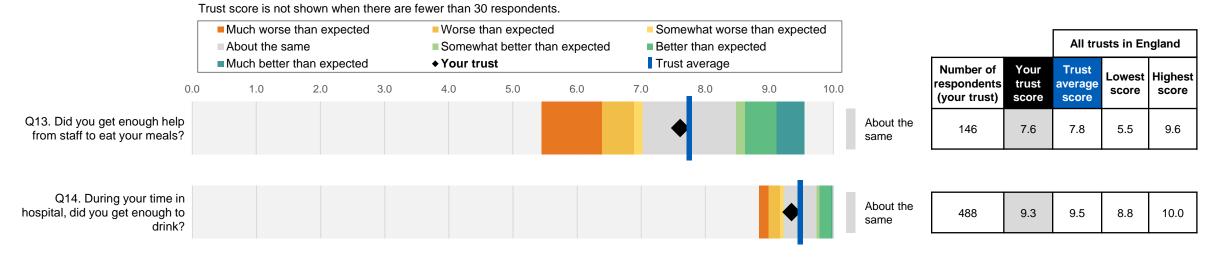
Question scores





Section 2. The hospital and ward (continued)

Question scores



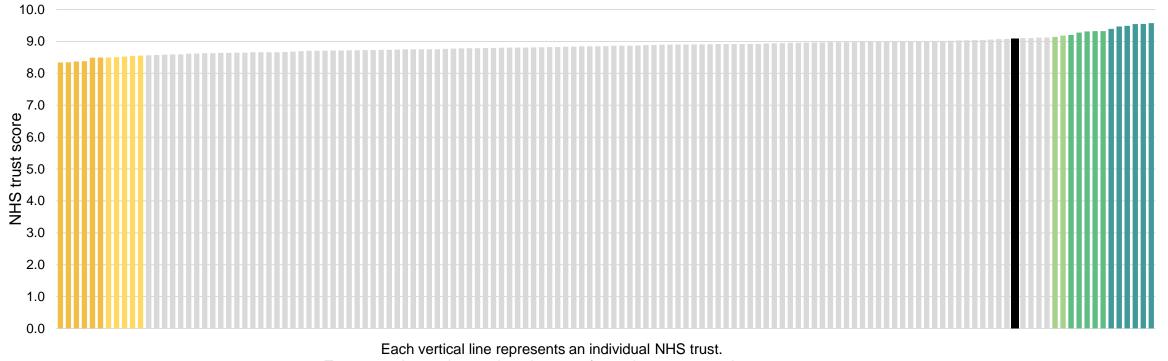
Section 3. Doctors

Section score

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

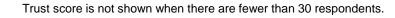
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 9.1 (About the same)



Section 3. Doctors (continued)

Question scores



	 Much worse About the s Much better 	ame				ed an expected	Bett	newhat worse er than expe st average	e than expected		_			sts in En	gland
0.	 1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0 10.	0	Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q15. When you asked doctors questions, did you get answers you could understand?									•	About the same	495	8.9	8.8	8.2	9.6
016 Did you have confidence															
Q16. Did you have confidence and trust in the doctors treating you?									•	Somewhat better	519	9.5	9.2	8.7	9.9
Q17. When doctors spoke about										_					
your care in front of you, were you included in the conversation?									•	About the same	519	8.9	8.6	7.9	9.6

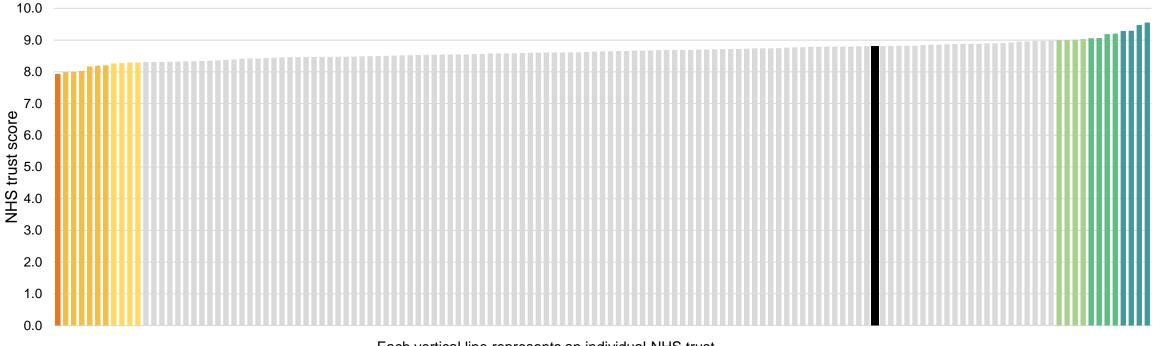
Section 4. Nurses

Section score

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

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

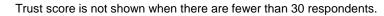
Your trust section score = 8.8 (About the same)



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

Section 4. Nurses (continued)

Question scores



	ch worse tl out the san	nan expect	ed		han expecte hat better tha	d an expected		ewhat worse er than exped	-	ted				All tru	sts in Er	gland
	ch better th	nan expecte		+ Your tri				t average				Number of	Your	Trust	Lowest	Highest
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)		average score	score	score
Q18. When you asked nurses questions, did you get answers you could understand?									•		About the same	500	9.0	8.9	8.1	9.6
									1. J.							
Q19. Did you have confidence and trust in the nurses treating you?									•		About the same	517	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	515	8.8	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	516	8.3	7.9	6.4	9.3

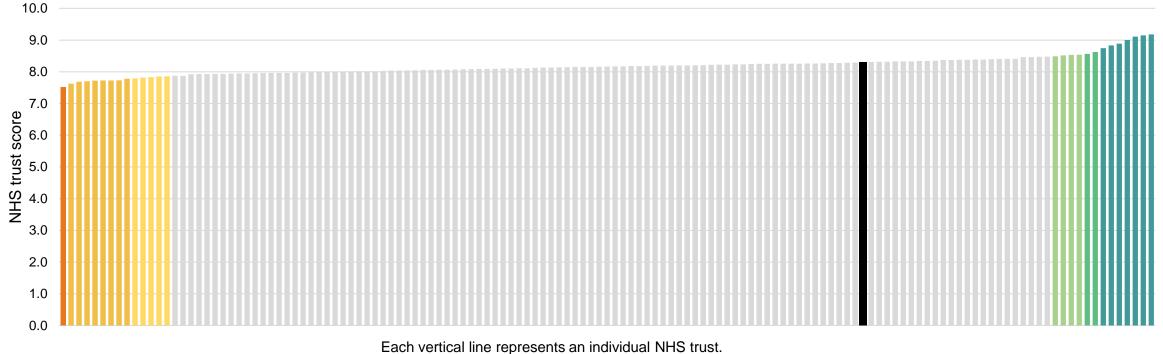
Section 5. Your care and treatment

Section score

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

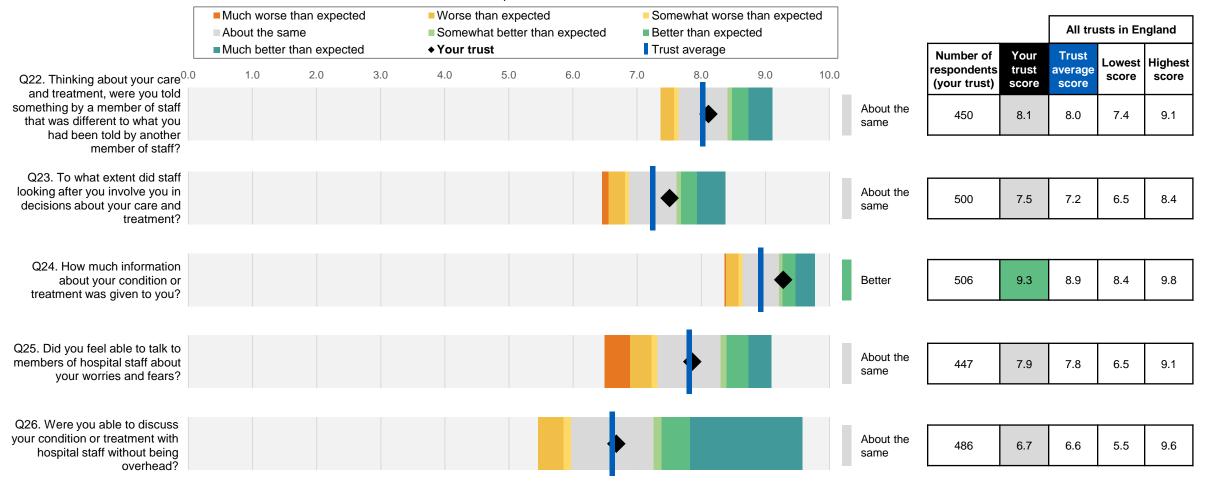
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 8.3 (About the same)



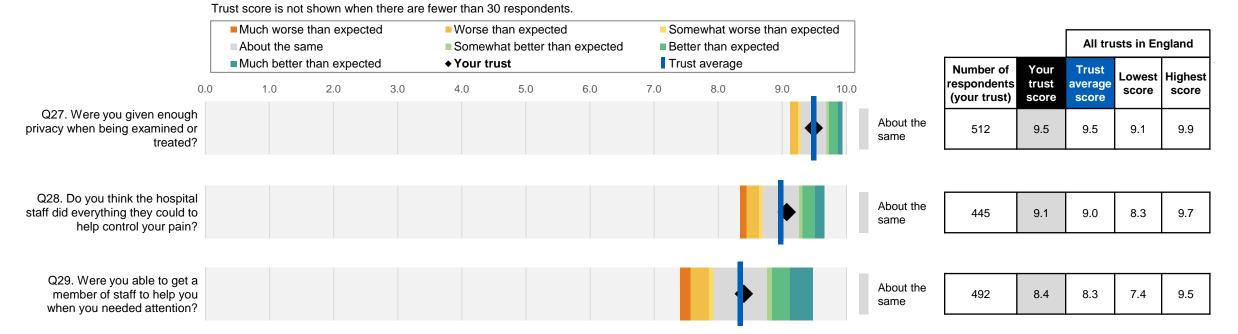
Section 5. Your care and treatment (continued)

Question scores



Section 5. Your care and treatment (continued)

