

# NHS Adult Inpatient Survey 2021 Benchmark Report

Croydon Health Services NHS Trust



# Contents

<b>1. Background &amp; methodology</b>	<b>2. Headline results</b>	<b>3. Benchmarking</b>	<b>4. Trust results</b>	<b>5. Trends over time</b>	<b>6. Appendix</b>
		Section 1. Admission to hospital	Section 1. Admission to hospital	Section 1. Admission to hospital	
		Section 2. The hospital and ward	Section 2. The hospital and ward	Section 2. The hospital and ward	
		Section 3. Doctors	Section 3. Doctors	Section 3. Doctors	
		Section 4. Nurses	Section 4. Nurses	Section 4. Nurses	
		Section 5. Your care and treatment	Section 5. Your care and treatment	Section 5. Your care and treatment	
		Section 6. Operations and procedures	Section 6. Operations and procedures	Section 6. Operations and procedures	
		Section 7. Leaving hospital	Section 7. Leaving hospital	Section 7. Leaving hospital	
		Section 8. Feedback on care	Section 8. Feedback on care	Section 8. Feedback on care	
		Section 9. Respect and dignity	Section 9. Respect and dignity	Section 9. Respect and dignity	
		Section 10. Overall experience	Section 10. Overall experience	Section 10. Overall experience	

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# Background and methodology

## This section includes:

- an explanation of the NHS Patient Survey Programme
- information on the Adult Inpatient 2021 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. CQC will use results from the survey to build an understanding of the risk and quality of services and those who organise care across an area.

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 2021

The survey was administered by the Coordination Centre for Mixed Methods (CCMM) at Ipsos. A total of 166,318 patients were invited to participate in the survey across 134 acute and specialist NHS trusts. Completed responses were received from 62,235 patients, an adjusted response rate of 39%.

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 [sampling instructions](#).

Trusts sampled patients who met the eligibility criteria and were discharged from hospital during November 2021. Trusts counted back from the last day of November 2021, 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 2021 (as far back as April 2021), to achieve a large enough sample.

Fieldwork took place between January and May 2022.

## Trend data

The Adult Inpatient 2021 survey was conducted using a push-to-web methodology (offering both online and paper completion). There were minor questionnaire changes, including three new questions and changes to question wording. The 2021 results are comparable with data from the Adult Inpatient 2020 survey, unless a question has changed or there are other reasons for lack of comparability such as changes in organisation structure of a trust. Where results are comparable, a section on historical trends has been included.

## 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 [NHS Surveys website](#).
- To learn more about CQC's survey programme, please visit the [CQC website](#).

# 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 of service users, 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 or standardisation 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 six 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. Section score slides also include a comparison with other trusts in your region. 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.

- **Trust results** – includes the score for your trust and breakdown of scores across sites within your trust. 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.
- **Trends over time** – includes your trust’s mean score for each evaluative question in the survey shown in a significance test table, comparing it to your 2020 mean score. This allows you to see if your trust has made statistically significant improvements between survey years.
- **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 [Appendix](#).

## Other data sources

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

- Full national results; link to view the results for each trust; technical document: [www.cqc.org.uk/inpatientsurvey](http://www.cqc.org.uk/inpatientsurvey)
- National and trust-level data for all trusts who took part in the Adult Inpatient 2021 survey: <https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2021/>. 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: [www.cqc.org.uk/content/surveys](http://www.cqc.org.uk/content/surveys)
- Information about how the CQC monitors hospitals: [www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals](http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals)

# Headline results

## This section includes:

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



# Who took part in the survey?

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



**1,250** invited to take part



**340** completed

77% urgent/emergency admission

23% planned admission



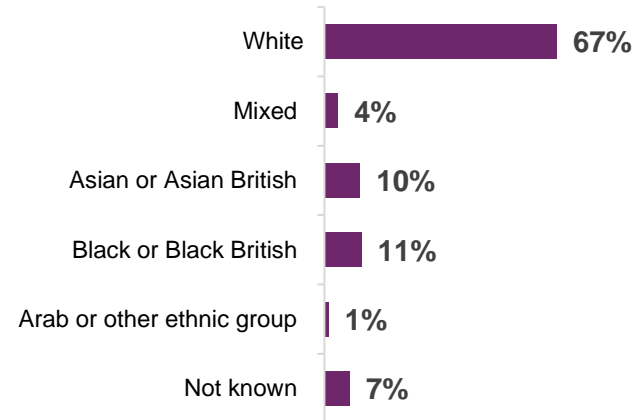
**29%** response rate

39% average response rate for all trusts

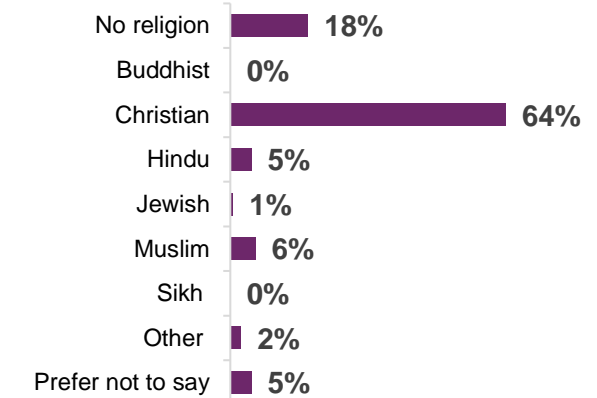
32% response rate for your trust last year



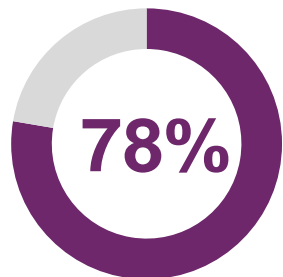
## Ethnicity



## Religion



## Long-term conditions



of participants said they have **physical or mental health conditions, disabilities or illnesses** that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").



## Sex

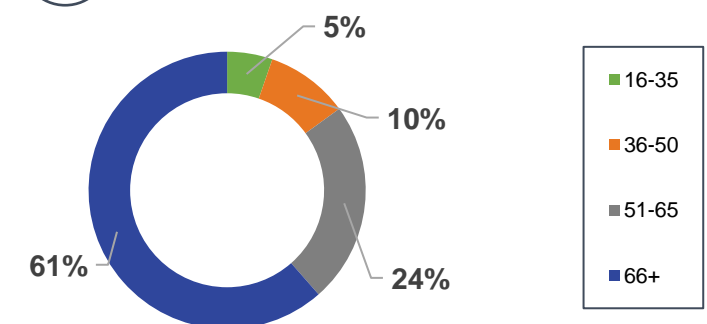
At birth were you registered as...



**1% of participants said their gender is different from the sex they were registered with at birth.**



## Age

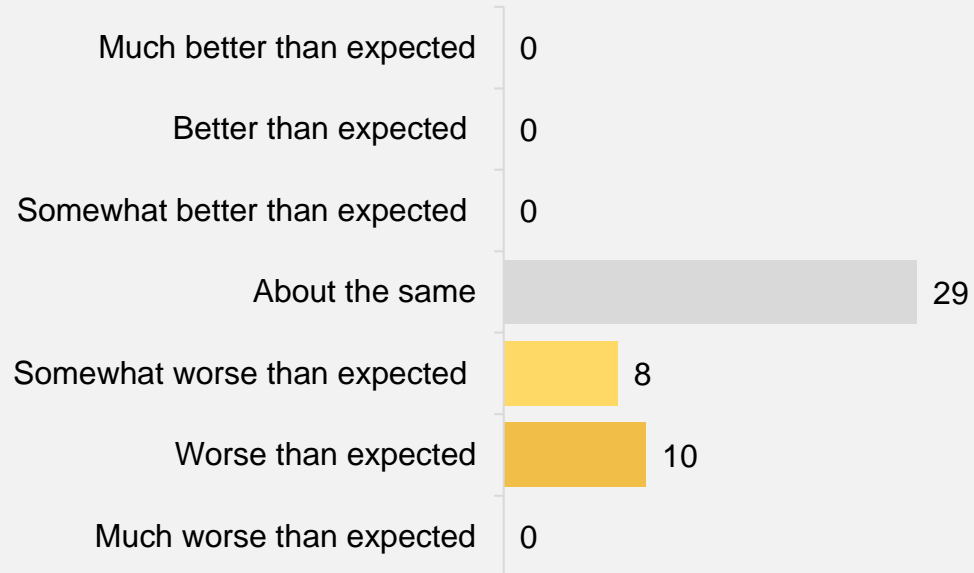




# Summary of findings for your trust

## Comparison with other trusts

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



## Comparison with last year's results

The **number of questions** in this report where your trust showed a statistically significant increase, decrease, or no change in scores compared to 2020 results.



