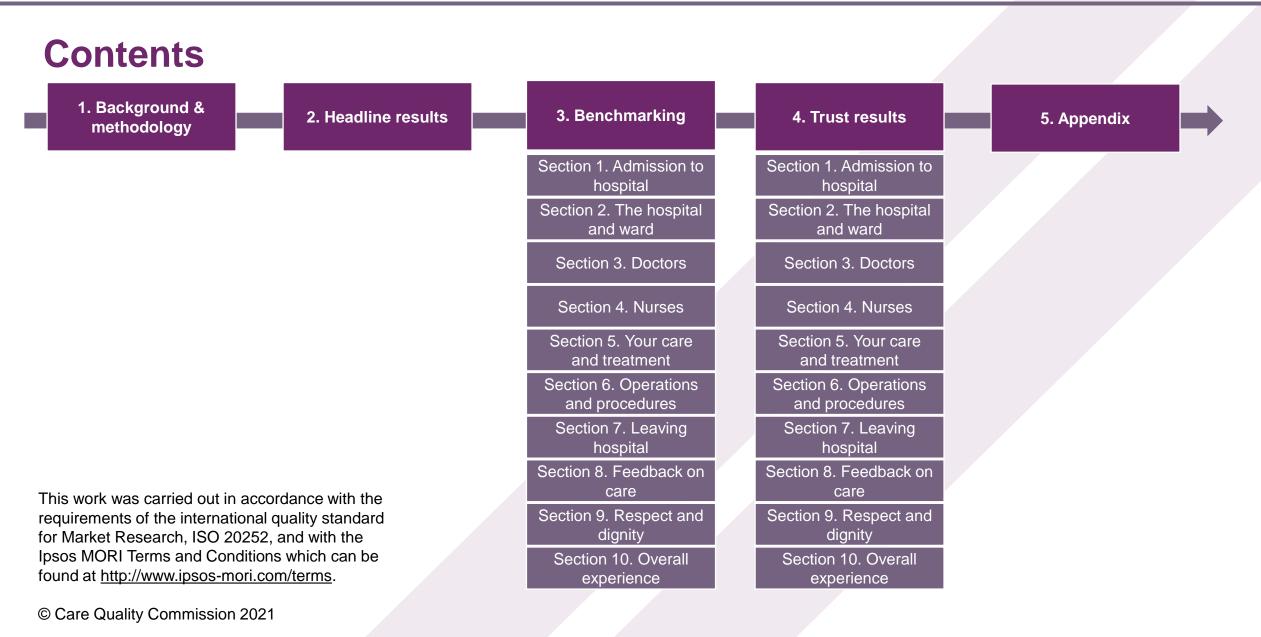
NHS Adult Inpatient Survey 2020 Benchmark Report

Worcestershire Acute Hospitals NHS Trust



1 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust



2 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust

Background and methodology

This section includes:

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



Background and methodology

The NHS Patient Survey Programme

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

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

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

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

The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

Trend data

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

Further information about the survey

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

Key terms used in this report

The 'expected range' technique

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

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

More information can be found in the Appendix.

Standardisation

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

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

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

Scoring

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

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

Trust average

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

Suppressed data

If fewer than 30 respondents have answered a 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

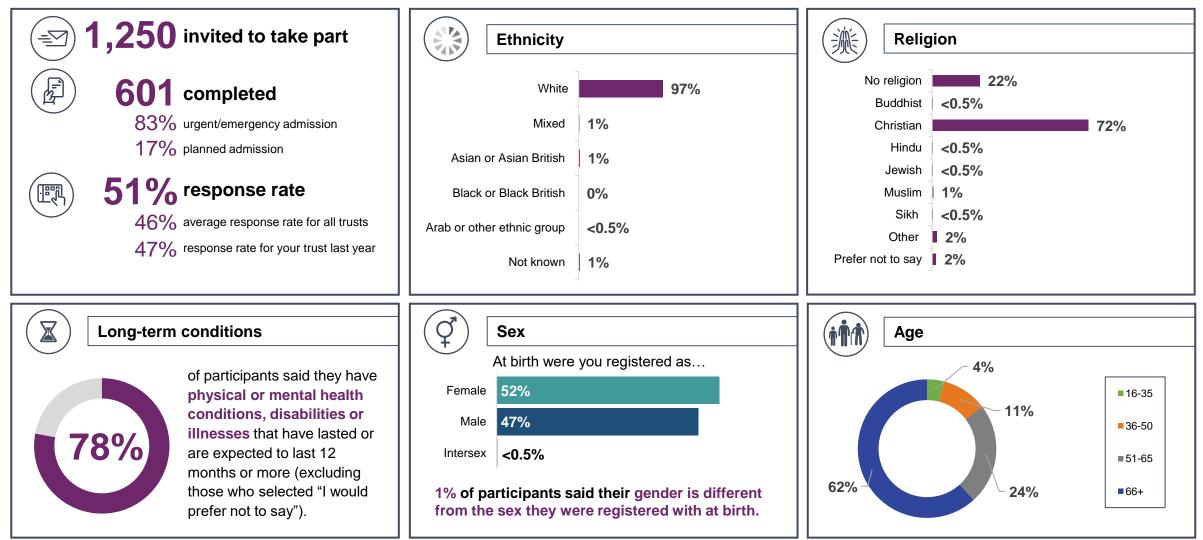
This section includes:

- 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.



8 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust

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.

Much better than expected	0	
Better than expected	0	
Somewhat better than expected	0	
About the same		45
Somewhat worse than expected	0	
Worse than expected	0	
Much worse than expected	0	

Comparison with last year's results

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

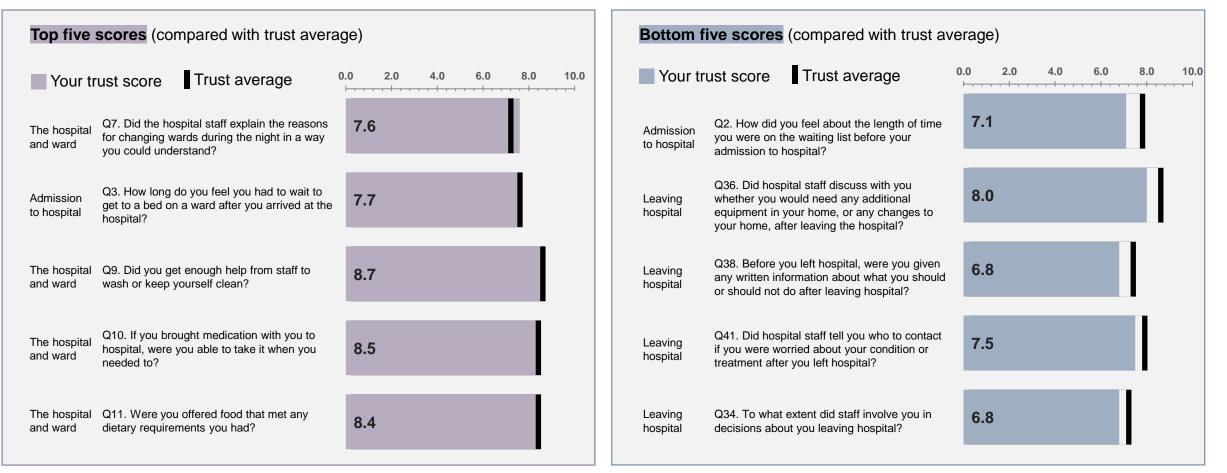
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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

Best and worst performance relative to the trust average

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

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



10 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust

Benchmarking

This section includes:

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



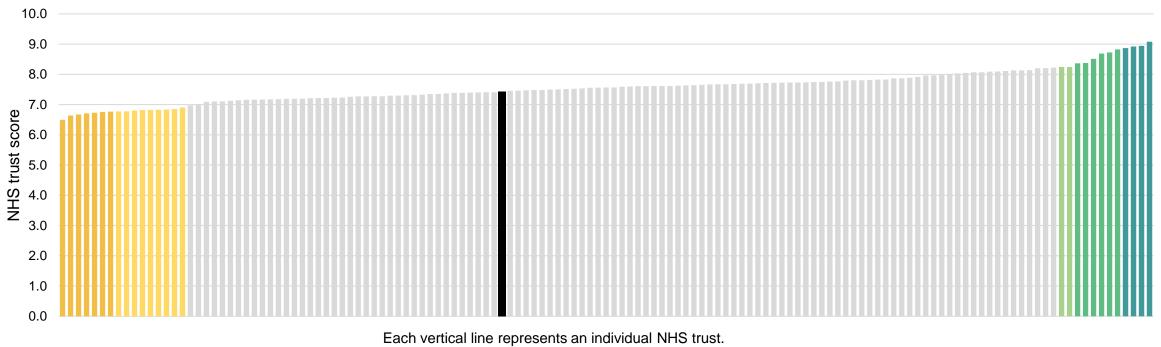
Section 1. Admission to hospital

Section score

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

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

Your trust section score = 7.4 (About the same)



Section 1. Admission to hospital (continued)

Question scores

	Ab	out the sa			Somew		ed an expected	Bet	mewhat wors ter than exp	•	ected				All tru	ists in Er	ngland
0.0		1.0	2.0	a.0	♦ Your tr 4.0	5.0	6.0	7.0	st average 8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?								٠				About the same	106	7.1	7.7	5.8	9.1
Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?									•			About the same	573	7.7	7.5	6.0	9.3