Question scores



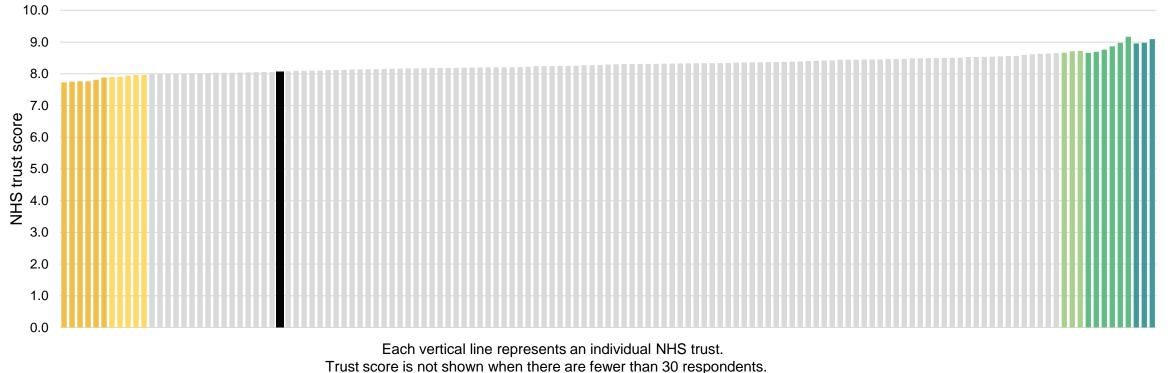
Section 6. Operations and procedures

Section score

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

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

Your trust section score = 8.1 (About the same)



Section 6. Operations and procedures (continued)

Question scores



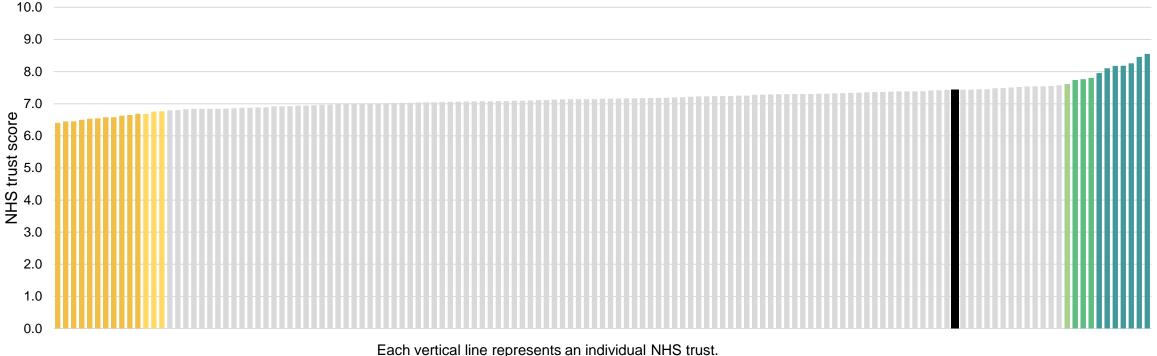
Section 7. Leaving hospital

Section score

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



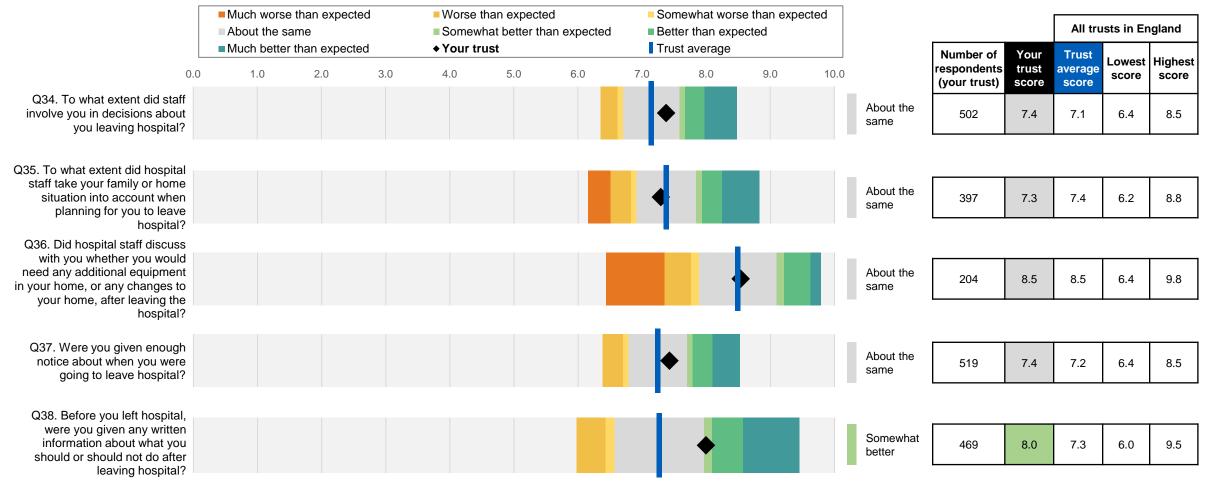
Your trust section score = 7.4 (About the same)



Section 7. Leaving hospital (continued)

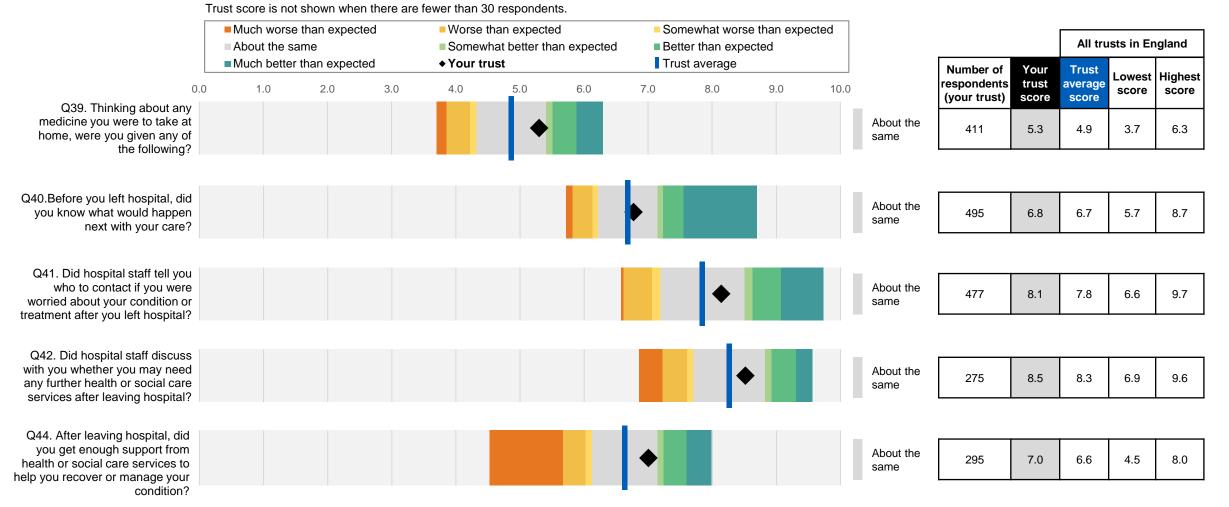
Question scores





Section 7. Leaving hospital (continued)

Question scores



Section 8. Feedback on the quality of your care

Section score

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

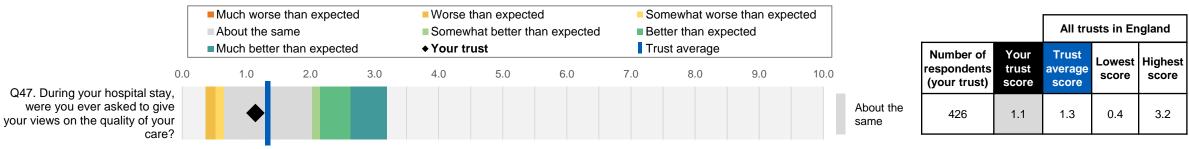
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 1.1 (About the same)

10.0	
9.0	
8.0	
7.0 20	
0.0 0.1 0.0 0.1 0.0 0.0 0.0 0.0 0.0 0.0	
5.0	
မှ မှ 4.0	
₹ 3.0	
2.0	
1.0	
0.0	
	Each vertical line represents an individual NHS trust.

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

Question score



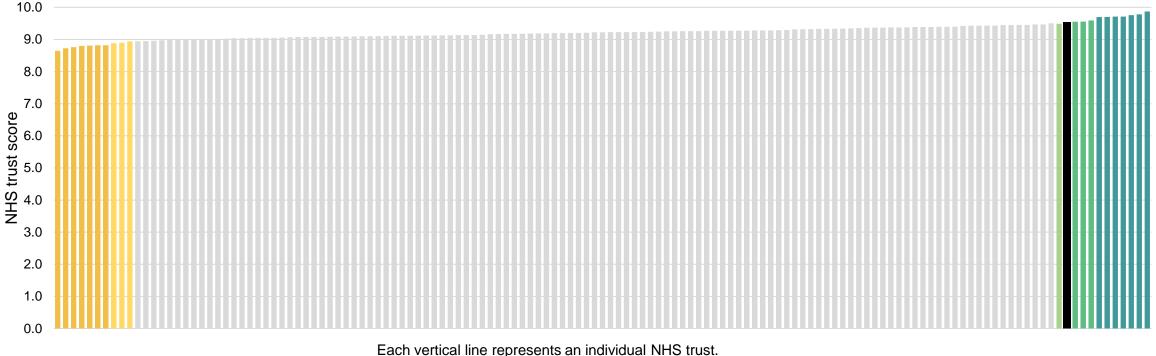
Section 9. Respect and dignity

Section score

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



Your trust section score = 9.5 (Somewhat better)



Section 9. Respect and dignity (continued)

Question score

	 Much worse About the same 	•	ted		than expecter that better the	ed nan expected	Be	mewhat wors tter than exp		pected				All tru	sts in Er	gland
0.0	Much better 1.0	than expec	ted 3.0	♦ Your tr 4.0	5.0	6.0	Tru	st average 8.0	9.0	10.0		Number of respondents		Trust average	Lowest score	Highest score
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?										•	Somewhat better	(your trust) 517	9.5	9.2	8.6	9.9