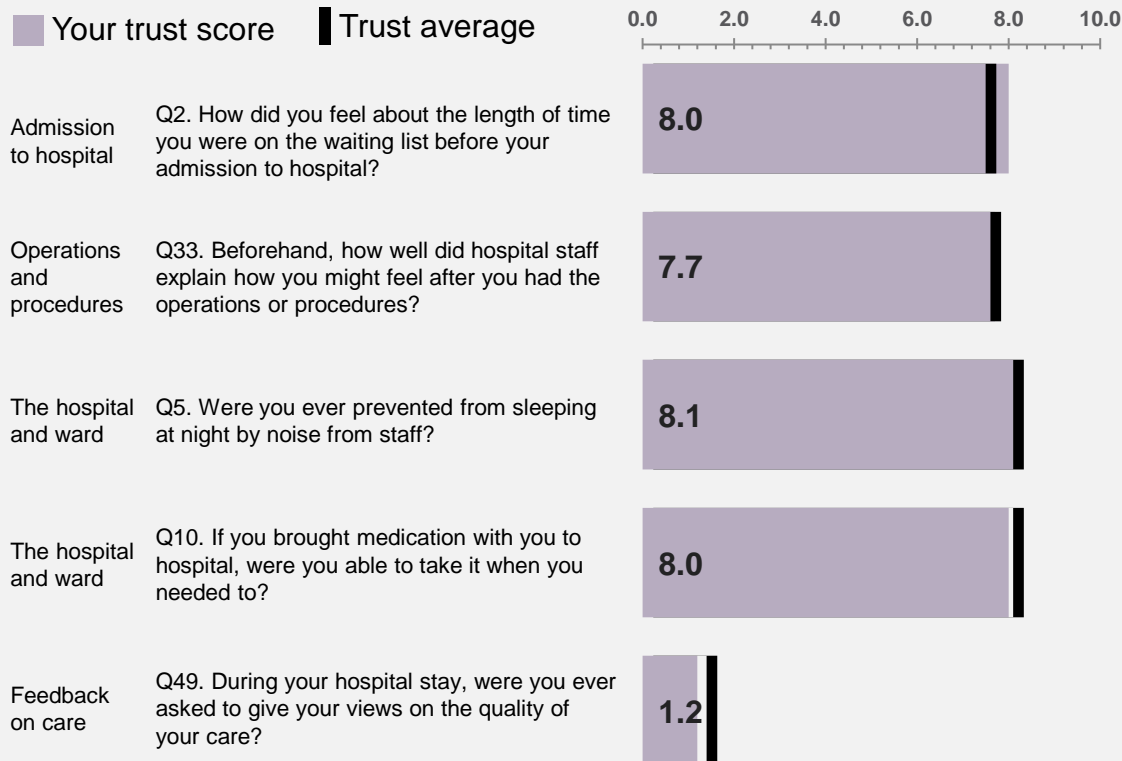
For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the appendix section [“comparison to other trusts”](#). For a breakdown of the questions where your trust showed a statistically significant increase or decrease in scores compared to 2020 results, please refer to the appendix section [“comparison to 2020 results”](#).

# Best and worst performance relative to the trust average

These five questions are calculated by comparing your trust's results to the trust average (the average trust score across England).

- **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.

## Top five scores (compared with trust average)



## Bottom five scores (compared with trust average)



# 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
- a comparison of section scores with other trusts in your region



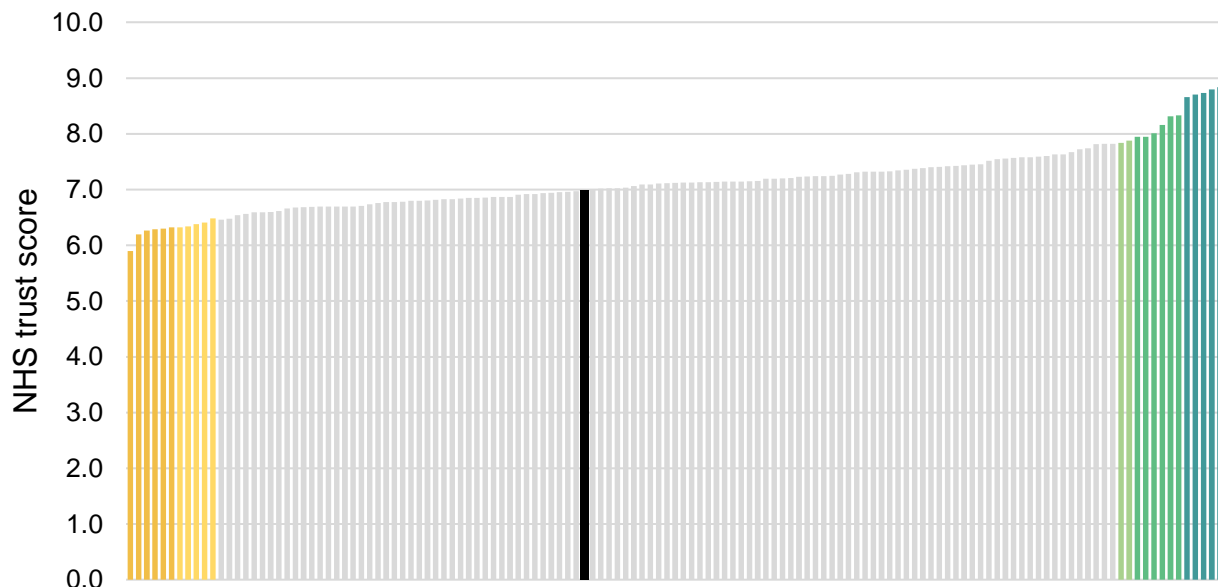
# Section 1. Admission to hospital

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



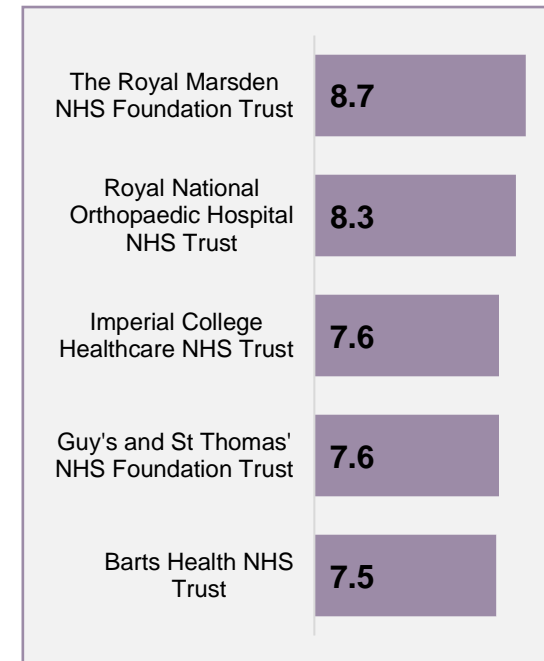
**Your trust section score = 7.0 (About the same)**



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

## Comparison with other trusts within your region

### Trusts with the highest scores



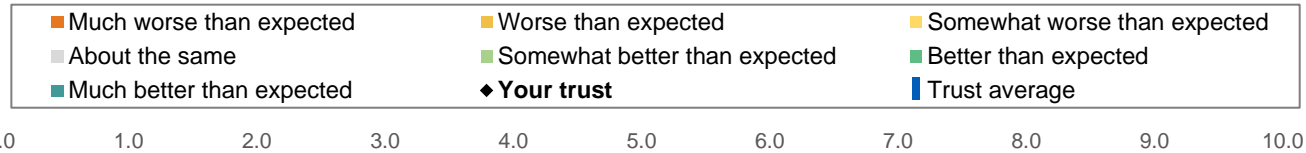
### Trusts with the lowest scores



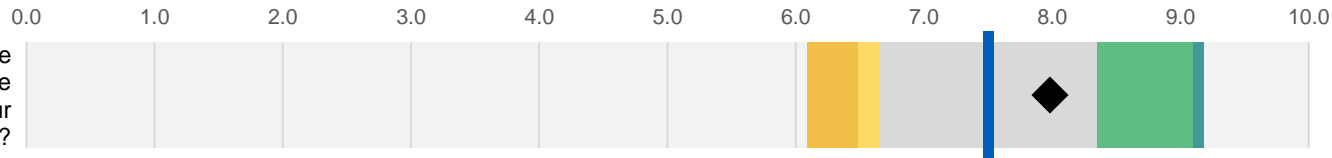
# Section 1. Admission to hospital (continued)

## Question scores

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



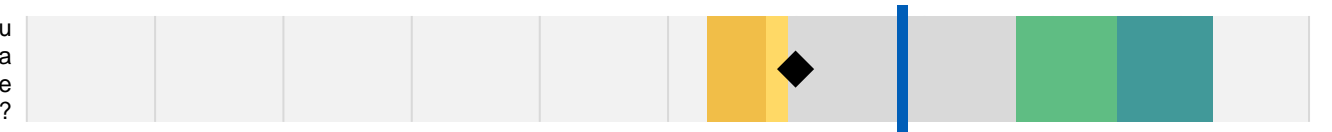
Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?