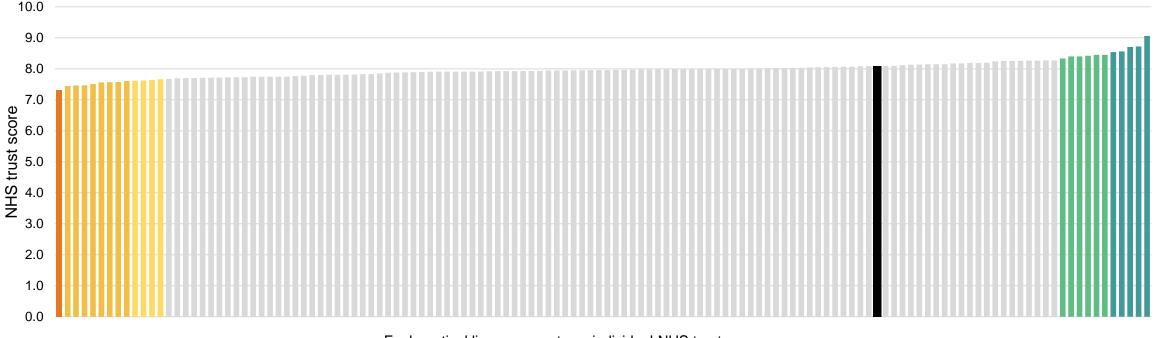
Section 2. The hospital and ward

Section score

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



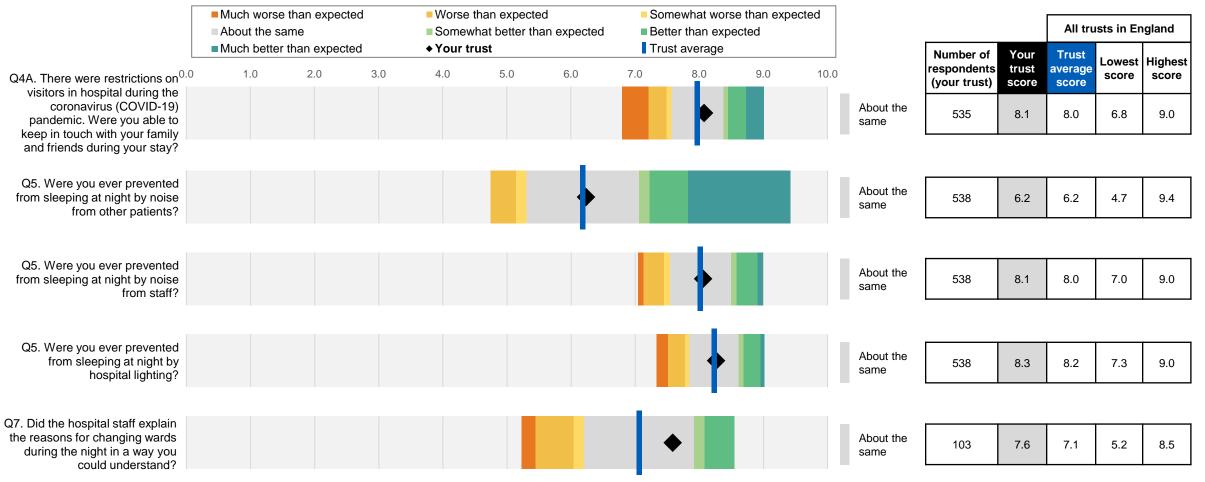
Your trust section score = 8.1 (About the same)



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

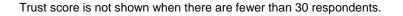
Section 2. The hospital and ward (continued)

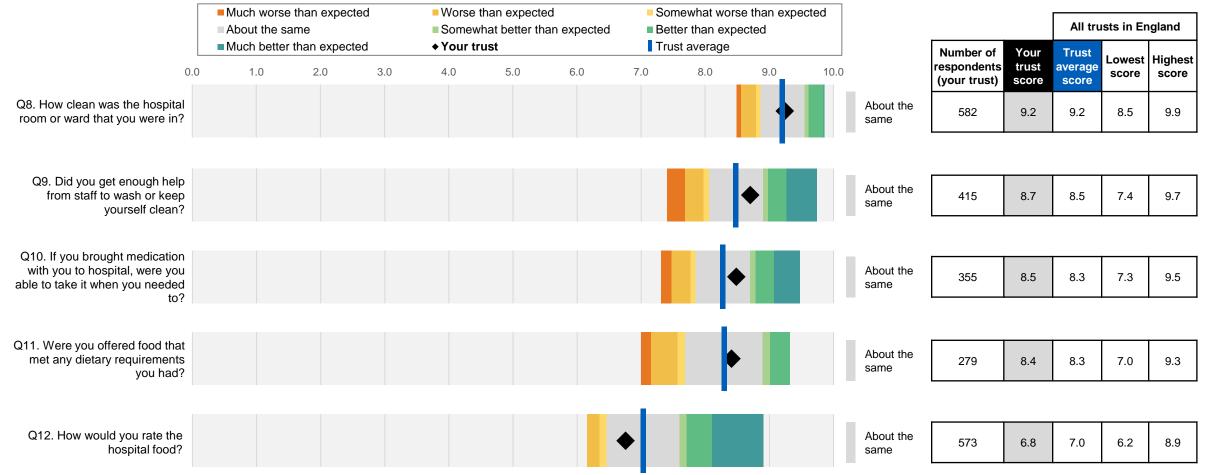
Question scores



Section 2. The hospital and ward (continued)

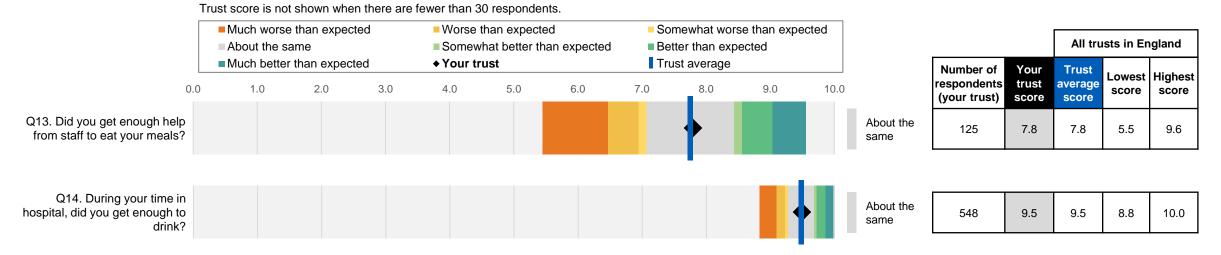
Question scores





Section 2. The hospital and ward (continued)

Question scores



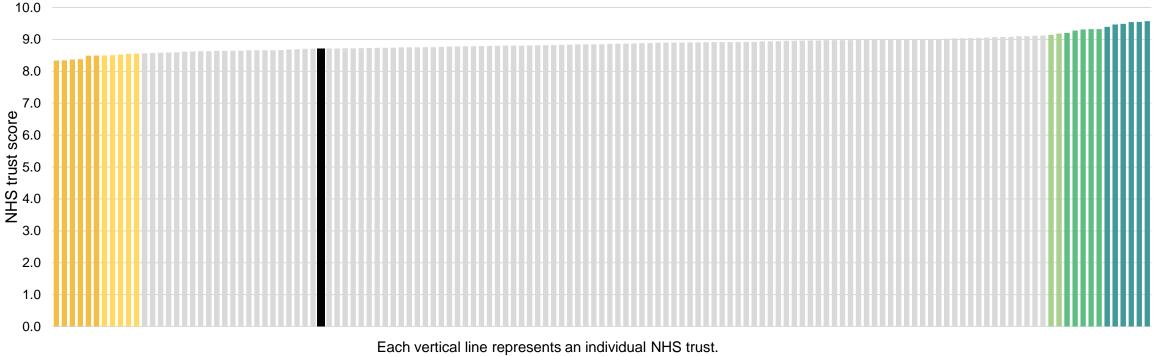
Section 3. Doctors

Section score

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

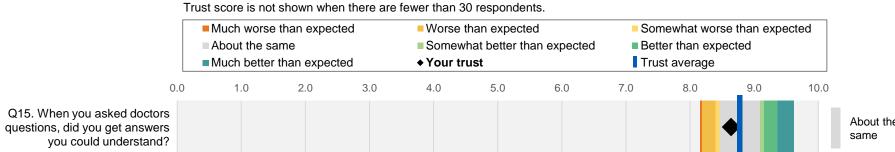
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 8.7 (About the same)



Section 3. Doctors (continued)

Question scores



			All tru	sts in Er	gland
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
Э	536	8.6	8.8	8.2	9.6

Q16. Did you have confidence and trust in the doctors treating you?			•	About the same	597	9.1	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	590	8.4	8.6	7.9	9.6

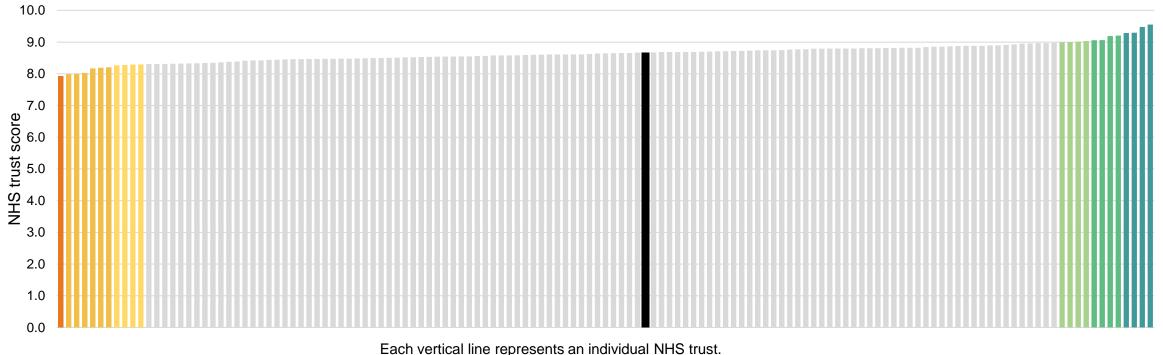
Section 4. Nurses

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 = 8.7 (About the same)