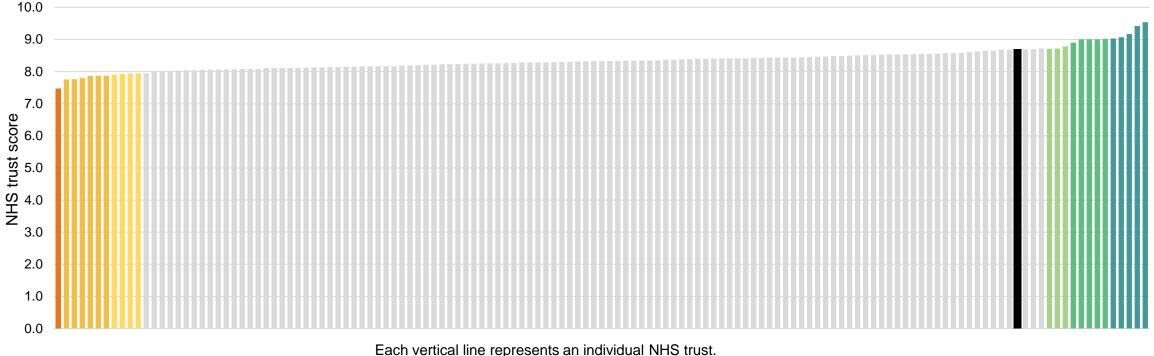
Section 10. Overall experience

Section score

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



Your trust section score = 8.7 (About the same)



Section 10. Overall experience (continued)

Question score

		 Much worse About the se Much better 	ame				ed nan expected	Be	mewhat wo tter than ex ist average	•	cted	
0	.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0	
Q46. Overall, how was your experience while you were in the hospital?										•		About the same

			All trusts in England		
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
ie	518	8.7	8.4	7.5	9.5

Trust results

This section includes:

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

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

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

Ipsos MORI

lpsos

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

Results for your trust

	1	1	1							
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
	·			•						
Your trust	our trust score compared with all other trusts:									
This benchm	his benchmarking compares the question score for your trust against all other trusts.									
Your										
Trust 8.2										
Breakdowr	n of scores	for sites w	vithin your	trust:						
This benchma			-		thin your trus	t with all				
other sites ac	•	, eu lo comp								
Site #1 8.0										
	, 									
-										
Site #2 8.3	}									
_										
Site #3 8.0										
Site 1		Site 2		Site	3					
University College H	lospital (98)	UCH at Wes	tmorland Street (89		onal Hospital for Ne rosurgery - Queen S					
				ineu	iosuigery - Queen a	oquale (13)				
		1		!						

		_		
Top five trusts			Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.1		Lewisham and Greenwich NHS Trust	6.1
Royal Brompton and Harefield NHS Foundation Trust	8.4		The Hillingdon Hospitals NHS Foundation Trust	6.4
Croydon Health Services NHS Trust	8.2		Barking, Havering and Redbridge University Hospitals NHS Trust	6.4
University College London Hospitals NHS Foundation Trust	8.2		London North West University Healthcare NHS Trust	7.0
Epsom and St Helier University Hospitals NHS Trust	8.2		North Middlesex University Hospital NHS Trust	7.1

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected					
Your trust	our trust score compared with all other trusts:										
This benchm	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust 7.9											
	n of coores	for citor y	lithin your	tructi							
	n of scores arking allows		-		thin your true	st with all					
other sites ad	•	you to comp									
Site #1 7.	5										
-											
Site #2 8.2	2										
						_					
Site #3 9.0)										
Site 1		Site 2		Site	3						
University College I	Hospital (256)	UCH at Wes	tmorland Street (10		onal Hospital for Ne rosurgery - Queen						
					<u> </u>	,					

Comparison with other trusts within your region

Top five trusts	1	Bottom five trust	S
Royal National Orthopaedic Hospital NHS Trust	9.1	North Middlesex University Hospital NHS Trust	6.5
Royal Brompton and Harefield NHS Foundation Trust	9.0	Kingston Hospital NHS Foundation Trust	6.8
The Royal Marsden NHS Foundation Trust	8.7	Croydon Health Services NHS Trust	6.8
Guy's and St Thomas' NHS Foundation Trust	8.0	Lewisham and Greenwich NHS Trust	6.8
University College London Hospitals NHS Foundation Trust	7.9	King's College Hospital NHS Foundation Trust	7.0

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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:									
his benchmarking compares the question score for your trust against all other trusts.									
rust 8.0									
reakdown	of scores	for sites w	vithin your	trust:					
	0	you to comp	are the result	s for sites wi	thin your trus	t with all			
her sites acı	ross trusts.								
ite #1 7.7									
-									
ite #2 8.0									
-						_			
ite #3 8.5									
ne #3 0.3									
te 1		Site 2		Site	3				
			terra e la contra e tra contra e		-				
niversity College He	ospital (229)	UCH at Wes	tmorland Street (98		onal Hospital for Ne osurgery - Queen S				

Top five trusts		Bottom five trust	ts	
Royal National Orthopaedic Hospital NHS Trust	8.6	North Middlesex University Hospital NHS Trust	6.9	
Royal Brompton and Harefield NHS Foundation Trust	8.3	London North West University Healthcare NHS Trust	7.4	
Chelsea and Westminster Hospital NHS Foundation Trust	8.1	Barts Health NHS Trust	7.4	
The Royal Marsden NHS Foundation Trust	8.1	Lewisham and Greenwich NHS Trust	7.4	
Epsom and St Helier University Hospitals NHS Trust	8.1	Imperial College Healthcare NHS Trust	7.4	

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		•					
			pared with				
This ber	nchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	6.2						
Brooks	10.40	of coorce	for sites	vithin vour	truct		
			for sites w	•			
		arking allows ross trusts.	you to comp	are the result	is for sites wi	thin your trus	t with all
		1055 110515.					
0.4							
Site #1	6.0						
	-						
Site #2	6.2	•					
	0.2						
	-						
Site #3	6.0						
Site 1			Site 2		Site	3	
University C	ollege H	lospital (235)	UCH at Wes	stmorland Street (96		onal Hospital for Ne	
					Neu	rosurgery - Queen S	Square (118)

-			
Top five trusts		Bottom five trusts	
Royal National Orthopaedic Hospital NHS Trust	7.7	Croydon Health Services NHS Trust 4.9	
The Royal Marsden NHS Foundation Trust	7.3	The Hillingdon Hospitals NHS Foundation Trust	
Royal Brompton and Harefield NHS Foundation Trust	6.9	Chelsea and Westminster Hospital NHS Foundation Trust	
Barts Health NHS Trust	6.8	Kingston Hospital NHS Foundation Trust	
Royal Free London NHS Foundation Trust	6.7	Guy's and St Thomas' NHS Foundation Trust	

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

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					
			- 11 - 41 4								
	our trust score compared with all other trusts:										
This ben	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust	8.0										
Breakd	own of scores	s for sites w	vithin your	trust:							
	chmarking allows		-		hin vour trus	t with all					
	es across trusts.	s you to comp		13 101 31163 WI	ann your trus						
1											
Site #1	8.4										
Site #2	6.8										
-											
Site #3	7.3										
Sile #3	1.3										
Site 1		Site 2		Site	3						
	llege Hospital (235)		tmorland Street (96		nal Hospital for Ne	urology and					
University CO	liege Hospital (200)	oon at wes			osurgery - Queen S						

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.7	Barking, Havering and Redbridge University Hospitals NHS Trust	7.5
Royal Brompton and Harefield NHS Foundation Trust	8.6	Lewisham and Greenwich NHS Trust	7.8
Barts Health NHS Trust	8.5	King's College Hospital NHS Foundation Trust	7.9
Kingston Hospital NHS Foundation Trust	8.4	The Hillingdon Hospitals NHS Foundation Trust	7.9
Homerton University Hospital NHS Foundation Trust	8.4	University College London Hospitals NHS Foundation Trust	8.0

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your trus	our trust score compared with all other trusts:									
This bench	his benchmarking compares the question score for your trust against all other trusts.									
Your Trust 8 .	2									
Breakdov	wn of scores	for sites w	vithin vour	trust:						
	marking allows		-		thin your true	st with all				
	across trusts.	, cu to comp			ann your true					
Site #1 8	.6									
Site #2 7	.9									
Site #3 7	.3									
•										
Site 1		Site 2		Site	3					
University Colleg	e Hospital (235)	UCH at Wes	stmorland Street (96		onal Hospital for Ne rosurgery - Queen					
				ineu	iosuigery - Queen	Square (110)				

Top five trusts		Bottom five trusts	5
Royal National Orthopaedic Hospital NHS Trust	8.8	Epsom and St Helier University Hospitals NHS Trust	7.9
Homerton University Hospital NHS Foundation Trust	8.6	King's College Hospital NHS Foundation Trust	7.9
Royal Brompton and Harefield NHS Foundation Trust	8.6	Imperial College Healthcare NHS Trust	8.0
The Royal Marsden NHS Foundation Trust	8.6	Kingston Hospital NHS Foundation Trust	8.0
Barts Health NHS Trust	8.5	Croydon Health Services NHS Trust	8.0

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

Results for your trust

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vour truct					•	
Your trust s		-			nainat all athr	r tructo
This benchma	arking compa	ares the ques	tion score to	r your trust aç	jainst all othe	er trusts.
Your Trust 8.0						
Brookdowr		for sites u	lithin vour	4711041		
Breakdown			-			t with all
This benchma other sites ac	-	you to comp	are the resul	ts for sites wi	thin your trus	t with all
	1000 (1000).					
Site #1 7.9						
One #1 7.3						
_						
Site #2						
_						
O 14 110						
Site #3						
Site 1		Site 2		Site	-	
University College H	ospital (45)		tmorland Street (S 0 respondents)	Neur	onal Hospital for Ne osurgery - Queen S	Square (Score not
				show	/n as <30 responde	nts)

Top five trusts		Bottom five trusts	5	
The Royal Marsden NHS Foundation Trust	8.5	Croydon Health Services NHS Trust	5.2	
Imperial College Healthcare NHS Trust	8.2	Guy's and St Thomas' NHS Foundation Trust	6.0	
University College London Hospitals NHS Foundation Trust	8.0	King's College Hospital NHS Foundation Trust	6.1	
Royal Brompton and Harefield NHS Foundation Trust	7.8	The Hillingdon Hospitals NHS Foundation Trust	6.4	
Kingston Hospital NHS Foundation Trust	7.5	Epsom and St Helier University Hospitals 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
•		•		-		
Your trust s		-				
This benchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust 9.2						
Dueslasia		f	.:	1		
Breakdown			•			
This benchma	-	you to comp	are the result	s for sites w	ithin your trus	t with all
other sites ac	ross trusts.					
-						
Site #1 9.2						
-						
Site #2 9.4						
J.7						
-						
Site #3 9.0						
Site 1		Site 2		Site	3	
University College He	ospital (266)	UCH at Wes	tmorland Street (10		onal Hospital for Ne	
				Neu	rosurgery - Queen S	Square (124)