About the same

Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
82	8.0	7.5	6.1	9.2

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

324	6.0	6.8	5.3	9.2
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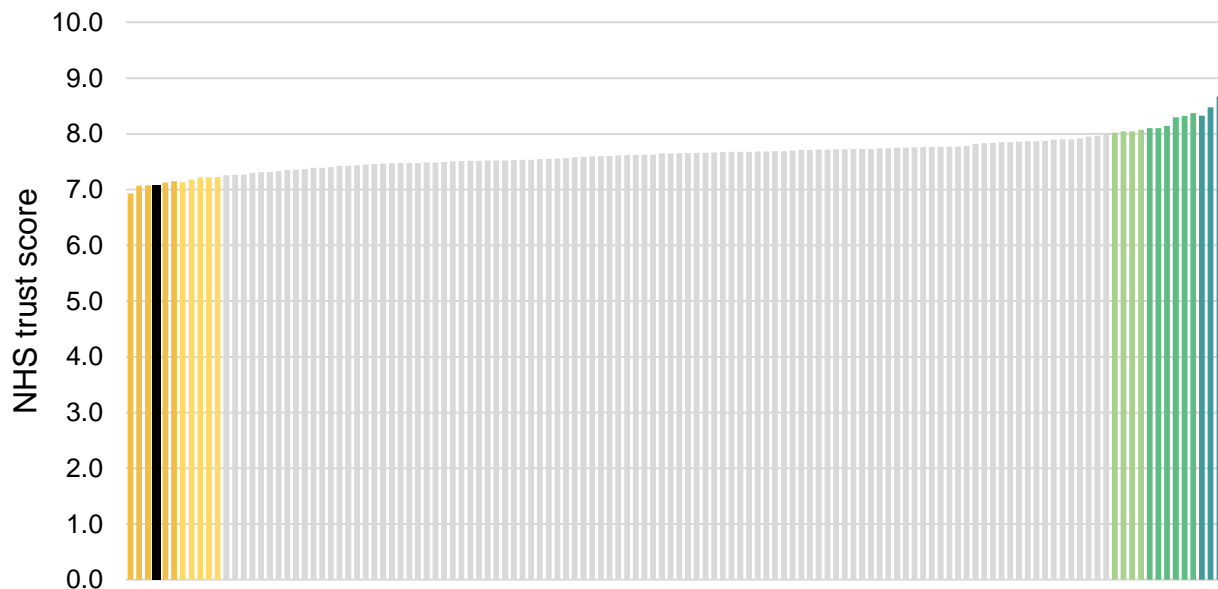
# Section 2. The hospital and ward

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



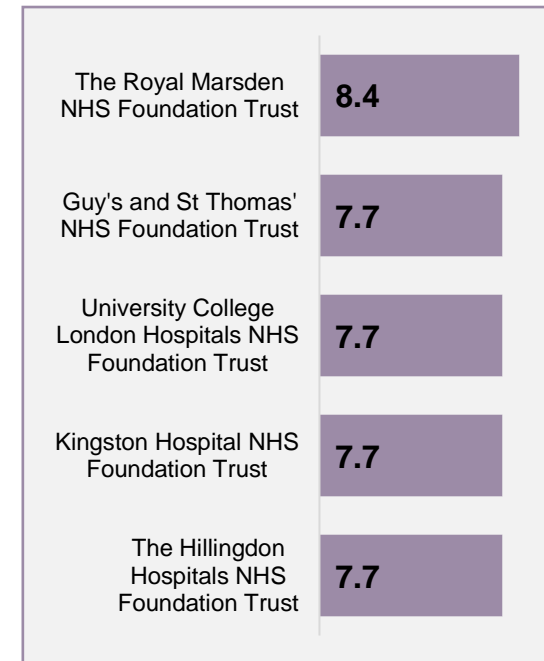
### Your trust section score = 7.1 (Worse)



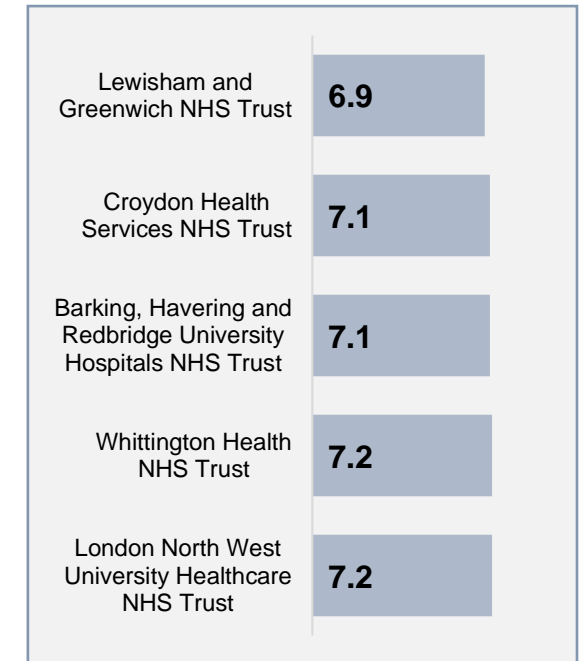
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores



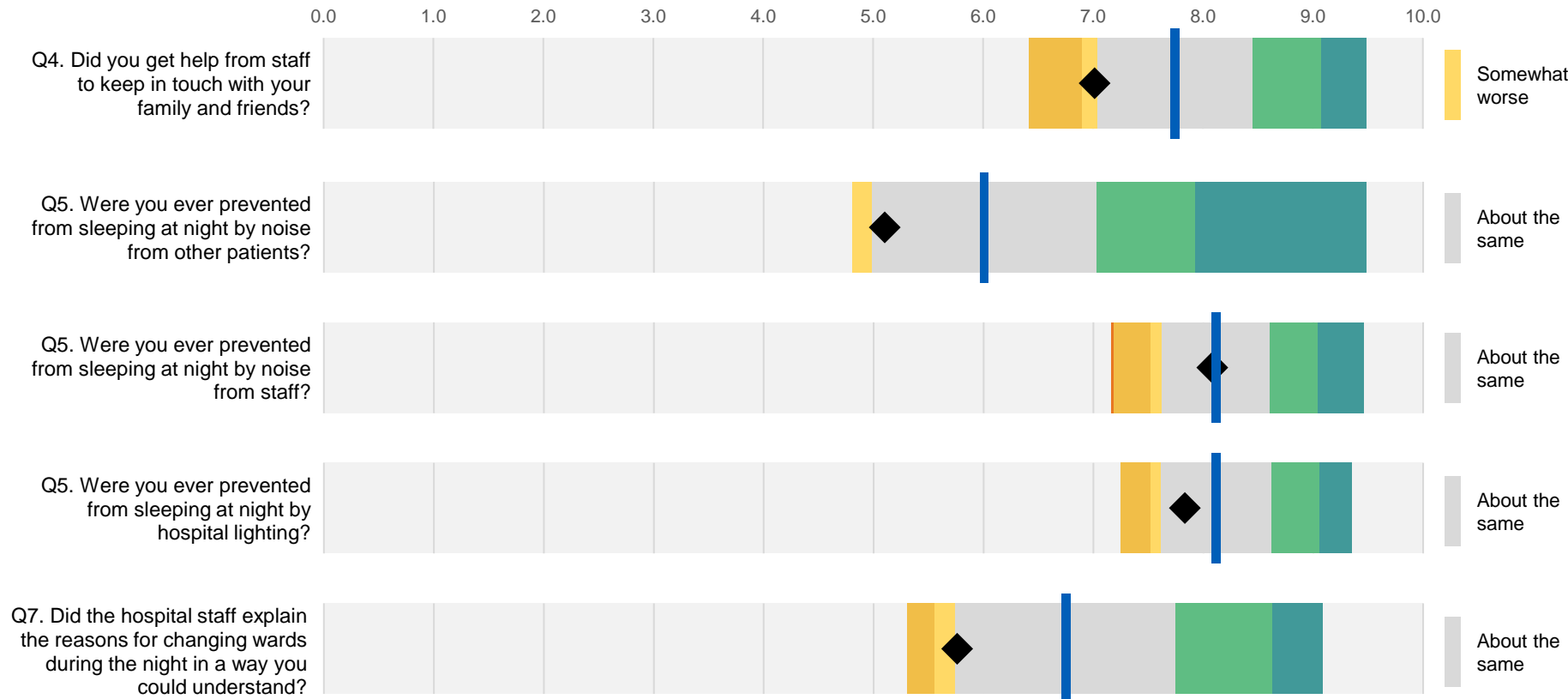
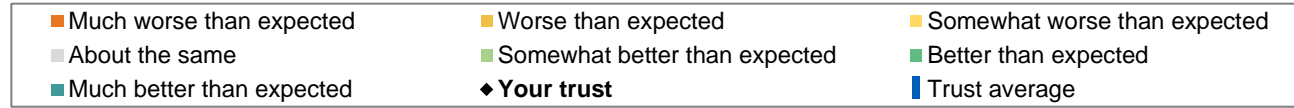
### Trusts with the lowest scores



# Section 2. The hospital and ward (continued)

## Question scores

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



		All trusts in England		
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
199	7.0	7.7	6.4	9.5

294	5.1	6.0	4.8	9.5
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294	8.1	8.1	7.2	9.5
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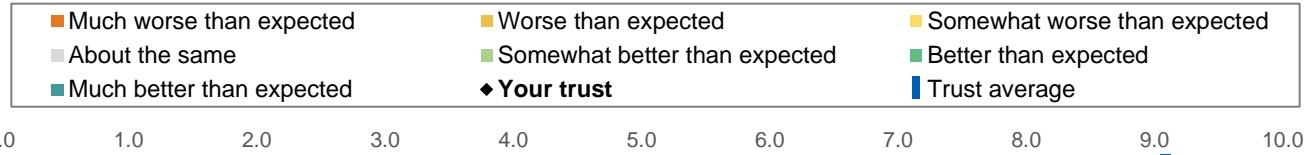
294	7.8	8.1	7.2	9.4
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68	5.8	6.7	5.3	9.1
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# Section 2. The hospital and ward (continued)

## Question scores

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



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



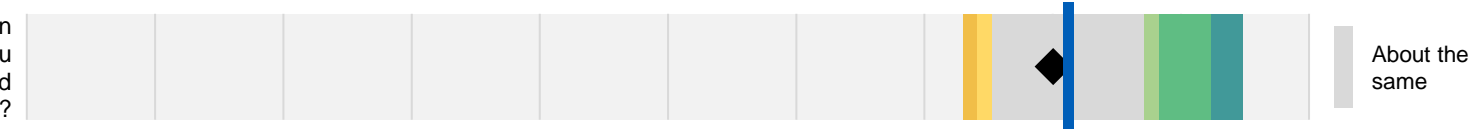
Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
334	8.6	9.1	8.4	9.9

Q9. Did you get enough help from staff to wash or keep yourself clean?