Section 4. Nurses (continued)

Question scores

	About the			Somew		d an expected	Bet	ter than expe	e than expected					All tru	sts in En	gland
0.0	 Much bette	er than expec	3.0	◆ Your tr 4.0	5.0	6.0	7.0	st average 8.0	9.0 10	0.0		Number of respondents		Trust average	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?											About the same	(your trust) 561	9.0	score 8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?									•		About the same	599	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	587	8.7	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?								•			About the same	598	7.9	7.9	6.4	9.3

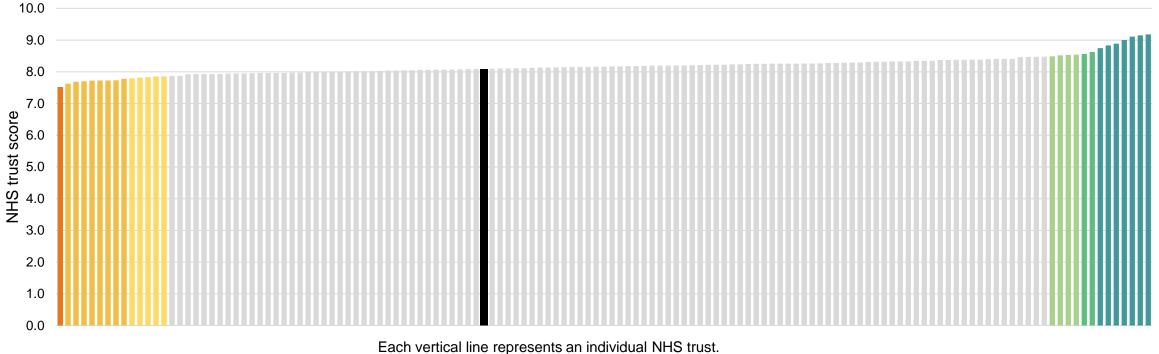
Section 5. Your care and treatment

Section score

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

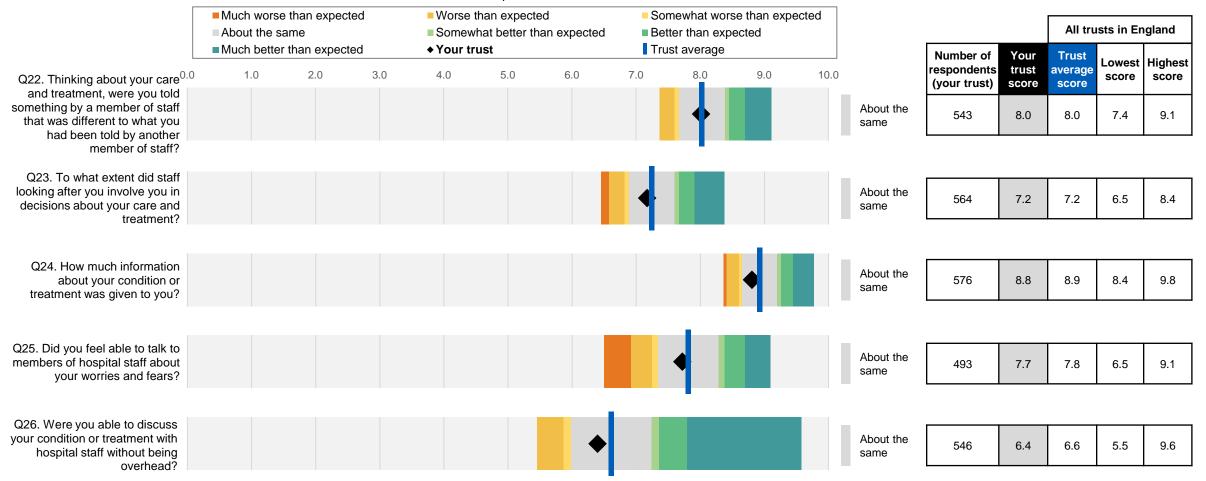
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 8.1 (About the same)



Section 5. Your care and treatment (continued)

Question scores



Lowest

score

9.1

8.3

Highest

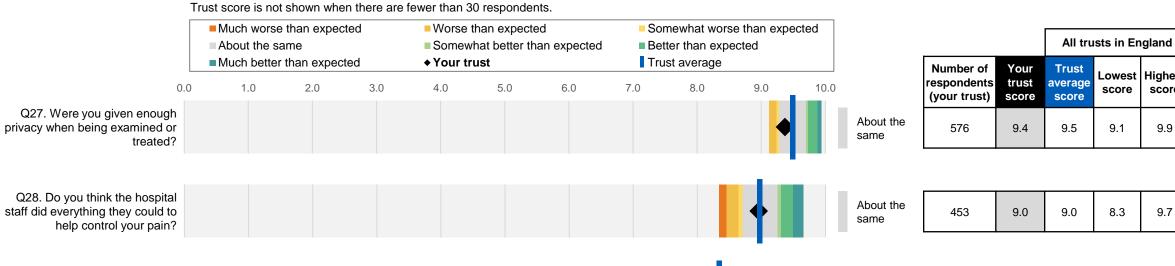
score

9.9

9.7

Section 5. Your care and treatment (continued)

Question scores



Q29. Were you able to get a member of staff to help you when you needed attention?	•			About the same	536	8.3	8.3	7.4	9.5	
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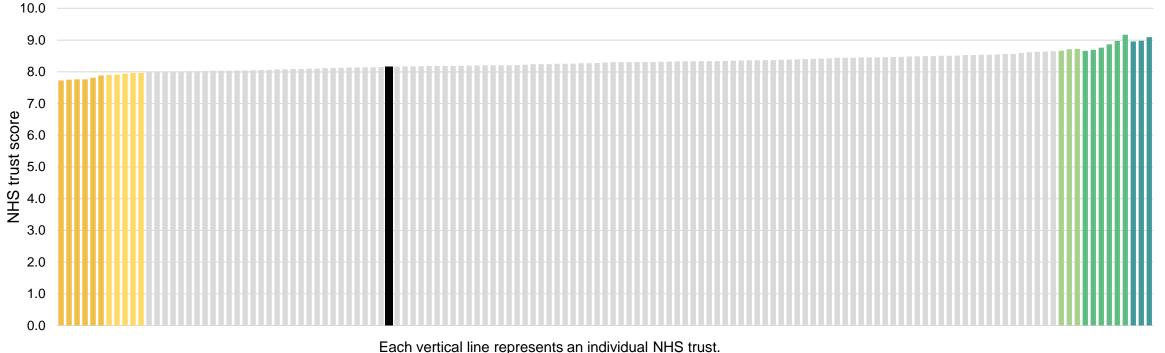
Section 6. Operations and procedures

Section score

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

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

Your trust section score = 8.2 (About the same)



Section 6. Operations and procedures (continued)

Question scores



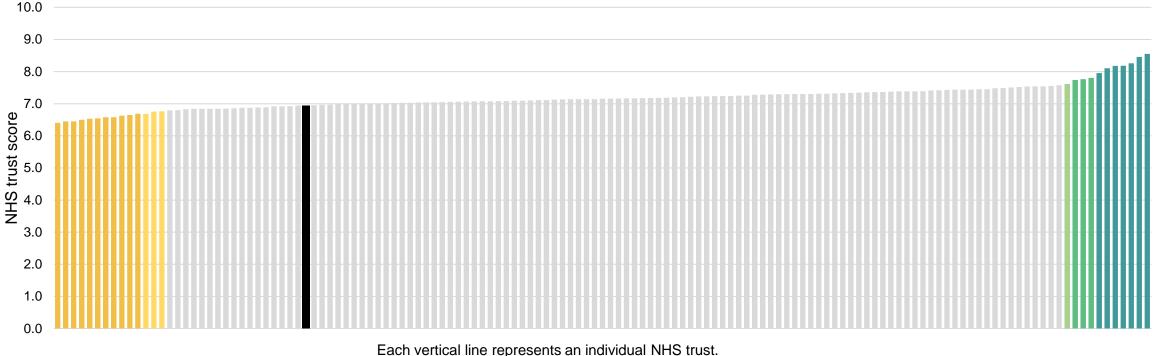
Section 7. Leaving hospital

Section score

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

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

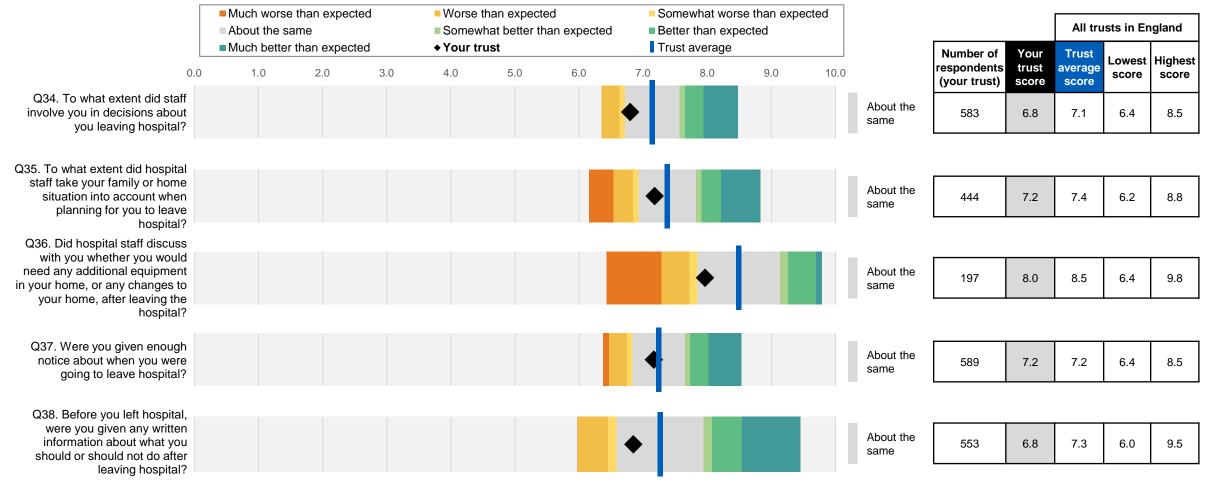
Your trust section score = 6.9 (About the same)