-		-	-
Top five trusts		Bottom five trust	S
Royal Brompton and Harefield NHS Foundation Trust	9.6	Croydon Health Services NHS Trust	8.5
Royal National Orthopaedic Hospital NHS Trust	9.5	Whittington Health NHS Trust	8.6
The Royal Marsden NHS Foundation Trust	9.5	London North West University Healthcare NHS Trust	8.6
Homerton University Hospital NHS Foundation Trust	9.2	Lewisham and Greenwich NHS Trust	8.7
University College London Hospitals NHS Foundation Trust	9.2	The Hillingdon Hospitals NHS Foundation Trust	8.8

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

Results for your trust

Much wo than expe		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·					expected	than expected
Your tru	ust score com	pared with	all other tr	usts:		
This ben	chmarking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	8.6					
Breakd	own of scores	for sites w	vithin your	trust.		
			-		thin your true	st with all
	chmarking allows s across trusts.	you to comp	are the result		umi your trus	
Site #1	8.7					
	0.7					
-						
Site #2	7.8					
-						
Site #3	9.0					
J						
Site 1		Site 2		Site	3	
University Col	llege Hospital (186)	UCH at Wes	tmorland Street (76		onal Hospital for Ne rosurgery - Queen	
					U	,

Top five trusts		Bottom five trusts	5
Royal Brompton and Harefield NHS Foundation Trust	9.1	Barking, Havering and Redbridge University Hospitals NHS Trust	7.7
Royal National		Homerton University	
Orthopaedic Hospital NHS Trust	9.1	Hospital NHS Foundation Trust	7.9
The Royal Marsden NHS Foundation Trust	9.0	Lewisham and Greenwich NHS Trust	7.9
University College London Hospitals NHS Foundation Trust	8.6	Croydon Health Services NHS Trust	8.0
The Hillingdon Hospitals NHS Foundation Trust	8.5	London North West University Healthcare NHS Trust	8.0

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

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 trusts. Your Trust 8.5 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #2 7.8 Site #3 8.4 Site #3 Site 2 Site 1 Site 2 Site 1 Site 2 Site 43 Site 2 Site 43 Site 2 Site 43 Site 2 Site 1 Site 2 Site 2 Site 43 Site 2 Site 43 Site 2 Site 43 Site 2 Site 3 Site 3 University College Hospital (145) UCH at Westmorfand Street (68)								
Your Trust score compared with all other trusts: Your Trust 8.5 Breakdown of scores for sites within your trust This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #2 7.8 Site #3 8.4 Site #3 Site 2 Site #3 Site 2 Site #3 Site 2 Site #3 Site 2 Site 1 Site 2 Site 2 Site 3 Site 43 Site 2 Site 43 Site 2 Site 43 Site 2 Site 2 Site 3 Site 3 Site 3 Site 43 Site 3 Site 3 Site 3 Site 43 Site 3 Site 43 Site 3 Site 43 Site 3 Site 43 Site 3 Site 3 Site 3 Site 43 Site 3 Site 43 Site 3 Site 44 Site 3 Site 45 Site 3 Site 45								Much better than expected
This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.5 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #2 7.8 Site #3 8.4 Site #3 University College Hospital (145) UCH at Westmorland Street (68) National Hospital for Neurology and			·					·
Your Trust 8.5 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #2 7.8 Site #3 8.4 Site #3 Site 2 Vnurersity College Hospital (145) UCH at Westmorland Street (68)				-				
8.5 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #2 7.8 Site #3 8.4 Site 1 Site 2 Site 1 Site 2 Site 43 Site 2 Site 1 Site 2 Site 1 Site 2 Site 43 Site 2 Site 1 Site 2 Site 1 Site 2 Site 43 Site 2 Site 43 Site 2 Site 43 Site 2 Site 1 Site 2 Site 2 Site 3 University College Hospital (145) UCH at Westmorland Street (68)	This ben	nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Indet Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #2 7.8 Site #3 8.4 Site 1 Site 2 Vinversity College Hospital (145) UCH at Westmorland Street (68)		8.5						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.7 Site #2 7.8 Site #3 8.4 Site 1 Site 2 Site 2 Site 3 University College Hospital (145) UCH at Westmorland Street (68)	nust							
other sites across trusts. Site #1 8.7 Site #2 7.8 Site #3 8.4 Site #3 Site 1 Site 2 Site 2 Site 2 Site 2 Site 2 Site 2 Site 3 University College Hospital (145) UCH at Westmorland Street (68) National Hospital for Neurology and	Breakd	lowr	of scores	for sites w	vithin your	trust:		
Site #1 8.7 Site #2 7.8 Site #3 8.4 Site 1 Site 2 Site 1 Site 2 Site 1 Site 2 Site 1 Site 2 Site 3 University College Hospital (145)			-	you to comp	are the result	ts for sites wi	thin your trus	st with all
Site #2 7.8 Site #3 8.4 Site 1 Site 2 University College Hospital (145) UCH at Westmorland Street (68)	other site	es ac	ross trusts.					
Site #2 7.8 Site #3 8.4 Site 1 Site 2 University College Hospital (145) UCH at Westmorland Street (68)								
Site #3 8.4 Site 1 Site 2 University College Hospital (145) UCH at Westmorland Street (68) National Hospital for Neurology and	Site #1	8.7						
Site #3 8.4 Site 1 Site 2 Site 3 University College Hospital (145) UCH at Westmorland Street (68) National Hospital for Neurology and	-							
Site #3 8.4 Site 1 Site 2 Site 3 University College Hospital (145) UCH at Westmorland Street (68) National Hospital for Neurology and	Site #2	78						
Site 1 Site 2 Site 3 University College Hospital (145) UCH at Westmorland Street (68) National Hospital for Neurology and		7.0						
Site 1 Site 2 Site 3 University College Hospital (145) UCH at Westmorland Street (68) National Hospital for Neurology and	-							
University College Hospital (145) UCH at Westmorland Street (68) National Hospital for Neurology and	Site #3	8.4						
University College Hospital (145) UCH at Westmorland Street (68) National Hospital for Neurology and								
	Site 1			Site 2		Site	3	
Neurosurgery - Queen Square (75)	University Co	ollege H	ospital (145)	UCH at Wes	stmorland Street (68			
						ineu	rosurgery - Queen	Square (75)

Top five trusts	Top five trusts			ts
The Royal Marsden NHS Foundation Trust	9.2		Lewisham and Greenwich NHS Trust	7.4
St George's University Hospitals NHS Foundation Trust	8.7		North Middlesex University Hospital NHS Trust	7.5
Royal Brompton and Harefield NHS Foundation Trust	8.7		Guy's and St Thomas' NHS Foundation Trust	7.7
Royal National Orthopaedic Hospital NHS Trust	8.6		The Hillingdon Hospitals NHS Foundation Trust	7.8
University College London Hospitals NHS Foundation Trust	8.5		Chelsea and Westminster Hospital NHS Foundation Trust	7.9

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

Results for your trust

Much wo than expe		se than Sected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
						expected	than expected
Your tr	ust score	e comp	ared with	all other tr	usts:		
This ben	chmarking	compar	es the ques	tion score for	your trust a	gainst all othe	er trusts.
Your	8.2						
Trust	•						
Breakd	own of s	cores f	for sites w	ithin your	trust:		
	0	-	ou to comp	are the result	s for sites wi	thin your trus	t with all
other site	es across t	rusts.					
Site #1	8.1						
Site #2	8.7						
	U.I.						
Site #3	8.5						
Site 1			Site 2		Site	3	
University Co	llege Hospital (1	168)	UCH at Wes	tmorland Street (59		onal Hospital for Ne rosurgery - Queen S	
					neu		yuure (10)

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.3	Lewisham and Greenwich NHS Trust	7.1
Royal National Orthopaedic Hospital NHS Trust	9.1	Chelsea and Westminster Hospital NHS Foundation Trust	7.7
Royal Brompton and Harefield NHS Foundation Trust	8.9	Royal Free London NHS Foundation Trust	7.8
Epsom and St Helier University Hospitals NHS Trust	8.5	North Middlesex University Hospital NHS Trust	7.9
Barts Health NHS Trust	8.4	Croydon Health Services NHS Trust	7.9

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	•				oxpoolod	
Your trust	score com	pared with	all other tr	usts:		
This benchn	narking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your 6.4	I					
Trust _ 0.4	,					
Breakdow	n of scores	s for sites w	ithin your	trust:		
This benchm	narking allows	you to comp	are the result	s for sites wi	thin your trus	t with all
other sites a	cross trusts.					
Site #1 6.	2					
-						
0:ta #0 7						
Site #2 7.	4					
-						
Site #3 6.	8					
Site 1		Site 2		Site	3	
University College	Hospital (254)	UCH at Wes	tmorland Street (10		onal Hospital for Ne	
				Neu	rosurgery - Queen S	Square (123)
		1		1		

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.0	Whittington Health NHS Trust	6.2
Royal Brompton and Harefield NHS Foundation Trust	7.8	Lewisham and Greenwich NHS Trust	6.2
Royal National Orthopaedic Hospital NHS Trust	7.3	University College London Hospitals NHS Foundation Trust	6.4
Epsom and St Helier University Hospitals NHS Trust	7.1	Barking, Havering and Redbridge University Hospitals NHS Trust	6.4
Guy's and St Thomas' NHS Foundation Trust	7.1	Chelsea and Westminster Hospital NHS Foundation Trust	6.6

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
			-	all other tr					
This be	nchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust	7.6								
This ber	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	7.2								
Site #2									
Site #3	8.1								
Site 1			Site 2		Site	3			
University C	ollege H	ospital (75)		stmorland Street (So 10 respondents)		onal Hospital for Ne rosurgery - Queen §			