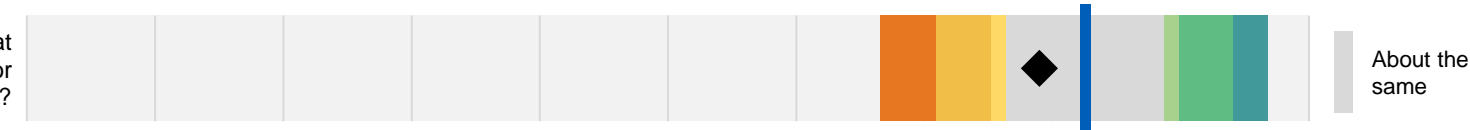
234	7.4	8.1	7.2	9.4
-----	-----	-----	-----	-----

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



175	8.0	8.1	7.3	9.5
-----	-----	-----	-----	-----

Q11. Were you offered food that met any dietary needs or requirements you had?



182	7.9	8.3	6.7	9.7
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Q12. How would you rate the hospital food?



317	6.2	7.0	5.9	8.8
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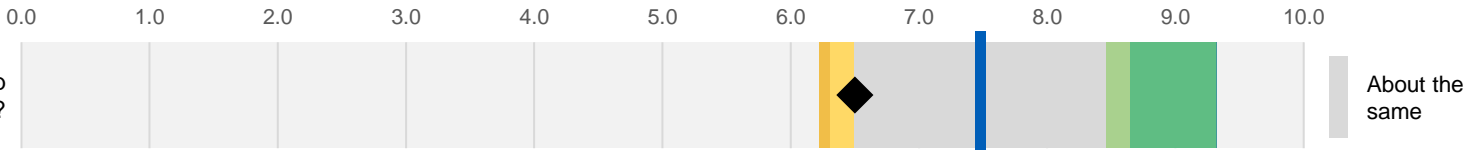
# Section 2. The hospital and ward (continued)

## Question scores

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



Q13. Did you get enough help from staff to eat your meals?



About the same

Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
82	6.5	7.5	6.2	9.3

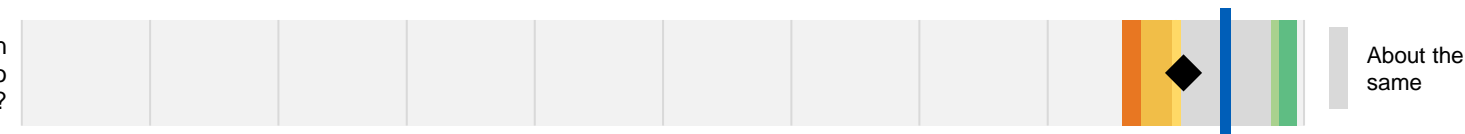
Q14. Were you able to get hospital food outside of set meal times?



Worse

140	4.6	5.9	4.3	8.6
-----	-----	-----	-----	-----

Q15. During your time in hospital, did you get enough to drink?



About the same

307	9.1	9.4	8.6	9.9
-----	-----	-----	-----	-----

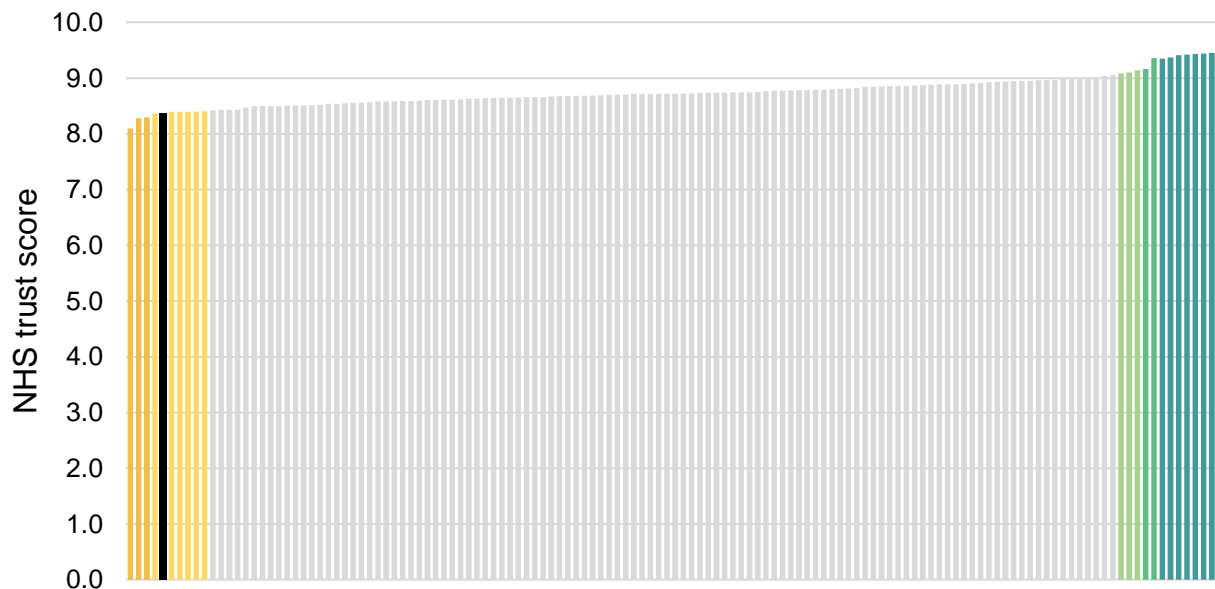
# Section 3. Doctors

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



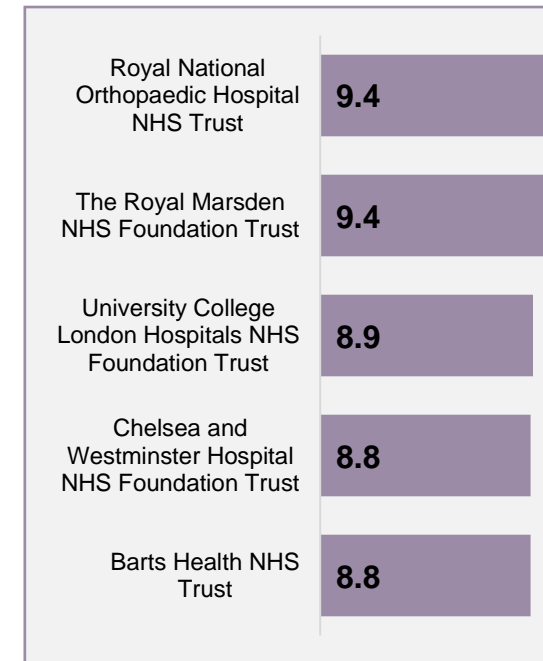
**Your trust section score = 8.4 (Somewhat worse)**



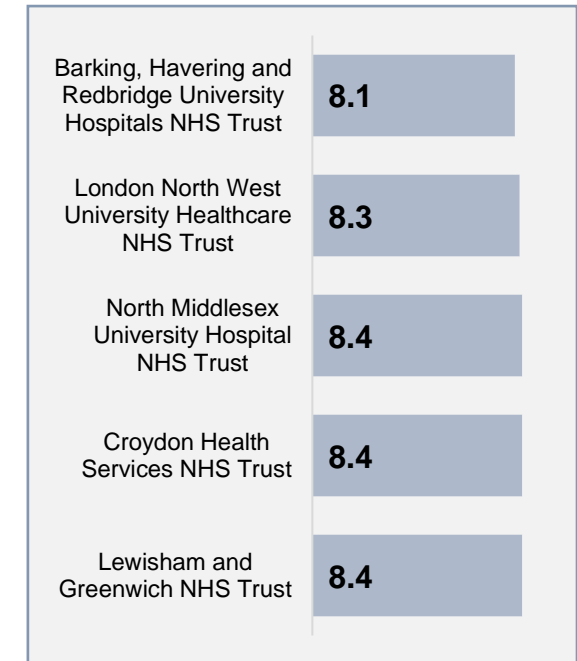
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores



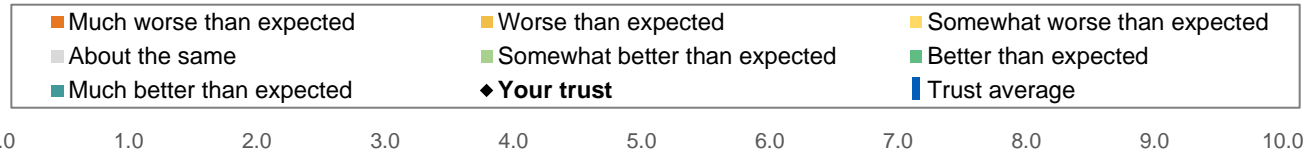
### Trusts with the lowest scores



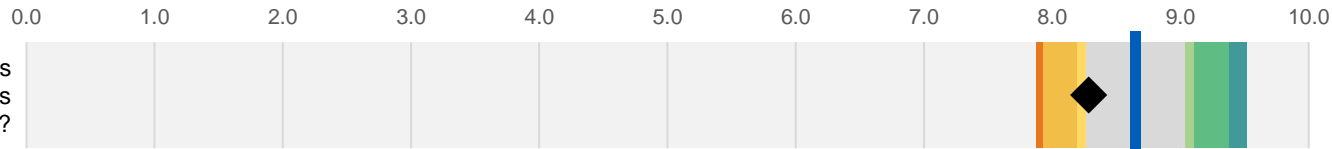
# Section 3. Doctors (continued)

## Question scores

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



Q16. When you asked doctors questions, did you get answers you could understand?