Section 7. Leaving hospital (continued)

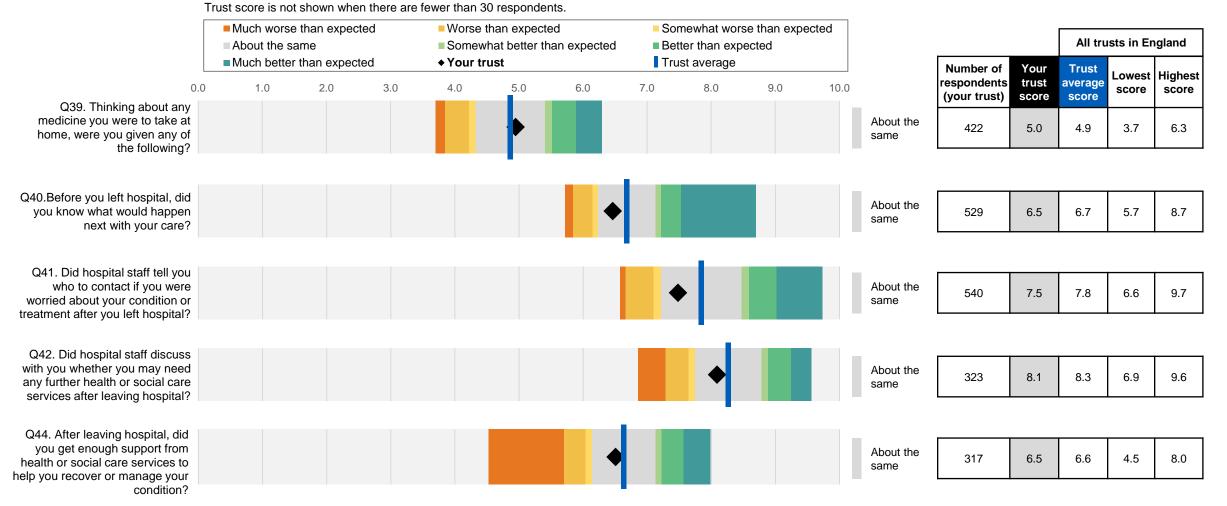
Question scores





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	

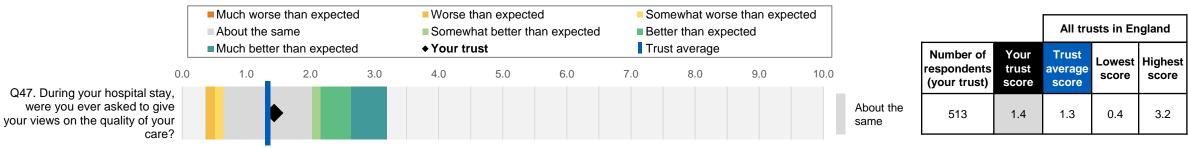
Your trust section score = 1.4 (About the same)

10.0	
9.0	
8.0	
7.0	
0.0 0.2 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
ĭs stso	
S tr 0.0 tr	
ÏZ	
2.0	
1.0	
0.0	

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

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

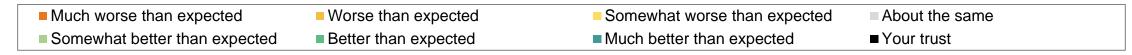
Question score



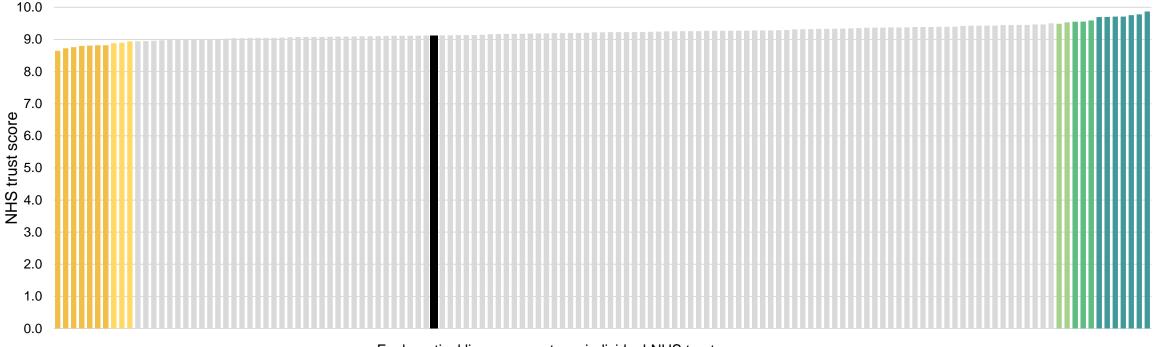
Section 9. Respect and dignity

Section score

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



Your trust section score = 9.1 (About the same)



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

All trusts in England

Section 9. Respect and dignity (continued)

Question score

	 Much worse than expected About the same Much better than expected 				 Worse than expected Somewhat better than expected Your trust 			 Somewhat worse than expected Better than expected Trust average 				Number of	You
0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents (your trust)	
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?											About the same	593	9.1

	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score		
About the same	593	9.1	9.2	8.6	9.9		

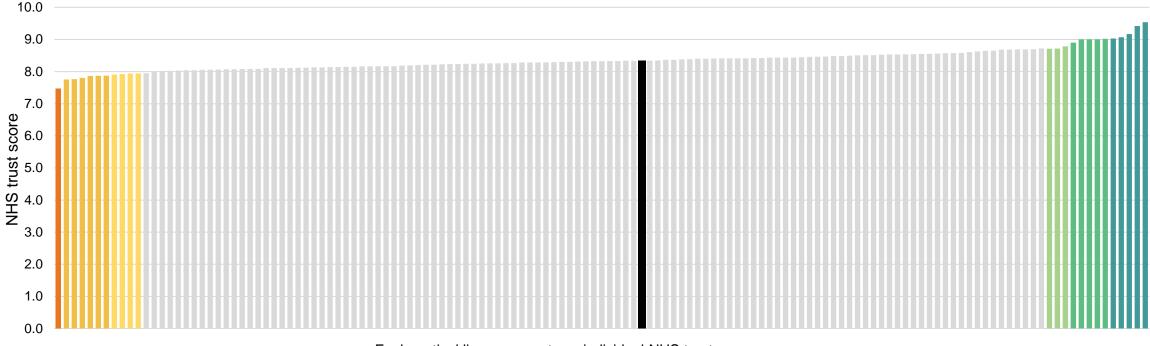
Section 10. Overall experience

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 = 8.3 (About the same)



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

Section 10. Overall experience (continued)

Question score

	 Much worse than expected About the same 		 Worse than expected Somewhat better than expected 			∎ Be	Somewhat worse than expectedBetter than expected					All trusts in England					
0.0		luch better	than expect	3.0	 ◆ Your tr 4.0 	5.0	6.0	7.0	ust average 8.0	9.0	10.0		Number of respondents (your trust)	trust	average	Lowest score	Highest score
Q46. Overall, how was your experience while you were in the hospital?												About the same	590	8.3	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

36 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust

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

Results for your trust

		-					
Much wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
						oxpoolog	than expected
			pared with				
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	7.1						
TTUST							
Breakd	own	of scores	for sites w	vithin your	trust:		
			you to comp	are the result	ts for sites wit	hin your trus	t with all
other site	s acı	ross trusts.					
Site #1	7.5						
	7.5						
_							
Site #2	7.1						
Site 1				Site 2			
Alexandra Ho	spital (4	45)		Worcest	ershire Royal Hospi	tal (53)	

To a first targets		Dettern five true	4-
Top five trusts		Bottom five trus	is
Chesterfield Royal Hospital NHS Foundation Trust	8.9	Northampton General Hospital NHS Trust	6.9
Sandwell and West Birmingham Hospitals NHS Trust	8.8	Walsall Healthcare NHS Trust	7.0
University Hospitals of North Midlands NHS Trust	8.4	Birmingham Women's and Children's NHS Foundation Trust	7.1
The Royal Wolverhampton NHS Trust	8.2	Worcestershire Acute Hospitals NHS Trust	7.1
Nottingham University Hospitals NHS Trust	8.1	and Agnes Hunt Orthopaedic Hospital NHS	7.2
Wolverhampton NHS Trust Nottingham University Hospitals		NHS Trust The Robert Jones and Agnes Hunt Orthopaedic	

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

			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
-		ļ 			·	·
Your trus	t score com	pared with	all other ti	rusts:		
This bench	marking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	7					
Trust 7.	1					
Breakdov	vn of scores	s for sites w	vithin your	trust:		
	narking allows		-		thin your trus	t with all
	across trusts.			is for sites with	unin your trus	
1						
Site #1 8	.3					
-						
Site #2 7	.4					
	.4					
Site 1			Site 2			
Alexandra Hospit	al (182)		Worcest	ershire Royal Hospi	tal (382)	
inonanara ricopii	(102)				(002)	