Comparison with other trusts within your region

		 	-
Top five trusts		Bottom five trusts	5
Royal Brompton and Harefield NHS Foundation Trust	8.5	Lewisham and Greenwich NHS Trust	6.6
The Royal Marsden NHS Foundation Trust	8.4	King's College Hospital NHS Foundation Trust	6.8
Imperial College Healthcare NHS Trust	7.9	Homerton University Hospital NHS Foundation Trust	6.9
St George's University Hospitals NHS Foundation Trust	7.9	Croydon Health Services NHS Trust	7.0
Royal Free London NHS Foundation Trust	7.9	Barts Health NHS Trust	7.1

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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				
Vour truct	Your trust score compared with all other trusts:									
		-								
This benchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.				
Your Trust 9.3										
Breakdown	of scores	for sites w	ithin your	trust:						
This benchma			•		thin vour trus	t with all				
other sites ac	•	Jea to comp								
Site #1 9.4										
_										
Site #2 9.8										
-						_				
Site #3 9.3										
Site 1		Site 2		Site	3					
University College H	ospital (248)	UCH at Wes	tmorland Street (10		onal Hospital for Ne osurgery - Queen S					

Top five trusts		Bottom five trusts
Royal Brompton and Harefield NHS Foundation Trust	9.8	North Middlesex University Hospital NHS Trust 9.0
The Royal Marsden NHS Foundation Trust	9.8	Homerton University Hospital NHS Foundation Trust
Royal National Orthopaedic Hospital NHS Trust	9.7	Barts Health NHS Trust 9.2
Chelsea and Westminster Hospital NHS Foundation Trust	9.6	Whittington Health NHS Trust 9.2
Croydon Health Services NHS Trust	9.5	Barking, Havering and Redbridge University Hospitals NHS Trust 9.2

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

Results for your trust

				1						
Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your tr	ust s	score com	pared with	all other tr	usts:					
This ber	This benchmarking compares the question score for your trust against all other trusts.									
Your	~ ~									
Trust	8.9									
Breako	lown	of scores	for sites w	vithin your	trust:					
				-		46.00.000.00.400.00	4			
		arking allows ross trusts.	you to comp	are the result	s for sites w	thin your trus	t with all			
other site	es aci	ross trusts.								
Site #1	8.9									
	_									
Site #2	8.4									
	-									
011 110										
Site #3	8.8									
Site 1			Site 2		Site	3				
University Co	ollege H	ospital (257)	UCH at Wes	stmorland Street (10		onal Hospital for Ne				
					Neu	rosurgery - Queen S	Square (115)			

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.4	Croydon Health Services NHS Trust	8.2
Royal National Orthopaedic Hospital NHS Trust	9.2	Barking, Havering and Redbridge University Hospitals NHS Trust	8.5
Royal Brompton and Harefield NHS Foundation Trust	9.2	Lewisham and Greenwich NHS Trust	8.6
Guy's and St Thomas' NHS Foundation Trust	9.2	North Middlesex University Hospital NHS Trust	8.7
Imperial College Healthcare NHS Trust	9.1	King's College Hospital NHS Foundation Trust	8.7

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

Results for your trust

	-					
Much worse	Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better
than expected	expected	than expected	life same	than expected	expected	than expected
Your trust	score com	pared with	all other tr	usts:		
This benchm	narking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your						
Trust 9.5						
Breakdow	n of scores	for sites w	vithin vour	trust:		
			-		thin your true	t with all
other sites a	arking allows	you to comp				
Site #1 9.4	4					
-						
0:1	_					
Site #2 8.9	J					
-						
Site #3 9 8	`					
Site #3 9.8	5					
Site 1		Site 2		Site	3	
University College I	Hospital (268)	UCH at Wes	tmorland Street (10		onal Hospital for Ne osurgery - Queen S	
				ineu		120
				ļ		

				-
Top five trusts		Botto	om five trusts	3
Royal National Orthopaedic Hospital NHS Trust	9.7		ydon Health ces NHS Trust	8.9
The Royal Marsden NHS Foundation Trust	9.7	and Unive	ing, Havering d Redbridge srsity Hospitals NHS Trust	9.0
Royal Brompton and Harefield NHS Foundation Trust	9.6		ewisham and reenwich NHS Trust	9.0
St George's University Hospitals NHS Foundation Trust	9.5	Univer	n and St Helier rsity Hospitals IHS Trust	9.0
University College London Hospitals NHS Foundation Trust	9.5	H	ing's College Iospital NHS undation 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			
Your trust	score com	pared with	all other tr	usts:					
This benchr	narking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
Your Trust 8.9)								
Breakdow	n of scores	for sites w	vithin your	trust.					
			-		thin your true	t with all			
	narking allows cross trusts.	you to comp	are the result	S IOF SITES WI	triin your trus	t with all			
Site #1 8.	0								
Sile #1 0 .	9								
-									
Site #2 9.	1								
Site #3 9.	0								
Site 1		Site 2		Site	3				
University College	niversity College Hospital (268) UCH at Westmorland Street (107) National Hospital for Neurology and								
				Neu	rosurgery - Queen S	square (125)			
				1					

Top five trusts		Bottom five trust	S	
The Royal Marsden NHS Foundation Trust	9.4	Croydon Health Services NHS Trust	7.9	
Royal National Orthopaedic Hospital NHS Trust	9.3	Barts Health NHS Trust	8.1	
University College London Hospitals NHS Foundation Trust	8.9	Barking, Havering and Redbridge University Hospitals NHS Trust	8.1	
Whittington Health NHS Trust	8.7	London North West University Healthcare NHS Trust	8.1	
Royal Free London NHS Foundation Trust	8.7	Chelsea and Westminster Hospital NHS Foundation Trust	8.2	

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				
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 9.0										
Breakdow	n of scores	for sites w	ithin your	trust:						
	arking allows	you to comp	are the result	ts for sites wi	thin your trus	t with all				
other sites a	cross trusts.									
Site #1 9.	4									
Sile #1 9.	•									
-										
Site #2 9.0	D									
-										
Site #3 8.8	8									
Site 1		Site 2		Site	3					
University College	Hospital (258)	UCH at Wes	tmorland Street (10		onal Hospital for Ne rosurgery - Queen S					
				T C C						

		_	_	-
Top five trusts			Bottom five trusts	5
Royal Brompton and Harefield NHS Foundation Trust	9.3		Croydon Health Services NHS Trust	8.1
The Royal Marsden NHS Foundation Trust	9.3		Lewisham and Greenwich NHS Trust	8.3
University College London Hospitals NHS Foundation Trust	9.0		Homerton University Hospital NHS Foundation Trust	8.4
Imperial College Healthcare NHS Trust	9.0		Barking, Havering and Redbridge University Hospitals NHS Trust	8.4
Chelsea and Westminster Hospital NHS Foundation Trust	8.8		Barts Health NHS Trust	8.4

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 a	gainst all othe	er trusts.	
Your Trust 9.1							
This benchm	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.						
Site #1 9.1							
Site #2 9.1							
Site #3 9.1							
Site 1		Site 2		Site	3		
University College H	łospital (267)	UCH at Wes	tmorland Street (10		onal Hospital for Ne rosurgery - Queen S		

Comparison with other trusts within your region

Top five trusts		Bottom five trusts	
The Royal Marsden NHS Foundation Trust	9.5	Croydon Health Services NHS Trust 8.7	
Royal Brompton and Harefield NHS Foundation Trust	9.3	Homerton University Hospital NHS Foundation Trust	
Imperial College Healthcare NHS Trust	9.2	Barking, Havering and Redbridge University Hospitals NHS Trust 8.7	
St George's University Hospitals NHS Foundation Trust	9.2	London North West University Healthcare NHS Trust 8.7	
University College London Hospitals NHS Foundation Trust	9.1	Lewisham and Greenwich NHS Trust 8.7	

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

Results for your trust

Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
					cxpedied	than expected
Your trus	t score com	pared with	all other ti	rusts:		
This bench	marking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust 8	8					
Breakdo	wn of scores	s for sites w	vithin your	trust		
	marking allows		-		ithin your true	t with all
	across trusts.	you to comp			iumi your trus	
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Site #1	.9					
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Site #2	.3					
Site #3	F					
	5.5					
Site 1		Site 2		Site	3	
University Colleg	e Hospital (265)		stmorland Street (10	1	ional Hospital for Ne	urology and
Chivelony Conog					irosurgery - Queen S	

Top five trusts		Bottom five trusts	5
The Royal Marsden NHS Foundation Trust	9.4	Croydon Health Services NHS Trust	7.8
Royal Brompton and Harefield NHS Foundation Trust	8.9	Homerton University Hospital NHS Foundation Trust	8.1
University College London Hospitals NHS Foundation Trust	8.8	London North West University Healthcare NHS Trust	8.1
Royal National Orthopaedic Hospital NHS Trust	8.7	Barking, Havering and Redbridge University Hospitals NHS Trust	8.1
Guy's and St Thomas' NHS Foundation Trust	8.6	North Middlesex University Hospital NHS Trust	8.1

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vour truct c						
Your trust s		-				
This benchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8.3						
Breakdown	of scores	for sites w	vithin your	truct		
			-		thin your truct	with all
This benchma other sites acı	-	you to comp	are the result		unin your trus	
1						
Site #1 8.2						
-						
Site #2 9.2						
Site #3 8.3						
Site #3 8.3						
Site 1		Site 2		Site	2	
University College H	oppital (265)		tmorland Street (10	1	onal Hospital for Neu	rology and
	ospital (200)		amonanu Street (10		rosurgery - Queen S	

Top five trusts		Bottom five trusts	
The Royal Marsden NHS Foundation Trust	9.0	Croydon Health Services NHS Trust 7.1	
Royal Brompton and Harefield NHS Foundation Trust	8.8	Lewisham and Greenwich NHS Trust 7.5	
University College London Hospitals NHS Foundation Trust	8.3	Barking, Havering and Redbridge University Hospitals NHS Trust	
St George's University Hospitals NHS Foundation Trust	8.2	Royal National Orthopaedic Hospital NHS Trust	
Imperial College Healthcare NHS Trust	8.2	North Middlesex University Hospital NHS Trust 7.8	