About the same

Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
312	8.3	8.7	7.9	9.5

Q17. Did you have confidence and trust in the doctors treating you?



About the same

336	8.9	9.1	8.5	9.8
-----	-----	-----	-----	-----

Q18. When doctors spoke about your care in front of you, were you included in the conversation?



Worse

332	8.0	8.5	7.9	9.4
-----	-----	-----	-----	-----

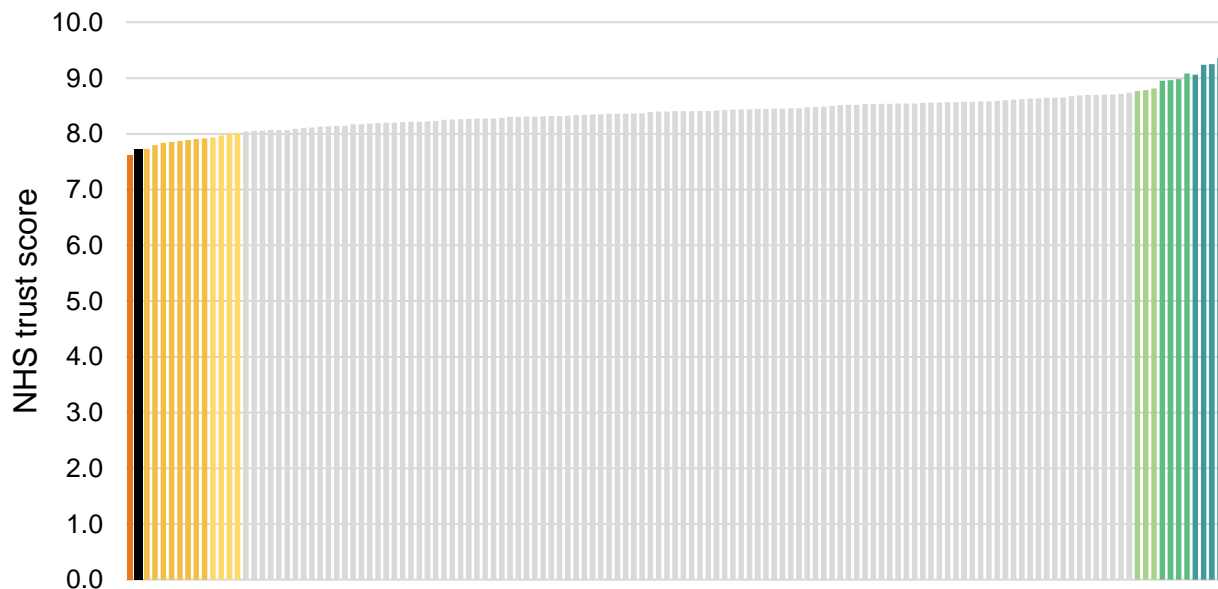
# Section 4. Nurses

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



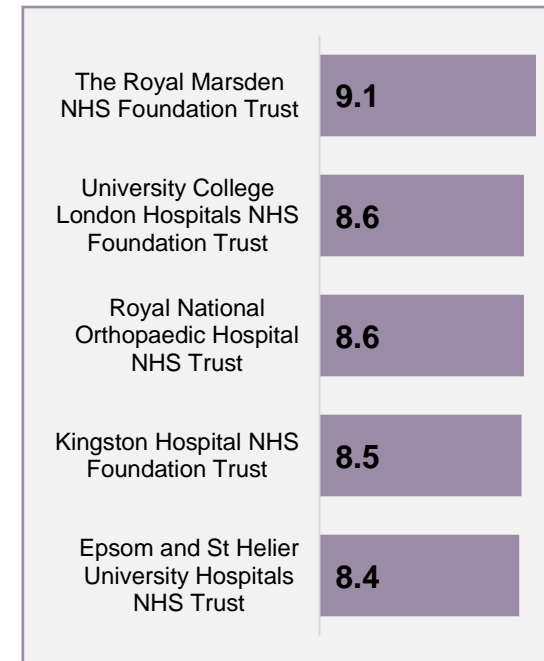
### Your trust section score = 7.7 (Worse)



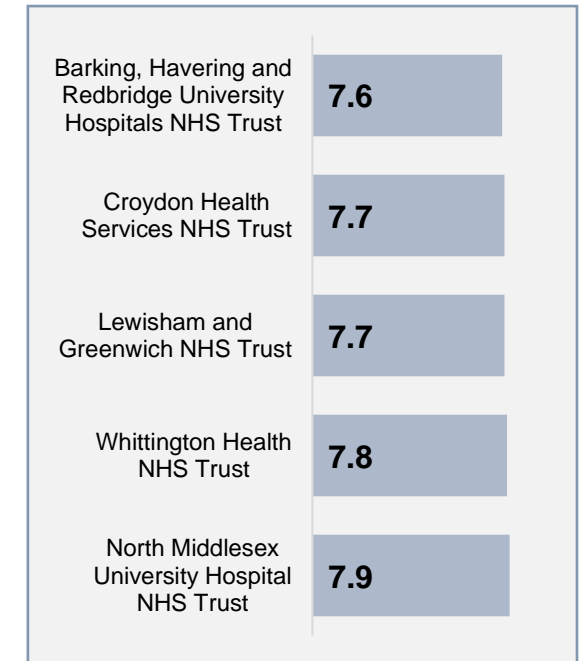
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores



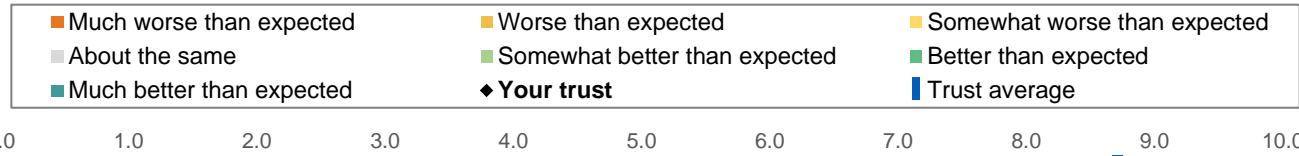
### Trusts with the lowest scores



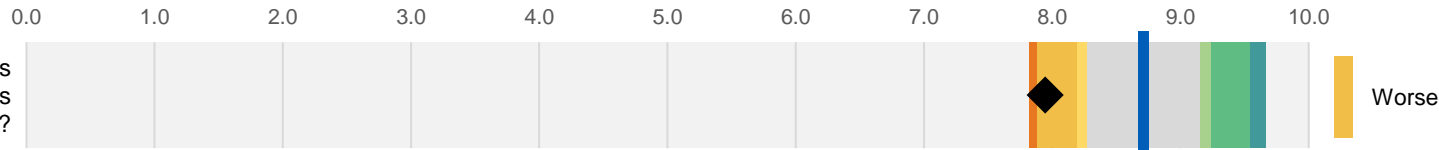
# Section 4. Nurses (continued)

## Question scores

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



Q19. When you asked nurses questions, did you get answers you could understand?



Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
313	7.9	8.7	7.8	9.7

Q20. Did you have confidence and trust in the nurses treating you?



336	8.2	9.0	8.2	9.6
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Q21. When nurses spoke about your care in front of you, were you included in the conversation?



330	7.7	8.6	7.7	9.5
-----	-----	-----	-----	-----

Q22. In your opinion, were there enough nurses on duty to care for you in hospital?