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

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

Results for your trust

	_					
Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	st score com	•				
This bench	marking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8	.1					
Breakdo	wn of scores	s for sites v	vithin your	trust:		
	marking allows	s you to comp	are the result	ts for sites wi	thin your trus	t with all
other sites	across trusts.					
Site #1	3.1					
-						
Site #2	3.1					
Site 1			Site 2			
Alexandra Hosp	ital (166)		1	ershire Royal Hospi	tal (262)	
Alexandra Hosp	ital (100)		Worcest	ersnire Royar Hospi	tai (302)	

Top five trusts			Bottom five trusts	3	
Birmingham Women's and Children's NHS Foundation Trust	8.9		University Hospitals Coventry and Warwickshire NHS Trust	7.3	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.7		The Dudley Group NHS Foundation Trust	7.5	
The Royal Orthopaedic Hospital NHS Foundation Trust	8.4		Walsall Healthcare NHS Trust	7.6	
University Hospitals of Derby and Burton NHS Foundation Trust	8.3		Sandwell and West Birmingham Hospitals NHS Trust	7.6	
University Hospitals of Leicester NHS Trust	8.2		University Hospitals of North Midlands NHS Trust	7.6	

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your trust		-					
This benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.	
Your Trust 6.2							
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 5.8)						
Site #2 6.3							
Site 1			Site 2				
Alexandra Hospital	(178)		Worcest	ershire Royal Hospi	tal (351)		

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

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

Results for your trust

	-					
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 benchr	narking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust 8.1						
Breakdow	n of scores	for sites w	vithin your	frust		
			-			t with all
	narking allows cross trusts.	you to comp	are the result	IS TOT SILES WI	unin your trus	i willi all
Site #1 8.	2					
•••	_					
_						
Site #2 7.	8					
	0					
Site 1			Site 2			
Alexandra Hospita	l (178)		Worcest	ershire Royal Hospi	tal (351)	

Top five trusts		Bottom five trusts	5	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS	9.0	The Shrewsbury and Telford Hospital NHS Trust	7.3	
Foundation Trust				
Birmingham Women's and Children's NHS Foundation Trust	8.7	University Hospitals Birmingham NHS Foundation Trust	7.5	
The Royal Orthopaedic Hospital NHS Foundation Trust	8.6	Chesterfield Royal Hospital NHS Foundation Trust	7.6	
George Eliot Hospital NHS Trust	8.4	Nottingham University Hospitals NHS Trust	7.6	
Sherwood Forest Hospitals NHS Foundation Trust	8.3	University Hospitals Coventry and Warwickshire NHS Trust	7.7	

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

Results for your trust

Much wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ist s	score com	pared with	all other tr	usts:		
This bend	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.3						
This bend	hma			vithin your are the result	trust: is for sites wit	hin your trus	t with all
	5 ac	1055 (10515).					
Site #1	8.5						
-							
Site #2	7.9						
Site 1				Site 2			
Alexandra Hos	Alexandra Hospital (178) Worcestershire Royal Hospital (351)						

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

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

Results for your trust

		-					
Much 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 t	rust s	score com	pared with	all other ti	rusts:		
			•		r your trust ag	ainst all othe	er trusts.
Your	7.6						
Trust	7.0						
Break	dowr	of scores	for sites w	vithin your	trust:		
This be	nchma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
other si	tes ac	ross trusts.					
]						
Site #1							
	-						
Site #2	7.3						
Site 1				0:4- 0			
				Site 2			
Alexandra I	Hospital (Score not shown a	s <30 respondents)		ershire Royal Hospi	tal (86)	
Alexandra I	Hospital (Score not shown a	s <30 respondents)		ershire Royal Hospit	tal (86)	
Alexandra I	Hospital (Score not shown a	s <30 respondents)		ershire Royal Hospi	tal (86)	

Top five trusts		Bottom five trusts	6	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.5	United Lincolnshire Hospitals NHS Trust	5.8	
Chesterfield Royal Hospital NHS Foundation Trust	7.9	Walsall Healthcare NHS Trust	5.8	
Sherwood Forest Hospitals NHS Foundation Trust	7.9	Kettering General Hospital NHS Foundation Trust	6.4	
Worcestershire Acute Hospitals NHS Trust	7.6	Sandwell and West Birmingham Hospitals NHS Trust	6.4	
University Hospitals of Derby and Burton NHS Foundation Trust	7.5	George Eliot Hospital NHS Trust	6.5	

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

Results for your trust

		-					
Much wors than expec			Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
V	-						-
		-	-	all other ti			
This benc	hmarking	compa	ares the ques	stion score fo	r your trust aç	ainst all othe	er trusts.
Your Trust	.2						
Brookde	wn of c	orac	for citor y	vithin vour	truct		
				vithin your			
	-		you to comp	are the resul	ts for sites wit	inin your trus	t with all
other sites	across tru	usts.					
Site #1	9.3						
Sile #1	9.3						
-							
Site #2	9.2						
044				0:4- 0			
Site 1				Site 2			
Alexandra Hos	oital (190)			Worcest	ershire Royal Hospi	tal (383)	

Top five trusts		Bottom five trust	S
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.9	Wye Valley NHS Trust	8.9
Sherwood Forest Hospitals NHS Foundation Trust	9.5	University Hospitals of Leicester NHS Trust	8.9
The Royal Orthopaedic Hospital NHS Foundation Trust	9.5	Walsall Healthcare NHS Trust	9.0
Chesterfield Royal Hospital NHS Foundation Trust	9.5	Sandwell and West Birmingham Hospitals NHS Trust	9.1
South Warwickshire NHS Foundation Trust	9.4	Kettering General Hospital NHS Foundation Trust	9.1

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

Results for your trust

		-					
Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vour tr		sooro com	narod with	all other ti			-
			pared with			alast all athe	
_	ncnma	arking compa	ares the ques	stion score to	r your trust ag	jainst all othe	er trusts.
Your Trust	8.7						
Breakc	lowr	of scores	for sites w	vithin vour	trust:		
				•	ts for sites wit	hin vour trus	t with all
		ross trusts.) e a te e e p				
-	1						
Site #1	9.1						
-	-						
Site #2	8.4						
Site 1				Site 2			
Alexandra H	ospital (143)		Worcest	ershire Royal Hospi	tal (263)	
				ļ.			

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS	9.7	Sandwell and West Birmingham Hospitals NHS Trust	7.9
Foundation Trust			
Sherwood Forest Hospitals NHS Foundation Trust	9.0	The Shrewsbury and Telford Hospital NHS Trust	8.1
University Hospitals of Derby and Burton NHS Foundation Trust	9.0	Wye Valley NHS Trust	8.1
University Hospitals of North Midlands NHS Trust	8.9	University Hospitals Birmingham NHS Foundation Trust	8.2
The Royal Orthopaedic Hospital NHS Foundation Trust	8.9	University Hospitals Coventry and Warwickshire NHS Trust	8.2

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

Results for your trust

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.5						
This ben	chma		for sites w you to comp	-	trust: ts for sites wit	hin your trus	t with all
Site #1	8.5						
Site #2	8.3						
Site 1				Site 2			
Alexandra Ho	ospital (117)		Worcest	ershire Royal Hospi	tal (232)	

Top five trusts		Bottom five trusts	
Birmingham Women's and Children's NHS Foundation Trust	9.1	Walsall Healthcare NHS Trust	7.3
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.0	The Dudley Group NHS Foundation Trust	7.5
South Warwickshire NHS Foundation Trust	8.7	Sandwell and West Birmingham Hospitals NHS Trust	7.8
Sherwood Forest Hospitals NHS Foundation Trust	8.6	The Royal Wolverhampton NHS Trust	7.9
Chesterfield Royal Hospital NHS Foundation Trust	8.5	The Shrewsbury and Telford Hospital NHS Trust	7.9

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ber	hchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.4						
Breako	dowr	n of scores	for sites v	vithin your	trust:		
This ber	nchma	arking allows		•	s for sites wit	hin your trus	t with all
other site	es ac	ross trusts.					
Site #1	8.5	i i					
Site #2	8.1						
Site 1				Site 2			
Alexandra H	ospital (85)		Worcest	ershire Royal Hospi	tal (188)	

Top five trusts		Bottom five trusts	5
Sherwood Forest Hospitals NHS Foundation Trust	9.0	Birmingham Women's and Children's NHS Foundation Trust	7.0
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.0	University Hospitals Coventry and Warwickshire NHS Trust	7.5
South Warwickshire NHS Foundation Trust	8.9	University Hospitals Birmingham NHS Foundation Trust	7.7
The Royal Orthopaedic Hospital NHS Foundation Trust	8.9	Walsall Healthcare NHS Trust	7.8
Kettering General Hospital NHS Foundation Trust	8.8	Sandwell and West Birmingham Hospitals NHS Trust	7.8

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

Results for your trust

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			pared with				
This ben	nchma	arking compa	ares the ques	tion score to	r your trust ag	gainst all othe	er trusts.
Your Trust	6.8						
This ben	chma		for sites w	•		thin your trus	t with all
Site #1	7.3						
Site #2	6.3						
Site 1]			Site 2			
Alexandra Ho	ospital (187)		Worcest	ershire Royal Hospi	tal (377)	

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

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tr	Your trust score compared with all other trusts:										
This ben	This benchmarking compares the question score for your trust against all other trusts.										
Your	7.8										
Trust	1.0										
Breakd	lowr	of scores	for sites w	ithin your	trust:						
This ben	chma	arking allows	you to comp	are the result	s for sites wit	hin your trus	t with all				
other site	es ac	ross trusts.									
Cite #4	0.4										
Site #1	8.1										
Site #2	7.6										
	7.0										
Site 1				Site 2							
Alexandra Hospital (37) Worcestershire Royal Hospital (86)											