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 wor than expect		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 ti	rusts:		
This bend	chmarking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	8.1					
	_					
	own of scores		-			
	chmarking allows	you to comp	are the result	ts for sites wi	thin your trus	t with all
other site	s across trusts.					
Site #1	8.0					
-						_
Site #2	8.2					
	0.2					
-						
Site #3	7.7					
Site 1		Site 2		Site	3	
University Col	lege Hospital (228)	UCH at Wes	stmorland Street (96		onal Hospital for Ne	
Neurosurgery - Queen Square (109)						

Top five trusts		Bottom five trusts		
The Royal Marsden NHS Foundation Trust	8.4	Croydon Health Services NHS Trust	7.5	
Royal Brompton and Harefield NHS Foundation Trust	8.4	London North West University Healthcare NHS Trust	7.6	
St George's University Hospitals NHS Foundation Trust	8.2	Barking, Havering and Redbridge University Hospitals NHS Trust	7.6	
Royal Free London NHS Foundation Trust	8.2	Guy's and St Thomas' NHS Foundation Trust	7.7	
University College London Hospitals NHS Foundation Trust	8.1	North Middlesex University Hospital NHS Trust	7.7	

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 7.5						
Breakdow	n of scores	for sites w	vithin your	trust:		
This benchma			-		thin vour trus	t with all
other sites ac	•	, ea te comp				
Site #1 7.4	ļ					
-						
Site #2 8.0						
Site #3 7.6						
Site 1		Site 2		Site	2	
		1	ter ede ed Otre et (40	1		
Jniversity College Hospital (258) UCH at Westmorland Street (105) National Hospital for Neurology and Neurosurgery - Queen Square (118)						

Top five trusts	Bottom five trusts
The Royal Marsden NHS Foundation Trust	Croydon Health Services NHS Trust 6.5
Royal National Orthopaedic Hospital NHS Trust	Lewisham and Greenwich NHS Trust
Guy's and St Thomas' NHS Foundation Trust	North Middlesex University Hospital NHS Trust 6.8
Royal Brompton and Harefield NHS Foundation Trust	Barking, Havering and Redbridge University Hospitals NHS Trust
University College London Hospitals NHS Foundation Trust 7.5	Barts Health NHS Trust 6.9

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
•					onpoolou	
Your trust s		-				
This benchma	arking compa	ares the ques	tion score fo	r your trust a	gainst all othe	er trusts.
Your Trust 9.3						
Breakdown	of scores	for sites w	ithin vour	trust:		
This benchma			-		ithin your trus	t with all
other sites acr	•)				
Site #1 9.4						
-						
Site #2 9.0						
Sile #2 9.0						
-						
Site #3 9.1						
Site 1		Site 2		Site	3	
University College Ho	ospital (262)	UCH at Wes	tmorland Street (10		onal Hospital for Ne rosurgery - Queen S	
				INC.	active services and the services of the servic	5944410 (120)

Top five trusts		Bottom five trusts	
The Royal Marsden NHS Foundation Trust	9.6	London North West University Healthcare NHS Trust	6
Royal National Orthopaedic Hospital NHS Trust	9.3	Lewisham and Greenwich NHS Trust	6
University College London Hospitals NHS Foundation Trust	9.3	Barking, Havering and Redbridge University Hospitals NHS Trust	6
Royal Brompton and Harefield NHS Foundation Trust	9.1	Croydon Health Services NHS Trust 8.7	7
North Middlesex University Hospital NHS Trust	9.0	Barts Health NHS Trust 8.7	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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your to	rust	score com	pared with	all other tr	usts:			
This be	nchm	arking compa	ares the ques	tion score for	your trust a	gainst all oth	er trusts.	
Your Trust	7.9							
Break	dowr	n of scores	for sites w	vithin your	trust:			
This ber	nchma			are the result		thin your trus	st with all	
Site #1	Site #1 7.9							
Site #2	8.3							
Site #3	7.3	i						
Site 1			Site 2		Site	3		
University C	college H	lospital (234)	UCH at Wes	stmorland Street (91		onal Hospital for Ne rosurgery - Queen		

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.6	Croydon Health Services NHS Trust	6.5
Royal National Orthopaedic Hospital NHS Trust	8.2	North Middlesex University Hospital NHS Trust	7.0
Royal Brompton and Harefield NHS Foundation Trust	8.1	Lewisham and Greenwich NHS Trust	7.0
Guy's and St Thomas' NHS Foundation Trust	7.9	Barts Health NHS Trust	7.2
University College London Hospitals NHS Foundation Trust	7.9	King's College Hospital NHS Foundation Trust	7.3

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 wor than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	ust score com	-				
This ben	chmarking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	6.7					
Breakd	own of scores	s for sites v	vithin your	trust:		
	chmarking allows s across trusts.	s you to comp	are the result	s for sites wi	thin your trus	t with all
Site #1	6.6					
Site #2	6.4					
-						
Site #3	6.7					
Sile #3	0.7					
Site 1		Site 2		Site	3	
University Col	lege Hospital (251)	UCH at Wes	stmorland Street (10		onal Hospital for Ne rosurgery - Queen S	

Top five trusts	Top five trusts			5	
Royal National Orthopaedic Hospital NHS Trust	7.8		Croydon Health Services NHS Trust	5.6	
The Royal Marsden NHS Foundation Trust	7.4		Lewisham and Greenwich NHS Trust	5.8	
Royal Brompton and Harefield NHS Foundation Trust	7.2		Homerton University Hospital NHS Foundation Trust	6.0	
Whittington Health NHS Trust	7.0		St George's University Hospitals NHS Foundation Trust	6.2	
Royal Free London NHS Foundation Trust	6.8		King's College Hospital NHS Foundation 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			
Your trust	Your trust score compared with all other trusts:								
This benchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
Your Trust 9.5									
Breakdowr	n of scores	for sites w	vithin your	trust:					
This benchma	arking allows		-		thin your trus	t with all			
other sites ac	ross trusts.								
Site #1 9.5	;								
-									
Site #2 9.6	;								
-									
Site #3 9.5	6								
Site 1		Site 2		Site	3				
University College H	Iniversity College Hospital (265) UCH at Westmorland Street (104) National Hospital for Neurology and Neurosurgery - Queen Square (124)								

Top five trusts		Bottom five trusts	5
The Royal Marsden NHS Foundation Trust	9.8	Croydon Health Services NHS Trust	9.1
Royal Brompton and Harefield NHS Foundation Trust	9.7	Epsom and St Helier University Hospitals NHS Trust	9.3
Royal National Orthopaedic Hospital NHS Trust	9.6	Barking, Havering and Redbridge University Hospitals NHS Trust	9.3
North Middlesex University Hospital NHS Trust	9.6	Homerton University Hospital NHS Foundation Trust	9.3
Imperial College Healthcare NHS Trust	9.5	London North West University Healthcare 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 wo than exped		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trust score compared with all other trusts:									
This ben	chmarking com	pares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
Your Trust	9.1								
This bend	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	9.0								
Site #2	9.1								
Site #3	9.0								
Site 1		Site 2		Site	3				
University Col	Site 1 Site 2 Site 3 Jniversity College Hospital (237) UCH at Westmorland Street (97) National Hospital for Neurology and Neurosurgery - Queen Square (96)								

Top five trusts		Bottom five trusts	5
Royal Brompton and Harefield NHS Foundation Trust	9.6	Croydon Health Services NHS Trust	8.5
The Royal Marsden NHS Foundation Trust	9.5	Whittington Health NHS Trust	8.8
Imperial College Healthcare NHS Trust	9.2	Epsom and St Helier University Hospitals NHS Trust	8.8
Royal National Orthopaedic Hospital NHS Trust	9.1	London North West University Healthcare NHS Trust	8.8
St George's University Hospitals NHS Foundation Trust	9.1	Guy's and St Thomas' NHS Foundation 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 we than expe			nat worse xpected	About the same	Somewhat bett than expected		Much better than expected		
Your tr	Your trust score compared with all other trusts:								
						against all othe	or trusts		
_			c questi		your trust	against an othe			
Your Trust	8.4								
Breako	lown of sc	ores for s	ites wi	thin vour	trust:				
				-		within your trus	t with all		
	es across tru	•	oompa			and and your trus			
-	1								
Site #1	8.3								
	0.5								
-									
Site #2	8.6								
Site #3	8.7								
-	_								
Site 1		Si	te 2		s	ite 3			
University Co	ollege Hospital (252	2) UC	CH at Westm	norland Street (10		ational Hospital for Neu			
					N	eurosurgery - Queen S	square (121)		

Top five trusts		Bottom five trust	S	
The Royal Marsden NHS Foundation Trust	9.1	Croydon Health Services NHS Trust	7.8	
Royal Brompton and Harefield NHS Foundation Trust	9.0	Lewisham and Greenwich NHS Trust	7.8	
Imperial College Healthcare NHS Trust	8.7	Whittington Health NHS Trust	8.0	
St George's University Hospitals NHS Foundation Trust	8.4	North Middlesex University Hospital NHS Trust	8.0	
University College London Hospitals NHS Foundation Trust	8.4	Barts Health NHS Trust	8.1	

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

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	Your trust score compared with all other trusts:								
This bend	hmarking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
Your Trust	3.9								
	own of scores		-		this your true	t with all			
	hmarking allows s across trusts.	you to comp	are the result	s for sites w	itnin your trus	t with all			
Site #1	9.0								
Site #2	9.1								
Site #3	9.0								
Site 1		Site 2		Site	3				
University Coll	iversity College Hospital (160) UCH at Westmorland Street (96) National Hospital for Neurology and Neurosurgery - Queen Square (67)								

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Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.3	London North West University Healthcare NHS Trust	8.5
Royal National Orthopaedic Hospital NHS Trust	9.2	King's College Hospital NHS Foundation Trust	8.6
Imperial College Healthcare NHS Trust	9.1	Croydon Health Services NHS Trust	8.7
Royal Brompton and Harefield NHS Foundation Trust	9.1	The Hillingdon Hospitals NHS Foundation Trust	8.7
Guy's and St Thomas' NHS Foundation Trust	9.1	Barking, Havering and Redbridge University Hospitals NHS Trust	8.7