331	7.0	7.3	5.9	9.1
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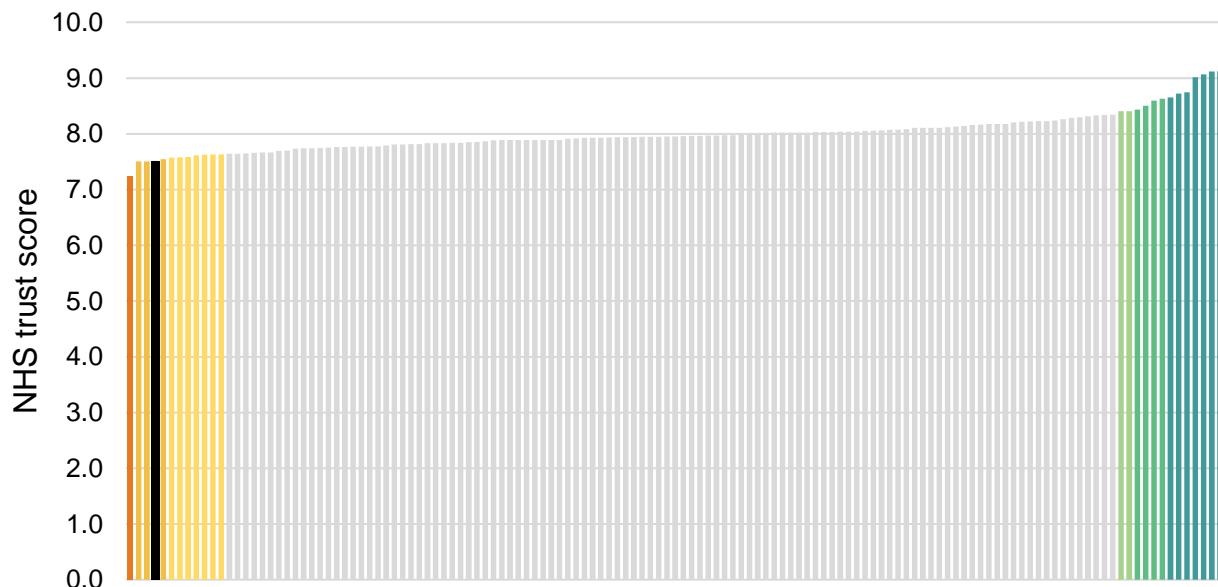
# Section 5. Your care and treatment

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

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

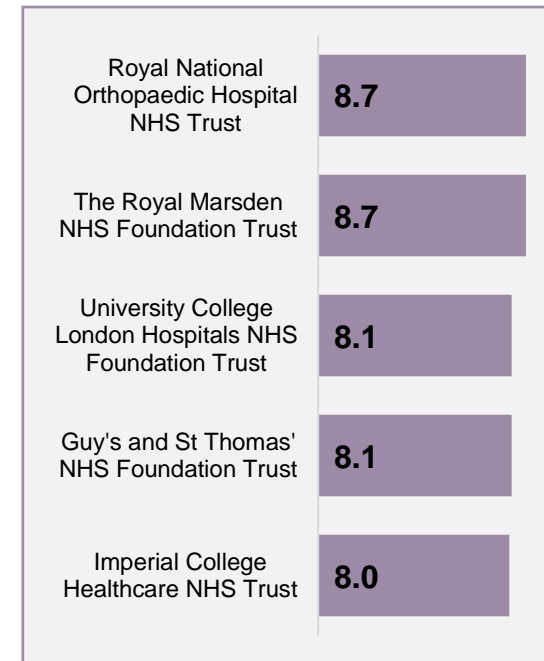
### Your trust section score = 7.5 (Worse)



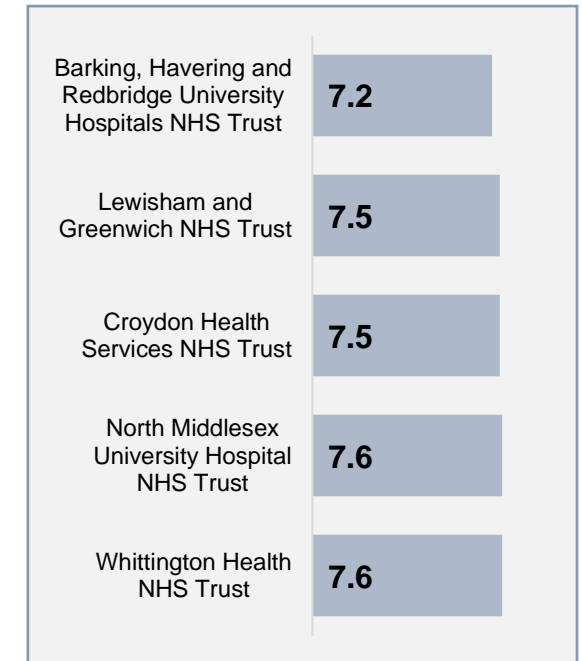
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores



### Trusts with the lowest scores



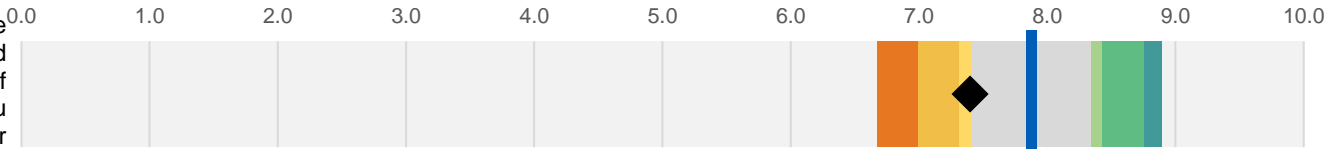
# Section 5. Your care and treatment (continued)

## Question scores

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



Q23. 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?



Somewhat worse

Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
290	7.4	7.9	6.7	8.9

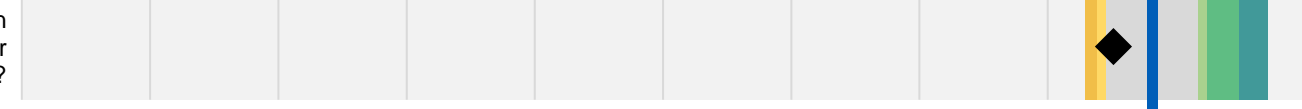
Q24. To what extent did staff looking after you involve you in decisions about your care and treatment?



Worse

319	6.4	7.1	6.3	8.5
-----	-----	-----	-----	-----

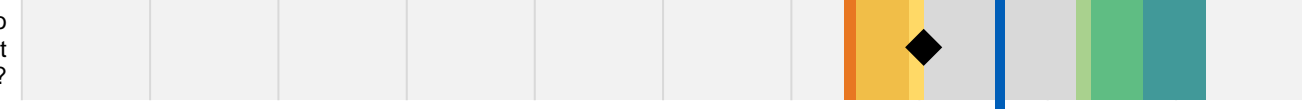
Q25 How much information about your condition or treatment was given to you?



About the same

327	8.5	8.8	8.3	9.7
-----	-----	-----	-----	-----

Q26. Did you feel able to talk to members of hospital staff about your worries and fears?



Somewhat worse

278	7.0	7.6	6.4	9.2
-----	-----	-----	-----	-----

Q27. Were you able to discuss your condition or treatment with hospital staff without being overhead?



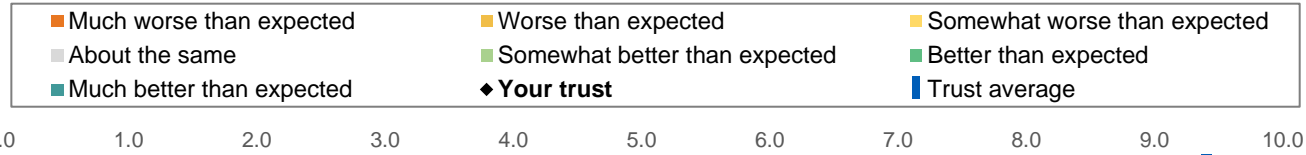
Somewhat worse

300	5.4	6.3	5.3	9.3
-----	-----	-----	-----	-----

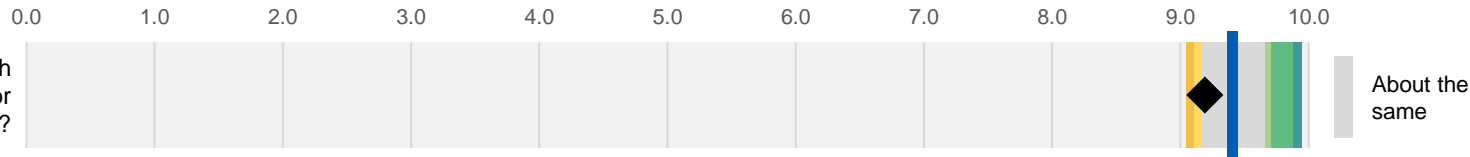
# Section 5. Your care and treatment (continued)

## Question scores

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



Q28. Were you given enough privacy when being examined or treated?



Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
327	9.2	9.4	9.0	9.9

Q29. Do you think the hospital staff did everything they could to help control your pain?



269	8.4	8.8	8.1	9.6
-----	-----	-----	-----	-----

Q30. Were you able to get a member of staff to help you when you needed attention?