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

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
our t	rust	score com	pared with	all other ti	rusts:				
This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	9.5								
			6 1.						
sreak	dowr	n of scores	for sites w	vithin your	trust:				
		-	you to comp	are the result	ts for sites wit	thin your trus	t with all		
ther sit	es ac	ross trusts.							
]								
Site #1	9.6	i							
	-								
Site #2	9.4								
	0.1								
Site 1	_			Site 2					
Alexandra Hospital (179) Worcestershire Royal Hospital (360)									

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	10.0	University Hospitals Birmingham NHS Foundation Trust	9.2
Sherwood Forest Hospitals NHS Foundation Trust	9.7	The Dudley Group NHS Foundation Trust	9.2
George Eliot Hospital NHS Trust	9.7	Kettering General Hospital NHS Foundation Trust	9.3
South Warwickshire NHS Foundation Trust	9.6	The Shrewsbury and Telford Hospital NHS Trust	9.3
University Hospitals of Derby and Burton NHS Foundation Trust	9.5	University Hospitals Coventry and Warwickshire NHS Trust	9.3

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

Results for your trust

Much 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	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.				
Your Trust	8.6										
Breakd	owr	n of scores	for sites w	vithin your	trust:						
This bend	chma	arking allows		-	s for sites wit	hin your trus	t with all				
other site	s ac	ross trusts.									
Site #1	8.5										
-											
Site #2	07										
Sile #2	8.7										
Site 1				Site 2							
Alexandra Ho	Alexandra Hospital (171) Worcestershire Royal Hospital (356)										

51 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.5	Walsall Healthcare NHS Trust	8.2
The Royal Orthopaedic Hospital NHS Foundation Trust	9.3	Northampton General Hospital NHS Trust	8.4
South Warwickshire NHS Foundation Trust	9.0	The Shrewsbury and Telford Hospital NHS Trust	8.4
University Hospitals of Derby and Burton NHS Foundation Trust	8.9	University Hospitals of Leicester NHS Trust	8.4
The Royal Wolverhampton NHS Trust	8.9	Kettering General Hospital NHS Foundation Trust	8.5

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

Results for your trust

Much wors than expect			About the same	Somewhat better than expected	Better than expected	Much better than expected					
	eu expected	inan expected	the same	than expected	expected	than expected					
Your tru	Your trust score compared with all other trusts:										
This benc	This benchmarking compares the question score for your trust against all other trusts.										
Your											
Trust).1										
Breakdo	wn of sco	res for sites v	vithin vour	trust:							
		ows you to comp	•		thin vour trus	t with all					
	across trust				,						
Site #1	9.2										
_											
Site #2	9.0										
Site 1			Site 2								
Alexandra Hos	vital (102)		1	ershire Royal Hospi	tal (206)						
Alexanura 1105	Jildi (192)		worcest	ersnire Royar Hospi	ital (390)						

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

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

Results for your trust

Much wo	orse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better				
than expe	ected	expected	than expected	the same	than expected	expected	than expected				
	our trust score compared with all other trusts:										
This ben	ichm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.				
Your Trust	8.4										
Breakd	lowr	n of scores	for sites w	/ithin vour	trust:						
				-	ts for sites wit	thin your trus	t with all				
other site	es ac	ross trusts.									
Site #1	8.1										
Site #2	0 E										
Sile #2	8.5)									
Site 1				Site 2							
Alexandra Ho	exandra Hospital (191) Worcestershire Royal Hospital (391)										

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

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected						
	our trust score compared with all other trusts:											
This benchmarking compares the question score for your trust against all other trusts.												
Your Trust 9.0	0.0											
Brookdow	in of cooros	for sites y	vithin your	truct								
	n of scores		-			4						
	narking allows cross trusts.	you to comp	are the result	is for sites wit	min your trus	i with all						
	101033 110313.											
Site #1 9.	1											
	•											
_												
Site #2 8	0											
Site #2 8.	.9											
Site 1			Site 2									
Alexandra Hospita	al (185)		Worcest	ershire Royal Hospit	tal (368)							
					()							

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

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

Results for your trust

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
			pared with	all other tr	·	·	·	
This benchmarking compares the question score for your trust against all other trusts.								
Your Trust	9.1							
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	ite #1 9.3							
Site #2	#2 9.0							
Site 1				Site 2				
Alexandra H	ospital (193)		Worcest	ershire Royal Hospi	tal (397)		

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

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

Results for your trust

Much 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 benchmarking compares the question score for your trust against all other trusts.									
This bench	marking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.				
Your Trust 8	07									
Breakdo	wn of scores	s for sites v	vithin vour	trust:						
	marking allows		-		thin your trus	t with all				
other sites	across trusts.				-					
Site #1	3.6									
-										
Site #2	3.7									
Site 1			Site 2							
Alexandra Hosp	tal (190)		Worcest	Worcestershire Royal Hospital (389)						

56 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust

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

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

Results for your trust

Much 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 benchmarking compares the question score for your trust against all other trusts.									
This ben	chm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.		
Your Trust									
Breakd	owr	of scores	for sites w	vithin your	trust:				
				-	ts for sites wit	thin your trus	t with all		
		ross trusts.	you to comp			unit your trus			
7									
Site #1	8.2								
Site #2	7.7								
Site 1				Site 2					
Alexandra Ho	xandra Hospital (194)				Worcestershire Royal Hospital (395)				

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

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

Results for your trust

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your tr	Your trust score compared with all other trusts:									
This ber	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	0.0									
	lowr	of scores	for sites y	vithin your	truct:					
				-	is for sites wit	hin your trus	t with all			
		ross trusts.	,			,				
Site #1	8.2									
	-									
Site #2	7.9									
	7.9									
Site 1				Site 2						
Alexandra H	lospital (180)		Worcest	ershire Royal Hospi	tal (354)				

]	
Top five trusts		Bottom five trust	S
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.0	Birmingham Women's and Children's NHS Foundation Trust	7.4
Chesterfield Royal Hospital NHS Foundation Trust	8.2	University Hospitals Birmingham NHS Foundation Trust	7.5
University Hospitals of North Midlands NHS Trust	8.2	Walsall Healthcare NHS Trust	7.6
South Warwickshire NHS Foundation Trust	8.2	Northampton General Hospital NHS Trust	7.7
The Royal Orthopaedic Hospital NHS Foundation Trust	8.0	Kettering General Hospital NHS Foundation 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 Better than expected expected		Much better than expected			
Your trust score compared with all other trusts:									
This benchmarking compares the question score for your trust against all other trusts.									
Your 7.	2								
Broakdov	vn of scores	for sites y	vithin your	truct					
	marking allows		•		thin vour trus	t with all			
	across trusts.	, you to comp			ann your a'ao				
Site #1 7	.1								
	• •								
-									
Site #2 7	.1								
Site 1			Site 2						
Alexandra Hospit	al (184)		Worcest	ershire Royal Hospi	tal (371)				

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

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

Results for your trust

		-					
Much 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			
I his ber	nchma	arking compa	ares the ques	tion score for	r your trust aç	jainst all othe	er trusts.
Your Trust	8.8						
Breako	dowr	n of scores	for sites w	vithin your	trust:		
				-	ts for sites wit	hin your trus	t with all
other sit	es ac	ross trusts.					
]						
Site #1	8.7						
	0.1						
	-						
Site #2	8.8						
Site 1				Site 2			
	dra Hospital (186) Worcestershire Royal Hospital (381)						
Alexaliula H	iospitai (100)		WOICES	ersnire Royar Hospi	lai (301)	

		1 1			
Top five trusts			Bottom five trusts	;	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.6		Walsall Healthcare NHS Trust	8.6	
The Royal Orthopaedic Hospital NHS Foundation Trust	9.4		University Hospitals Coventry and Warwickshire NHS Trust	8.6	
Sherwood Forest Hospitals NHS Foundation Trust	9.1		The Dudley Group NHS Foundation Trust	8.6	
South Warwickshire NHS Foundation Trust	9.0		The Shrewsbury and Telford Hospital NHS Trust	8.7	
University Hospitals of Derby and Burton NHS Foundation Trust	9.0		United Lincolnshire Hospitals NHS Trust	8.7	

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

Results for your trust

Much worse	Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better			
than expected	than expected expected than expected the same than expected expected than expected								
Your trust	score com	pared with	all other tr	usts:					
This benchn	narking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.			
Your	,								
Trust 1.1									
Breakdow	n of scores	for sites w	vithin your	trust:					
	narking allows		-		hin your trus	t with all			
other sites a	•	, ,			2				
Site #1 7.	9								
-									
Site #2 7.	6								
Site 1			Site 2						
	(156)		1	ershire Roval Hospi	tal (328)				
Alexandra Hospital (156) Worcestershire Royal Hospital (328)									

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.1	Sandwell and West Birmingham Hospitals NHS Trust	7.0
The Royal Orthopaedic Hospital NHS Foundation Trust	8.3	University Hospitals Coventry and Warwickshire NHS Trust	7.2
South Warwickshire NHS Foundation Trust	8.3	Walsall Healthcare NHS Trust	7.3
Chesterfield Royal Hospital NHS Foundation Trust	8.2	The Dudley Group NHS Foundation Trust	7.5
Sherwood Forest Hospitals NHS Foundation Trust	8.0	University Hospitals Birmingham NHS Foundation Trust	7.5