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

Results for your trust

Much worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much than expected 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 a other sites across trusts. Site #1 7.7 8.1	petter
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 trusts 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 a other sites across trusts. Site #1 7.7	oetter
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts 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 a other sites across trusts. Site #1	pected
This benchmarking compares the question score for your trust against all other trusts 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 a other sites across trusts. Site #1	
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 a other sites across trusts. Site #1 7.7	
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 a other sites across trusts. Site #1 7.7	S.
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with a other sites across trusts. Site #1	
This benchmarking allows you to compare the results for sites within your trust with a other sites across trusts. Site #1 7.7	
other sites across trusts. Site #1 7.7	
Site #1 7.7	.11
Site #2 8.1	
Site #2 8.1	
Site #3 7.6	
Site 1 Site 2 Site 3	
University College Hospital (163) UCH at Westmorland Street (103) National Hospital for Neurology an Neurosurgery - Queen Square (71	
Reutosuigery - Queen Oquare (71	,

Top five trusts		Bottom five trusts	5	
The Royal Marsden NHS Foundation Trust	8.6	King's College Hospital NHS Foundation Trust	7.1	
Imperial College Healthcare NHS Trust	8.4	Royal Brompton and Harefield NHS Foundation Trust	7.2	
Homerton University Hospital NHS Foundation Trust	8.3	Lewisham and Greenwich NHS Trust	7.2	
Royal National Orthopaedic Hospital NHS Trust	8.0	Croydon Health Services NHS Trust	7.2	
Chelsea and Westminster Hospital NHS Foundation Trust	7.9	Epsom and St Helier University Hospitals NHS Trust	7.3	

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 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 ti	rusts:			
This ber	nchma	arking compa	ares the ques	tion score fo	r your trust a	gainst all othe	er trusts.	
Your Trust	7.7							
Breakd	lown	of scores	for sites w	/ithin your	trust:			
This ben	chma	arking allows	you to comp	•		thin your trus	st with all	
other site	es aci	ross trusts.						
Site #1	7.8							
Site #2	8.3							
Sile #Z	0.3							
-								
Site #3	7.6							
Site 1			Site 2		Site	3		
University Co	iversity College Hospital (162) UCH at Westmorland Street (100) National Hospital for Neurology and Neurosurgery - Queen Square (73)							
					ineu	rosurgery - Queen a	Square (73)	

Top five trusts		Bottom five trust	S	
The Royal Marsden NHS Foundation Trust	8.7	Lewisham and Greenwich NHS Trust	7.1	
St George's University Hospitals NHS Foundation Trust	8.4	Croydon Health Services NHS Trust	7.4	
Imperial College Healthcare NHS Trust	8.4	King's College Hospital NHS Foundation Trust	7.6	
North Middlesex University Hospital NHS Trust	8.4	Kingston Hospital NHS Foundation Trust	7.6	
Royal Brompton and Harefield NHS Foundation Trust	8.3	University College London Hospitals NHS Foundation Trust	7.7	

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
			- 11 - 41 4		•	
	t score com	-				
This bench	marking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust 7.	4					
Dusslates		f		1		
	vn of scores		-			
	marking allows across trusts.	s you to comp	are the result	ts for sites wi	thin your trus	t with all
0:1	•					
Site #1 7	.3					
-					_	
Site #2 7	.6					
•						
-						
Site #3 7	.4					
Site 1		Site 2		Site	3	
University Colleg	e Hospital (258)	UCH at Wes	stmorland Street (10		onal Hospital for Ne	
				Neu	rosurgery - Queen S	Square (120)
		ļ.		Į.		

Top five trusts			Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.1		Croydon Health Services NHS Trust	6.4
Royal National Orthopaedic Hospital NHS Trust	7.7		Lewisham and Greenwich NHS Trust	6.5
Guy's and St Thomas' NHS Foundation Trust	7.6		Barking, Havering and Redbridge University Hospitals NHS Trust	6.7
Homerton University Hospital NHS Foundation Trust	7.4		Barts Health NHS Trust	6.8
Royal Brompton and Harefield NHS Foundation Trust	7.4		King's College Hospital NHS Foundation 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 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	chm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust	7.3								
Breakd	lowr	n of scores	for sites w	vithin your	trust:				
This ben	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	7.1								
Site #2	6.7								
Site #3	7.7								
Site 1			Site 2		Site	3			
University Cc	ollege H	ospital (202)	UCH at Wes	tmorland Street (84		onal Hospital for Ne rosurgery - Queen \$			

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.1	Lewisham and Greenwich NHS Trust	6.6
Royal National Orthopaedic Hospital NHS Trust	7.8	Kingston Hospital NHS Foundation Trust	6.9
Royal Brompton and Harefield NHS Foundation Trust	7.7	Barking, Havering and Redbridge University Hospitals NHS Trust	6.9
Guy's and St Thomas' NHS Foundation Trust	7.6	Croydon Health Services NHS Trust	7.0
Imperial College Healthcare NHS Trust	7.6	Royal Free London NHS Foundation 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 wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	our trust score compared with all other trusts:									
his ben	nchma	irking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
Your Trust	8.5									
Proakd	lown	of coores	for citor y	uithin your	truct					
			for sites w	-		ithin your trus	t with all			
		oss trusts.	you to comp	are the result	IS TOT SILES W	iumi your trus	t with all			
Site #1	8.5									
Site #2	6.9									
							_			
Site #3	9.1									
Site 1			Site 2		Site	3				
Jniversity Co	ollege Ho	ospital (105)	UCH at Wes	tmorland Street (43		ional Hospital for Ne				
					INEL	irosurgery - Queen S	oquale (40)			

Top five trusts	Top five trusts			S	
The Royal Marsden NHS Foundation Trust	9.1		Barts Health NHS Trust	7.2	
The Hillingdon Hospitals NHS Foundation Trust	8.9		Barking, Havering and Redbridge niversity Hospitals NHS Trust	7.4	
Royal National Orthopaedic Hospital NHS Trust	8.8		ondon North West University Healthcare NHS Trust	7.6	
Chelsea and Westminster Hospital NHS Foundation Trust	8.5		Croydon Health ervices NHS Trust	7.7	
University College London Hospitals NHS Foundation Trust	8.5		Kingston Hospital NHS Foundation Trust	8.0	

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

Results for your trust

Much wo than exped		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
V			all ath an tr			
	ust score com	-				
This ben	chmarking comp	ares the ques	stion score for	r your trust a	gainst all othe	er trusts.
Your Trust	7.4					
_ Dreekd		for altea		1		
	own of scores		-			6 90 JU
	chmarking allows s across trusts.	s you to comp	are the result	is for sites wi	thin your trus	t with all
	s across trusts.					
0:4.2. 114	7.0					
Site #1	7.3					
Site #2	8.3					
	0.0					
-						
Site #3	7.4					
Site 1		Site 2		Site	3	
Jniversity Col	lege Hospital (267)	UCH at Wes	stmorland Street (10		onal Hospital for Ne	
				Neu	rosurgery - Queen S	Square (126)

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	7.9	Croydon Health Services NHS Trust	6.6
Imperial College Healthcare NHS Trust	7.6	Barking, Havering and Redbridge University Hospitals NHS Trust	6.8
Royal Brompton and Harefield NHS Foundation Trust	7.6	King's College Hospital NHS Foundation Trust	6.9
University College London Hospitals NHS Foundation Trust	7.4	Lewisham and Greenwich NHS Trust	6.9
Royal National Orthopaedic Hospital NHS Trust	7.4	Kingston Hospital NHS Foundation Trust	7.0

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	score com	•							
This benchn	narking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
Your Trust 8.0	1								
This benchm	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 a	cross trusts.								
Site #1 8.	0								
Site #2 9.	2								
Site #3 7 .	4								
Site 1		Site 2		Site	3				
University College	Hospital (246)	UCH at Wes	tmorland Street (10		onal Hospital for Ne rosurgery - Queen \$				

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.4	Barking, Havering and Redbridge University Hospitals NHS Trust	6.5
Royal Brompton and Harefield NHS Foundation Trust	8.1	Lewisham and Greenwich NHS Trust	6.5
Guy's and St Thomas' NHS Foundation Trust	8.0	North Middlesex University Hospital NHS Trust	6.8
University College London Hospitals NHS Foundation Trust	8.0	Croydon Health Services NHS Trust	6.8
Kingston Hospital NHS Foundation Trust	7.9	The Hillingdon Hospitals NHS Foundation Trust	6.9

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

Results for your trust

		-								
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	Your trust score compared with all other trusts:									
This ben	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	5.3									
Breakd	lown	of scores	for sites w	vithin your	trust:					
		arking allows ross trusts.	you to comp	are the result	s for sites wi	thin your trus	t with all			
-					_					
Site #1	5.4									
Site #2	5.2									
Site #3	5.0									
	0.0									
Site 1			Site 2		Site	3				
University Co	ollege Ho	ospital (221)	UCH at Wes	stmorland Street (89		onal Hospital for Ne rosurgery - Queen S				

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	6.3	Barking, Havering and Redbridge University Hospitals NHS Trust	4.2
Guy's and St		North Middlesex	
Thomas' NHS Foundation Trust	5.5	University Hospital NHS Trust	4.7
	_	Chalana and	
Royal Brompton and Harefield NHS Foundation Trust	5.4	Chelsea and Westminster Hospital NHS Foundation Trust	4.7
St George's University Hospitals NHS Foundation Trust	5.4	King's College Hospital NHS Foundation Trust	4.8
Imperial College Healthcare NHS Trust	5.3	Croydon Health Services NHS Trust	4.8

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

Results for your trust

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		·	•		•		
			pared with				
This ben	nchma	arking compa	ares the ques	tion score for	your trust a	gainst all othe	er trusts.
Your Trust	6.8						
nust							
Breakd	lowr	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 ac	ross trusts.					
Site #1	6.9						
_							
Site #2	6.6						
	0.0						
_							
Site #3	6.2						
_							
Site 1			Site 2		Site	3	
University Co	ollege H	ospital (255)	UCH at Wes	tmorland Street (10		onal Hospital for Ne rosurgery - Queen S	
					ineu		Square (119)

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.2	Barking, Havering and Redbridge University Hospitals NHS Trust	6.0
Royal National Orthopaedic Hospital NHS Trust	7.2	Croydon Health Services NHS Trust	6.2
Royal Brompton and Harefield NHS Foundation Trust	7.0	Lewisham and Greenwich NHS Trust	6.4
Whittington Health NHS Trust	7.0	Kingston Hospital NHS Foundation Trust	6.4
Homerton University Hospital NHS Foundation Trust	6.9	North Middlesex University Hospital NHS Trust	6.4