312	7.8	8.1	7.3	9.4
-----	-----	-----	-----	-----



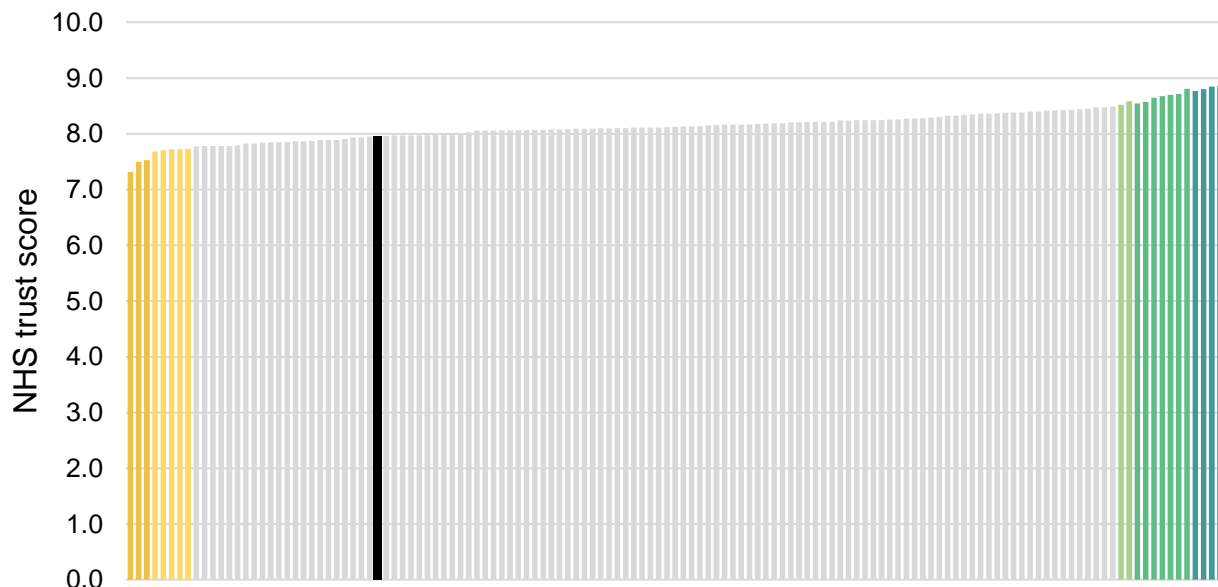
# Section 6. Operations and procedures

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



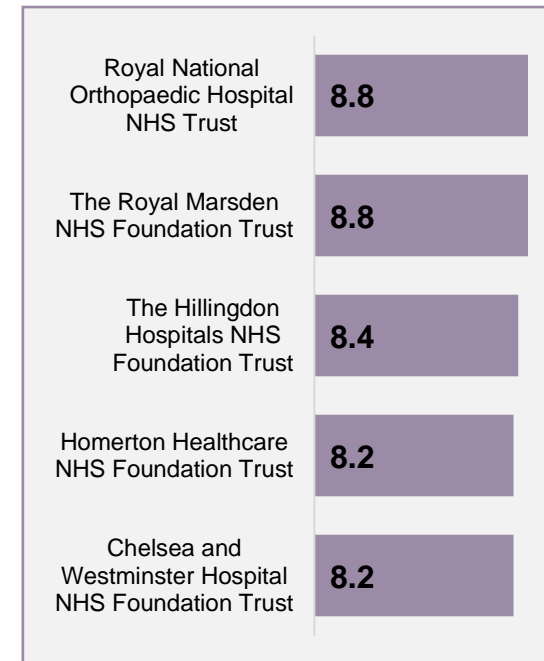
**Your trust section score = 8.0 (About the same)**



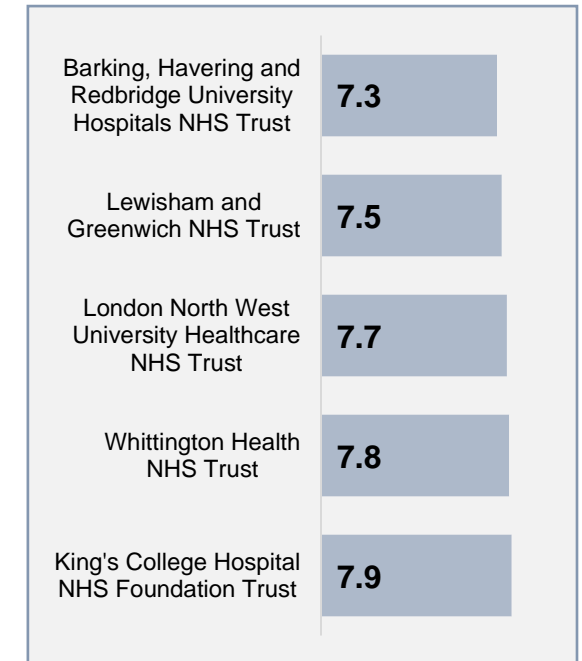
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores



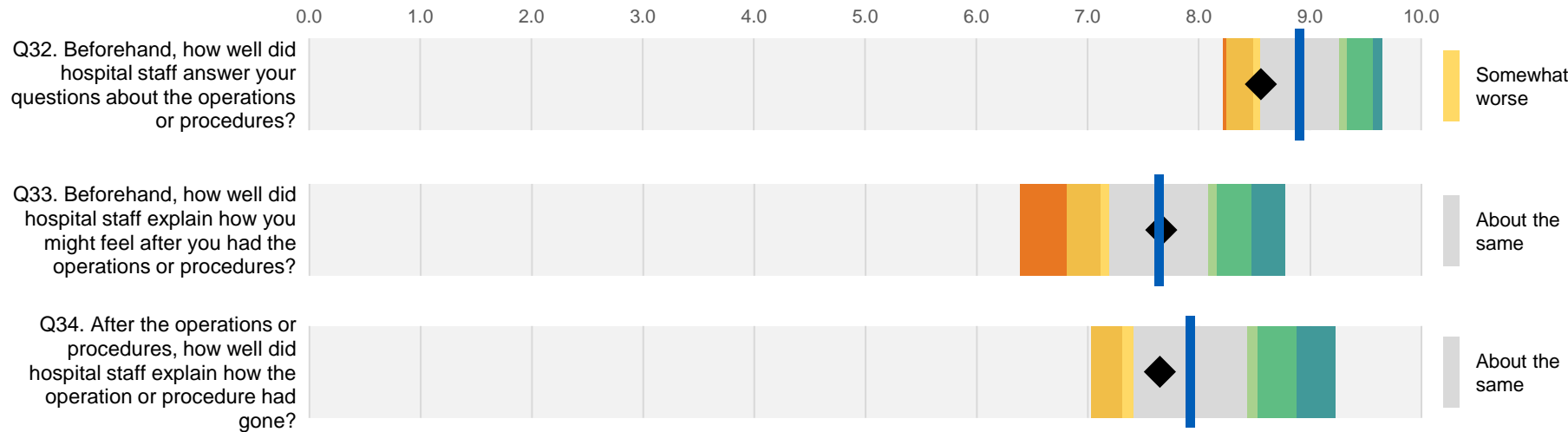
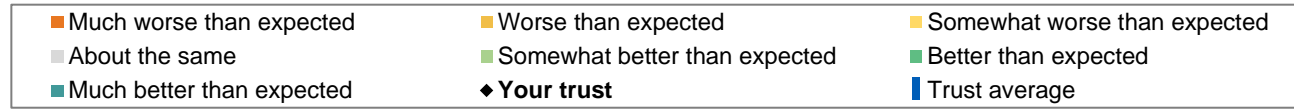
### Trusts with the lowest scores



# Section 6. Operations and procedures (continued)

## Question scores

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



		All trusts in England		
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
158	8.6	8.9	8.2	9.7

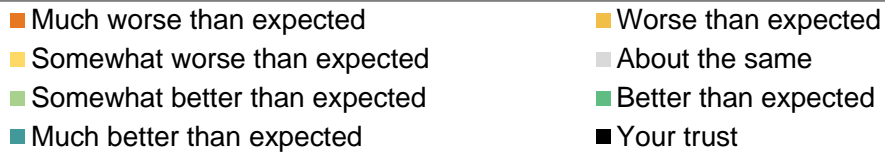
164	7.7	7.6	6.4	8.8
-----	-----	-----	-----	-----

166	7.6	7.9	7.0	9.2
-----	-----	-----	-----	-----

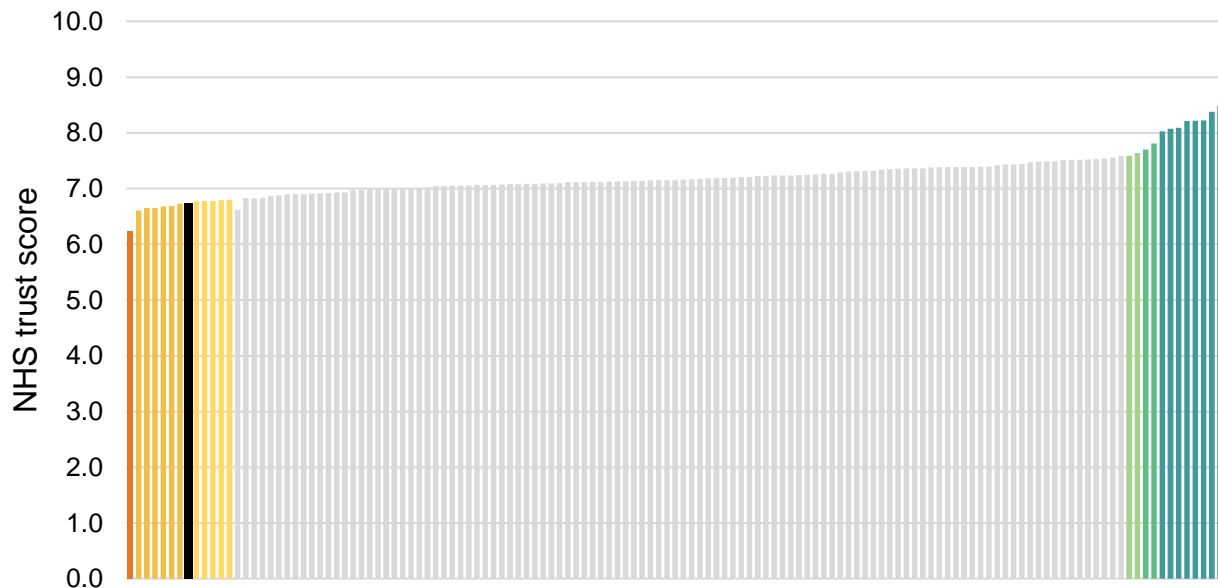
# Section 7. Leaving hospital

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



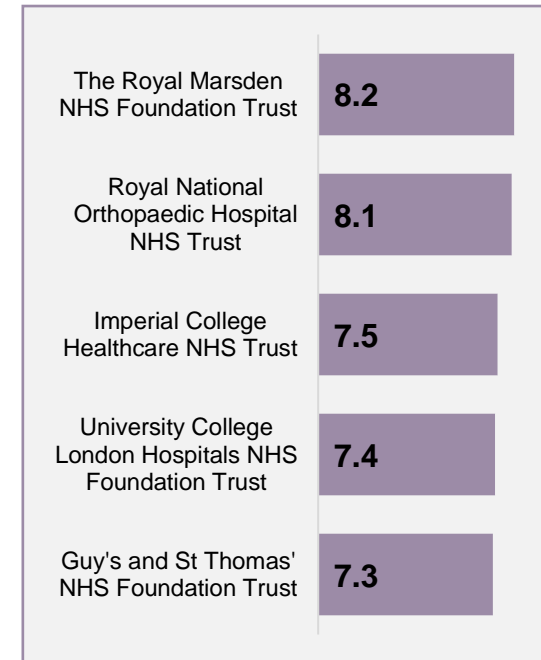
**Your trust section score = 6.7 (Somewhat worse)**