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

Results for your trust

Much v than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your t	rust	score com	pared with	all other tr	usts:		
This be	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	6.4						
Broak	dowr	of scores	for sites w	vithin your	truct		
				-	ts for sites wit	thin vour trus	t with all
		ross trusts.) e e e ep				
]						
Site #1	6.4						
	••••						
	-				_		
Site #2	6.2						
Site 1				Site 2			
Alexandra H	Hospital ((179)		Worcest	ershire Royal Hospi	tal (358)	

62 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust

Top five trusts		Bottom five trusts)
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.2	Sandwell and West Birmingham Hospitals NHS Trust	5.7
Birmingham Women's and Children's NHS Foundation Trust	7.5	The Dudley Group NHS Foundation Trust	6.0
The Royal Orthopaedic Hospital NHS Foundation Trust	7.4	University Hospitals of Leicester NHS Trust	6.0
Sherwood Forest Hospitals NHS Foundation Trust	7.3	University Hospitals Coventry and Warwickshire NHS Trust	6.2
University Hospitals of North Midlands NHS Trust	7.0	The Shrewsbury and Telford Hospital NHS Trust	6.2

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

Results for your trust

	-							
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Vour truct		narad with	all other t	u oto i		-		
	score com	-			nainet all athr	or tructo		
_	narking comp	ares the ques		r your trust aç	jainst all othe	er trusts.		
Your Trust 9.4	L .							
Broakdow	n of scores	for sitos y	vithin your	truct				
	narking allows		-		hin your true	t with all		
	cross trusts.	you to comp	are the result	IS TOT SILES WI	inin your trus	t with an		
Site #1 9.	2							
-								
0.11.110								
Site #2 9.	4							
Site 1			Site 2					
Alexandra Hospita	Alexandra Hospital (186) Worcestershire Royal Hospital (382)							

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.9	Sandwell and West Birmingham Hospitals NHS Trust	9.3
The Royal Orthopaedic Hospital NHS Foundation Trust	9.8	Wye Valley NHS Trust	9.3
Birmingham Women's and Children's NHS Foundation Trust	9.7	Nottingham University Hospitals NHS Trust	9.3
Sherwood Forest Hospitals NHS Foundation Trust	9.7	Walsall Healthcare NHS Trust	9.4
University Hospitals of Derby and Burton NHS Foundation Trust	9.6	Worcestershire Acute Hospitals NHS Trust	9.4

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

Results for your trust

Much we 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 ber	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	9.0						
Brooks			for oitee y	lithin vour	1		
				vithin your			
		-	you to comp	are the result	s for sites wit	thin your trus	t with all
other site	es ac	ross trusts.					
0	•						
Site #1	9.1						
-							
Site #2	8.9						
-]						
Site 1				Site 2			
Alexandra H	ospital (141)		Worcest	ershire Royal Hospi	tal (304)	

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

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

Results for your trust

	-								
Much worse than expecte	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 bench	marking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.			
Your Trust 8.	3								
Breakdor	vn of scores	e for sitos y	vithin your	truct.					
			•			t with all			
	marking allows across trusts.	s you to comp	are the result	IS IOF SILES WI	inin your trus	t with all			
Site #1	.5								
-									
Site #2	.1								
	••								
Site 1			Site 2						
Alexandra Hospital (177) Worcestershire Royal Hospital (350)									
			Į.						

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS	9.4	University Hospitals Birmingham NHS Foundation Trust	7.7
Foundation Trust			
George Eliot Hospital NHS Trust	8.7	Walsall Healthcare NHS Trust	7.9
Chesterfield Royal Hospital NHS Foundation Trust	8.6	Sandwell and West Birmingham Hospitals NHS Trust	7.9
South Warwickshire NHS Foundation Trust	8.6	The Dudley Group NHS Foundation Trust	7.9
University Hospitals of Derby and Burton NHS Foundation Trust	8.5	United Lincolnshire Hospitals NHS Trust	8.0

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			pared with				
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.9						
Breakd	own	of scores	for sites w	/ithin your	trust:		
This bend	chma	arking allows		-	ts for sites wit	hin your trus	t with all
other site	es ac	ross trusts.					
Site #1	8.9						
-							
Site #2	0 0						
Sile #2	8.8						
Site 1				Site 2			
Alexandra Ho	spital (80)		Worcest	ershire Royal Hospi	tal (169)	

Top five trusts		Bottom five trusts	3
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.5	Walsall Healthcare NHS Trust	8.7
South Warwickshire NHS Foundation Trust	9.3	University Hospitals Birmingham NHS Foundation Trust	8.7
The Royal Orthopaedic Hospital NHS Foundation Trust	9.2	Nottingham University Hospitals NHS Trust	8.8
George Eliot Hospital NHS Trust	9.1	The Shrewsbury and Telford Hospital NHS Trust	8.8
University Hospitals Coventry and Warwickshire NHS Trust	9.1	Sandwell and West Birmingham Hospitals NHS Trust	8.8

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

Results for your trust

Much worse than expected Worse than expected Somewhat worse than expected Somewhat better than expected Better than expected Much better than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Somewhat better trust score compared with all other trusts: Your Trust 7.5 Breakdown of scores for sites within your trust Site #1 7.2 Site #1 7.2 Site #2											
This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.5 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 7.2											
Your Trust 7.5 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 7.2	Your trus	Your trust score compared with all other trusts:									
Trust 7.5 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 7.2	This bench	marking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.				
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.2		5									
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.2	Breakdor	wn of scores	s for sites w	vithin your	trust:						
Site #1 7.2	This bench	marking allows		-		hin your trus	t with all				
	other sites	across trusts.									
Site #2 7.6	Site #1 7	.2									
Site #2 7.6	-										
Site #2 7.6											
	Site #2 7	.6									
Site 1 Site 2				1							
Alexandra Hospital (82) Worcestershire Royal Hospital (188)											

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

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

Results for your trust

			About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your trust score compared with all other trusts:								
This be	nchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.	
Your Trust 8.0								
Break	dowr	of scores	for sites v	vithin your	trust:			
				•	ts for sites wit	hin vour trus	t with all	
		ross trusts.	, cu to comp			your truo		
	1							
Site #1	8.2	l 1						
	-							
Site #2	7.9)						
.				e t. e				
Site 1				Site 2				
Alexandra H	Hospital (82)		Worcest	ershire Royal Hospi	tal (186)		

68 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust

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

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

Results for your trust

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	Your trust score compared with all other trusts:								
This ben	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust	6.8								
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	Site #1 6.9								
Site #2 6.6									
Site 1				Site 2					
Alexandra Ho	ospital (190)		Worcest	ershire Royal Hospi	tal (385)			

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

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
	Your trust score compared with all other trusts:									
This benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.				
Your Trust 7.2										
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.										
Site #1 7.2										
Site #2 7.0)									
Site 1			Site 2							
Alexandra Hospital	(147)		Worcest	ershire Royal Hospi	tal (289)					

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.8	Birmingham Women's and Children's NHS Foundation Trust	6.2
The Royal Orthopaedic Hospital NHS Foundation Trust	7.9	Sandwell and West Birmingham Hospitals NHS Trust	6.6
South Warwickshire NHS Foundation Trust	7.7	Walsall Healthcare NHS Trust	6.7
Sherwood Forest Hospitals NHS Foundation Trust	7.6	United Lincolnshire Hospitals NHS Trust	6.8
George Eliot Hospital NHS Trust	7.5	University Hospitals Coventry and Warwickshire NHS Trust	7.0

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your trust score compared with all other trusts:									
This benchmarking compares the question score for your trust against all other trusts.									
Your Trust 8.0	0 1								
Brookdow	n of cooros	for citor y	lithin your	truct					
	n of scores		-		hin your true	t with all			
	narking allows cross trusts.	you to comp	are the result	IS TOT SILES WI	inin your trus	t with all			
1									
Site #1 7.	7								
-									
Site #2 8.	0								
J Site 1			Site 2						
Alexandra Hospita	l (82)		Worcest	ershire Royal Hospi	tal (113)				
			ļ.						

Top five trusts		Bottom five trusts	S
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.6	Birmingham Women's and Children's NHS Foundation Trust	6.4
South Warwickshire NHS Foundation Trust	9.0	Sandwell and West Birmingham Hospitals NHS Trust	7.6
Chesterfield Royal Hospital NHS Foundation Trust	8.8	Walsall Healthcare NHS Trust	7.8
The Royal Orthopaedic Hospital NHS Foundation Trust	8.8	University Hospitals of Leicester NHS Trust	7.9
Kettering General Hospital NHS Foundation Trust	8.8	Worcestershire Acute Hospitals NHS 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 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:								
			-		r your trust ag	ainst all othe	er trusts	
Your		anning compt			i your li dot de			
Trust	7.2							
Breakd	owr	of scores	for sites w	vithin your	trust [.]			
				-	ts for sites wit	hin vour true	t with all	
		ross trusts.	you to comp			inin your trus		
Site #1	7.2							
Site #2	7.0							
Site 1				Site 2				
Alexandra Ho	ospital (190)		Worcest	ershire Royal Hospi	tal (390)		

Top five trusts		Bottom five trusts	5	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.5	United Lincolnshire Hospitals NHS Trust	6.6	
Birmingham Women's and Children's NHS Foundation Trust	8.4	Sandwell and West Birmingham Hospitals NHS Trust	6.6	
George Eliot Hospital NHS Trust	7.4	University Hospitals Coventry and Warwickshire NHS Trust	6.9	
South Warwickshire NHS Foundation Trust	7.4	Walsall Healthcare NHS Trust	6.9	
Chesterfield Royal Hospital NHS Foundation Trust	7.3	University Hospitals of Leicester NHS Trust	6.9	