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

Results for your trust

Much wor than expect			About the same	Somewhat better than expected	Better than expected	Much better than expected				
	Your trust score compared with all other trusts:									
This bend	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	8.1									
This benc	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	#1 7.9									
Site #2	9.8									
Site #3	8.3									
Site 1		Site 2		Site	3					
University Coll	lege Hospital (248)	UCH at Wes	stmorland Street (10		onal Hospital for Ne osurgery - Queen S					

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.7	Barking, Havering and Redbridge University Hospitals NHS Trust	6.6
Royal Brompton and Harefield NHS Foundation Trust	8.6	King's College Hospital NHS Foundation Trust	6.8
Guy's and St Thomas' NHS Foundation Trust	8.3	North Middlesex University Hospital NHS Trust	7.0
Royal National Orthopaedic Hospital NHS Trust	8.3	London North West University Healthcare NHS Trust	7.1
University College London Hospitals NHS Foundation Trust	8.1	Croydon Health Services NHS Trust	7.1

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 wo than expe		orse than	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust sco	re com	pared with	all other tr	usts:		
This ben	chmarki	ng compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your	8.5						
Trust	0.5						
Breakd	lown of	scores	for sites w	vithin your	trust:		
This ben	chmarkir	ng allows	you to comp	are the result	s for sites wi	thin your trus	t with all
other site	es across	s trusts.					
Site #1	8.3						
0:40 #0	7.0						
Site #2	7.6						
Site #3	9.0						
Site 1			Site 2		Site	3	
University Co	ollege Hospita	al (148)	UCH at Wes	stmorland Street (51		onal Hospital for Ne	
					Neu	rosurgery - Queen S	Square (64)
					1		

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.0	London North West University Healthcare NHS Trust	7.4
Royal National Orthopaedic Hospital NHS Trust	8.9	Barking, Havering and Redbridge University Hospitals NHS Trust	7.5
Homerton University Hospital NHS Foundation Trust	8.8	Croydon Health Services NHS Trust	7.8
University College London Hospitals NHS Foundation Trust	8.5	King's College Hospital NHS Foundation Trust	7.8
The Hillingdon Hospitals NHS Foundation Trust	8.5	North Middlesex University Hospital NHS 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

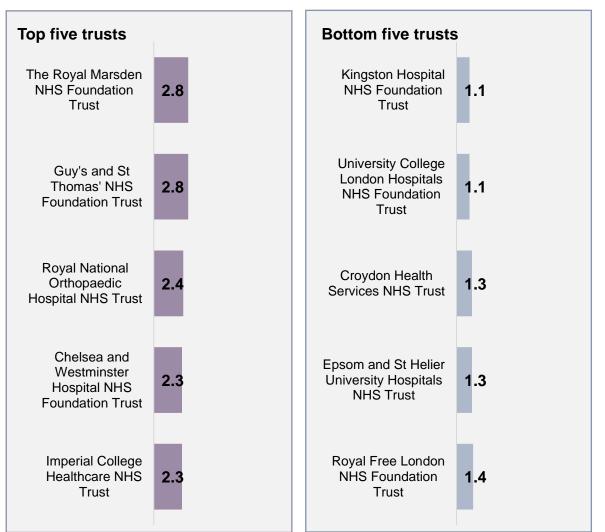
Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat bette than expected		Much better than expected
'our tr	ust s	score com	pared with	all other to	rusts:		
his ber	nchma	arking compa	ares the ques	tion score fo	r your trust a	against all oth	er trusts.
Your Trust	7.0						
Breakd	lowr	of scores	for sites w	vithin your	trust:		
		arking allows ross trusts.	you to compa	are the resul	ts for sites v	vithin your tru	st with all
		1055 (10515.					
Site #1	6.7						
_							
Site #2	5.3						
	5.5						
Site #3	7.4						
lite 1			Site 2		Si	te 3	
Iniversity Co	ollege H	ospital (152)	UCH at Wes	tmorland Street (54		ational Hospital for N eurosurgery - Queen	

			-
Top five trusts		Bottom five trusts	
Homerton University Hospital NHS Foundation Trust	7.1	North Middlesex University Hospital NHS Trust	5.9
The Royal Marsden NHS Foundation Trust	7.1	Barking, Havering and Redbridge University Hospitals NHS Trust	6.0
University College London Hospitals NHS Foundation Trust	7.0	Barts Health NHS Trust	6.1
The Hillingdon Hospitals NHS Foundation Trust	6.8	London North West University Healthcare NHS Trust	6.2
Royal National Orthopaedic Hospital NHS Trust	6.8	Epsom and St Helier University Hospitals NHS Trust	6.3

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	score com	pared with	all other ti	usts:		
This benchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust 1.1						
Breakdowr	n of scores	for sites w	vithin your	trust:		
This benchma other sites ac	arking allows		-		thin your trus	t with all
Site #1 1.1						
Site #2 1.0	1					
Site #3 0.9						
Site 1		Site 2		Site	3	
University College H	lospital (219)	UCH at Wes	tmorland Street (88		onal Hospital for Ner osurgery - Queen S	



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
·			- 11 - 41 4		•	•
		pared with				
This benchm	This benchmarking compares the question score for your trust against all other trusts.					
Your Trust 9.5						
_						
Breakdow	n of scores	s for sites w	vithin your	trust:		
	•	you to comp	are the result	ts for sites wi	thin your trus	t with all
other sites ad	cross trusts.					
	-					
Site #1 9.	Site #1 9.5					
Site #2 9.4						
Site #3 9.5	5					
Site 1		Site 2		Site	3	
University College I	Hospital (266)	UCH at Wes	stmorland Street (10		onal Hospital for Ne rosurgery - Queen S	

Top five trusts		Bottom five trusts	5
Royal Brompton and Harefield NHS Foundation Trust	9.7	Croydon Health Services NHS Trust	8.7
The Royal Marsden NHS Foundation Trust	9.7	Lewisham and Greenwich NHS Trust	8.8
University College London Hospitals NHS Foundation Trust	9.5	Barking, Havering and Redbridge University Hospitals NHS Trust	8.8
Imperial College Healthcare NHS Trust	9.4	London North West University Healthcare NHS Trust	9.0
Royal National Orthopaedic Hospital NHS Trust	9.3	Epsom and St Helier University Hospitals NHS Trust	9.0

Overall: Q46. Overall, how was your experience while you were in the 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
				•	CAPCOLOG	than expected
Your tru	ust score com	pared with	all other tr	usts:		
This ben	chmarking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	8.7					
Breakd	own of scores	for sites w	ithin your	trust:		
	chmarking allows		•		thin your true	t with all
	es across trusts.	you to comp		3 101 31163 WI	unin your trus	
1						_
Site #1	8.6					
_						
Site #2 8.7						
-						
Site #3	0.0					
Sile #3	8.8					
Site 1		Site 2		Site	•	
				1		
University Co	llege Hospital (267)	UCH at Wes	tmorland Street (10		onal Hospital for Ne osurgery - Queen S	

•				
Top five trusts		Bottom five trusts		
The Royal Marsden NHS Foundation Trust	9.0	Croydon Health Services NHS Trust 7.8		
Royal Brompton and Harefield NHS Foundation Trust	9.0	Barking, Havering and Redbridge University Hospitals NHS Trust 7.9		
Royal National Orthopaedic Hospital NHS Trust	8.7	Lewisham and Greenwich NHS Trust 7.9		
University College London Hospitals NHS Foundation Trust	8.7	London North West University Healthcare NHS Trust		
Imperial College Healthcare NHS Trust	8.5	North Middlesex University Hospital NHS Trust		

For further information

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



Appendix

Comparison to other trusts

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

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

Comparison to other trusts

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

Somewhat worse than expected	Somewhat better than expected
Q12. How would you rate the hospital food?	 Q16. Did you have confidence and trust in the doctors treating you? Q38. Before you left hospital, were you given any written information about what you should or should not do after leaving hospital? Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

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		
• Q24. How much information about your condition or treatment was given to you?	Your trust has not performed "much better than expected" for any questions.		

NHS NHS Adult Inpatient Survey 2020



Results for University College London Hospitals NHS Foundation Trust

Where patient experience is best

- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- ✓ Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- Information about medicines to take at home: patients being given information about medicines they were to take at home
- Waiting to get to a bed: patients feeling that they waited the right amount of time to get to a bed on a ward after they arrived at the hospital

Where patient experience could improve

- Quality of food: patients describing the hospital food as good
- After the operation or procedure: patients being given an explanation from staff of how their operation or procedure went
- Expectations after the operation or procedure: patients being given an explanation from staff, before their operation or procedure, of how they might feel afterwards
- Feedback on care: patients being asked to give their views on the quality of their care
- Help with eating: patients being given enough help from staff to eat meals, if needed

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

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at University College London Hospitals NHS Foundation Trust who had attended in late 2020. Responses were received from 521 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 | RRV | University College London Hospitals NHS Foundation Trust

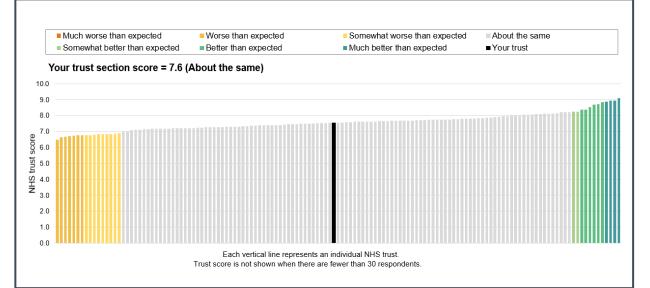
How to interpret benchmarking in this report

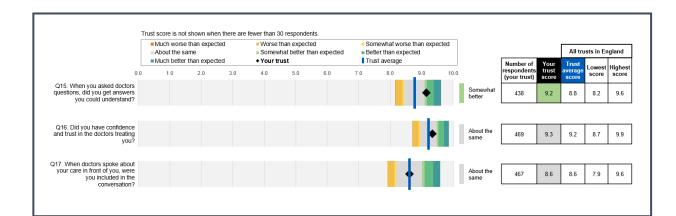
Trust level benchmarking

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

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

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





How to interpret benchmarking in this report (continued)

Trust level benchmarking

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

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

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

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

Site level benchmarking

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

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



An example of scoring

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

Calculating an individual respondent's score

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

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

Calculating the trust score for each question

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

Calculating the section score

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