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

Results for your trust

Much wo	are o	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better		
than expe		expected	than expected	the same	than expected	expected	than expected		
Your tr	our trust score compared with all other trusts:								
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your	6.8								
Huot									
			for sites w	-					
		arking allows ross trusts.	you to comp	are the result	ts for sites wit	thin your trus	t with all		
Site #1	6.7								
Site #2	6.8								
	0.0								
Site 1				Site 2					
Alexandra Ho	ospital (182)		Worcest	ershire Royal Hospi	tal (362)			
				ļ					

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

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

Results for your trust

Much wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
our trust score compared with all other trusts:								
his benchmarking compares the question score for your trust against all other trusts.								
Your	5.0							
Trust	0.0							
			for sites w	-				
		arking allows ross trusts.	you to comp	are the result	s for sites wit	hin your trus	t with all	
	saci	1055 110515.						
ite #1	4.6							
-								
ite #2	5.3							
te 1				Site 2				
exandra Ho	spital (135)		Worcest	ershire Royal Hospi	tal (283)		

Comparison with other trusts within your region

Top five trusts		Bottom five trusts	5
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	6.1	Walsall Healthcare NHS Trust	4.0
The Royal Orthopaedic Hospital NHS Foundation Trust	6.1	Sandwell and West Birmingham Hospitals NHS Trust	4.1
South Warwickshire NHS Foundation Trust	5.2	Kettering General Hospital NHS Foundation Trust	4.4
Birmingham Women's and Children's NHS Foundation Trust	5.1	The Dudley Group NHS Foundation Trust	4.4
University Hospitals Birmingham NHS Foundation Trust	5.0	The Shrewsbury and Telford Hospital NHS Trust	4.4

74 Adult Inpatient Survey 2020 | RWP | Worcestershire Acute Hospitals NHS Trust

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

Results for your trust

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts.								
I his ber	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.	
Your Trust	6.5							
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.								
-	1					_		
Site #1	6.7							
-								
Site #2	6.2							
Site 1				Site 2				
Alexandra He	ospital (168)		Worcest	ershire Royal Hospi	tal (352)		
				1				

Top five trusts		Bottom five trusts	6	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8.1	United Lincolnshire Hospitals NHS Trust	5.8	
South Warwickshire NHS Foundation Trust	7.1	Walsall Healthcare NHS Trust	5.9	
The Royal Orthopaedic Hospital NHS Foundation Trust	7.0	Birmingham Women's and Children's NHS Foundation Trust	6.1	
George Eliot Hospital NHS Trust	6.9	University Hospitals of Leicester NHS Trust	6.2	
The Royal Wolverhampton NHS Trust	6.8	Sandwell and West Birmingham Hospitals NHS Trust	6.3	

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

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	Your trust score compared with all other trusts:								
This ben	chm	arking compa	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.		
Your Trust									
Breakd	lowr	of scores	for sites w	vithin your	trust:				
This ben	chma			-	ts for sites wit	hin your trus	t with all		
-									
o., ",									
Site #1	7.4								
Site #2	7.5								
Site 1				Site 2					
Alexandra Ho	ospital (178)		Worcest	ershire Royal Hospi	tal (353)			

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

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

Results for your trust

		-							
Much 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 ath an tr	·	·	·		
	Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts.								
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust	8.1								
Breakd	own	of scores	for sites w	vithin your	trust:				
				-	ts for sites wit	hin vour trus	t with all		
		ross trusts.	, eu to comp			your truo			
٦							_		
Site #1	8.2								
_									
Site #2	8.0								
				0 14 0					
Site 1				Site 2					
Alexandra Ho	spital (98)		Worcest	ershire Royal Hospi	tal (220)			

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

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

Results for your trust

Much worse than expecte		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 bench	marking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.		
Your Trust 6	.5							
	wn of scores		-					
	marking allows across trusts.	s you to comp	are the result	ts for sites wit	thin your trus	t with all		
ite #1	5.4							
-								
Site #2	5.7							
ite 1			Site 2					
lexandra Hosp	tal (98)		Worcest	ershire Royal Hospi	tal (215)			

Top five trusts		Bottom five trusts	5	
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	7.3	Birmingham Women's and Children's NHS Foundation Trust	4.5	
The Royal Orthopaedic Hospital NHS Foundation Trust	7.2	United Lincolnshire Hospitals NHS Trust	5.5	
South Warwickshire NHS Foundation Trust	7.2	Sandwell and West Birmingham Hospitals NHS Trust	6.0	
Chesterfield Royal Hospital NHS Foundation Trust	7.1	The Royal Wolverhampton NHS Trust	6.0	
University Hospitals of Derby and Burton NHS Foundation Trust	7.1	Walsall Healthcare NHS Trust	6.1	

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

Results for your trust

luch worse an expecte		se than bected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust score compared with all other trusts:							
This benchmarking compares the question score for your trust against all other trusts.							
′our rust 1	.4						
eakdo	wn of s	scores	s for sites w	/ithin vour	trust:		
is bencł	nmarking	allows		•	ts for sites wit	hin your trus	t with all
er sites	across t	rusts.					
te #1	1.2						
te #2	1.7						
_ • 1				Site 2			
xandra Hosp	oital (169)			Worcest	tershire Royal Hospi	tal (338)	

Top five trusts		Bottom five trusts	5
University Hospitals of Leicester NHS Trust	2.5	Wye Valley NHS Trust	0.4
The Royal Orthopaedic Hospital NHS Foundation Trust	2.4	Northampton General Hospital NHS Trust	0.7
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	2.2	Walsall Healthcare NHS Trust	0.7
Birmingham Women's and Children's NHS Foundation Trust	2.0	United Lincolnshire Hospitals NHS Trust	0.7
University Hospitals of North Midlands NHS Trust	1.9	University Hospitals Coventry and Warwickshire NHS Trust	0.9

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
our trust	score com	pared with	all other tr	usts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 9.1						
roakdowi	n of scores	for sites w	vithin your	truct		
	arking allows		-		hin vour true	t with all
	cross trusts.	you to comp			unit your trus	t with all
1						
ite #1 9.2	2					
-						
ite #2 9.2	2					
ite 1			Site 2			
Alexandra Hospital (193) Worcestershire Royal Hospital (391)						

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

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

Results for your trust

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
Your trust score compared with all other trusts:							
This bench	marking comp	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.	
Your Trust 8.3							
Breakdov	vn of scores	s for sites v	vithin your	trust:			
	marking allows		-		thin your trus	t with all	
other sites a	across trusts.						
Site #1 8	.4						
-							
	_						
Site #2 8	.3						
Site 1			Site 2				
Alexandra Hospital (193) Worcestershire Royal Hospital (388)							

Top five trusts		Bottom five trusts		
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.5	Walsall Healthcare NHS Trust	7.9	
The Royal Orthopaedic Hospital NHS Foundation Trust	8.8	United Lincolnshire Hospitals NHS Trust	8.0	
South Warwickshire NHS Foundation Trust	8.7	University Hospitals Coventry and Warwickshire NHS Trust	8.0	
Sherwood Forest Hospitals NHS Foundation Trust	8.6	The Dudley Group NHS Foundation Trust	8.1	
George Eliot Hospital NHS Trust	8.6	Sandwell and West Birmingham Hospitals NHS Trust	8.1	

For further information

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



Appendix



Comparison to other trusts

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

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

Comparison to other trusts

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

Somewhat worse than expected	Somewhat better than expected		
Your trust has not performed "somewhat worse than expected" for any questions.	Your trust has not performed "somewhat better than expected" for any questions.		

Comparison to other trusts

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

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





Results for Worcestershire Acute Hospitals NHS Trust

Where patient experience is best

- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- ✓ 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
- ✓ Help to wash and keep clean: patients getting enough help to wash and keep clean
- Taking medication: patients being able to take medication they brought to hospital when needed
- Dietary requirements: patients being offered food that met any dietary requirements they had

Where patient experience could improve

- Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital
- Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- Contact: patients being given information about who to contact if they were worried about their condition or treatment after leaving hospital
- Involvement in decisions: patients being involved in decisions about leaving hospital, if they wanted to be

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 Worcestershire Acute Hospitals NHS Trust who had attended in late 2020. Responses were received from 601 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 | RWP | Worcestershire Acute Hospitals NHS Trust

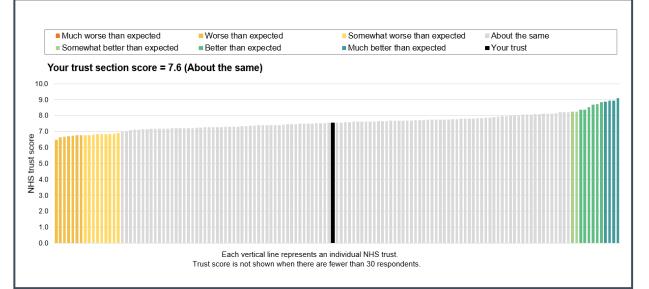
How to interpret benchmarking in this report

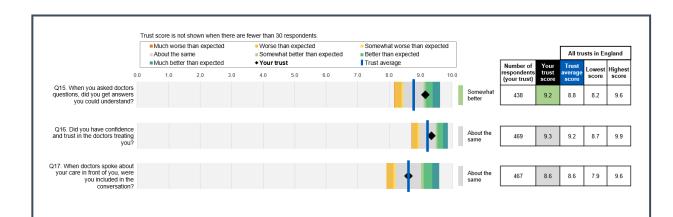
Trust level benchmarking

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

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

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





How to interpret benchmarking in this report (continued)

Trust level benchmarking

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

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

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

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

Site level benchmarking

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

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

An example of scoring

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

Calculating an individual respondent's score

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

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

Calculating the trust score for each question

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

Calculating the section score

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