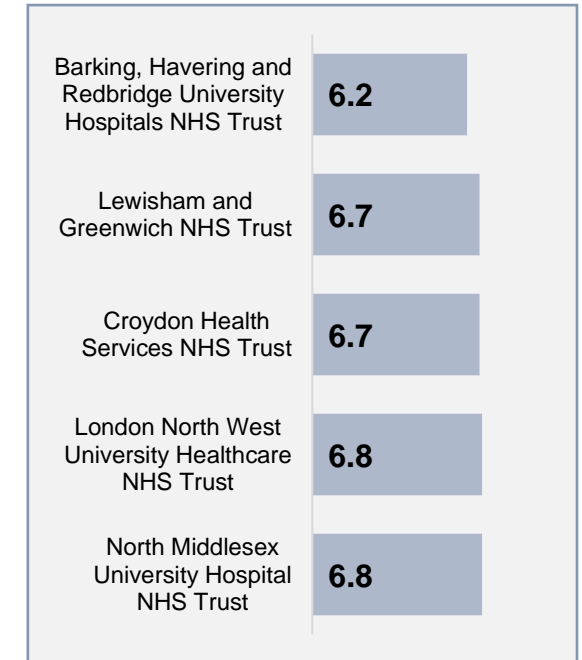
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores



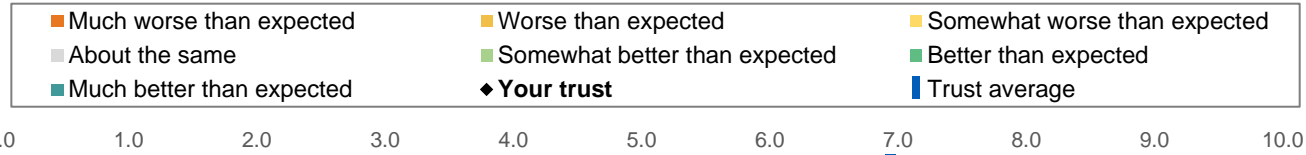
### Trusts with the lowest scores



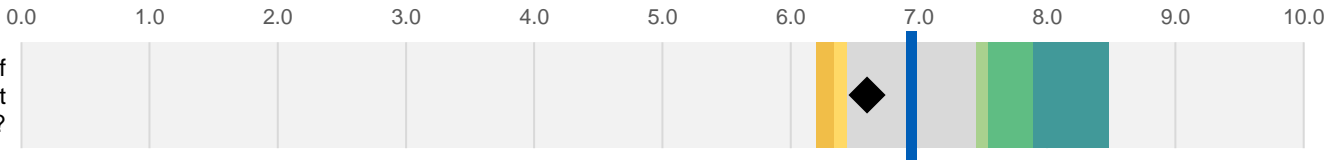
# Section 7. Leaving hospital (continued)

## Question scores

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



Q35. To what extent did staff involve you in decisions about you leaving hospital?



About the same

Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
326	6.6	6.9	6.2	8.5

Q36. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?



Worse

257	6.6	7.2	6.5	9.0
-----	-----	-----	-----	-----

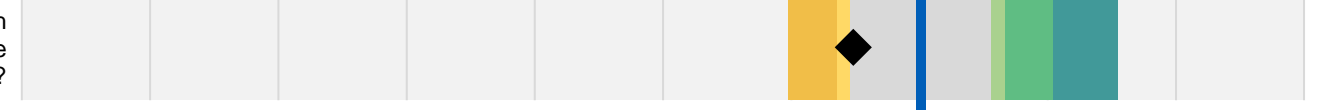
Q37. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any changes to your home, after leaving the hospital?



About the same

143	7.6	8.3	5.6	9.6
-----	-----	-----	-----	-----

Q38. Were you given enough notice about when you were going to leave hospital?



About the same

337	6.5	7.0	6.0	8.5
-----	-----	-----	-----	-----

Q39. Before you left hospital, were you given any information about what you should or should not do after leaving hospital?



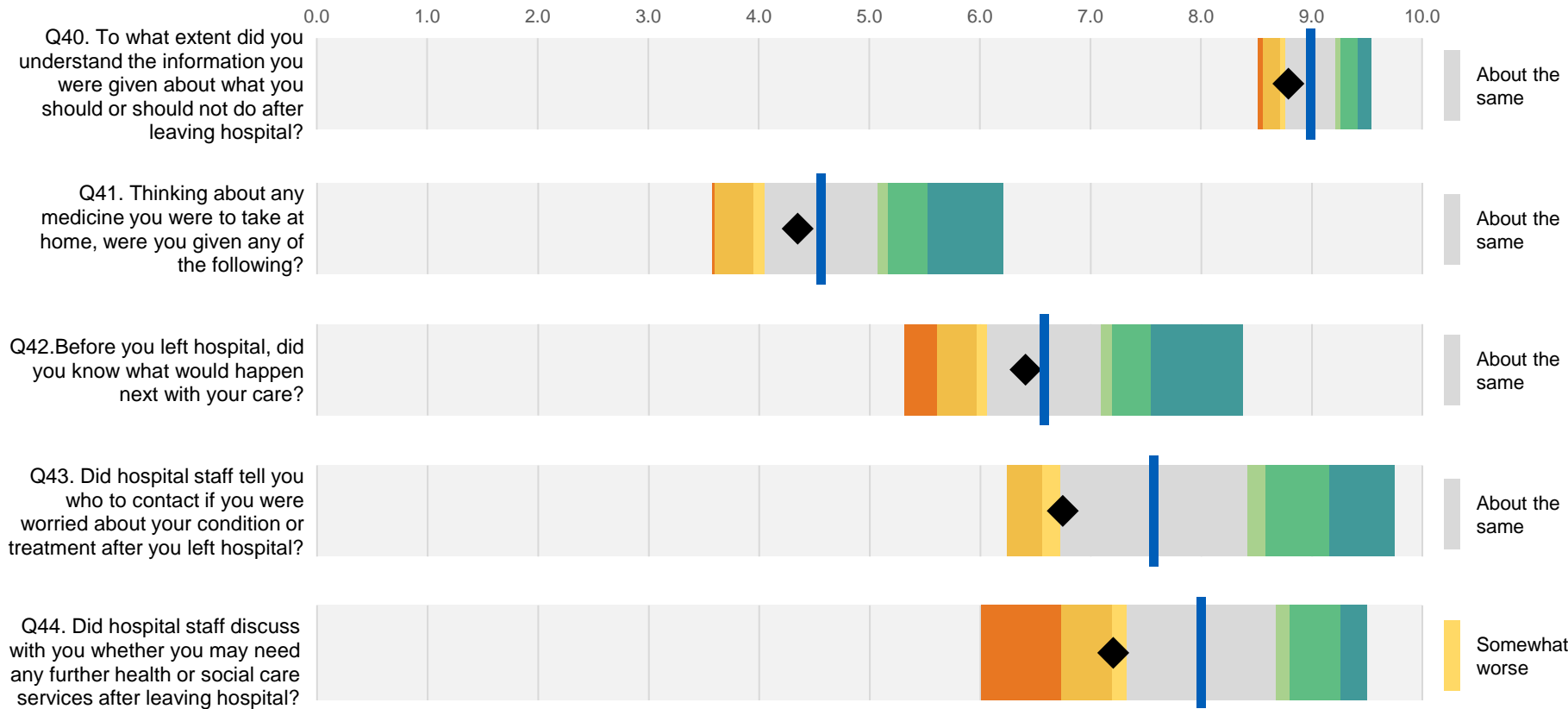
About the same

312	7.7	8.0	7.0	9.7
-----	-----	-----	-----	-----

# Section 7. Leaving hospital (continued)

## Question scores

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



Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
229	8.8	9.0	8.5	9.5

255	4.3	4.6	3.6	6.2
-----	-----	-----	-----	-----

304	6.4	6.6	5.3	8.4
-----	-----	-----	-----	-----

306	6.7	7.6	6.2	9.7
-----	-----	-----	-----	-----

199	7.2	8.0	6.0	9.5
-----	-----	-----	-----	-----

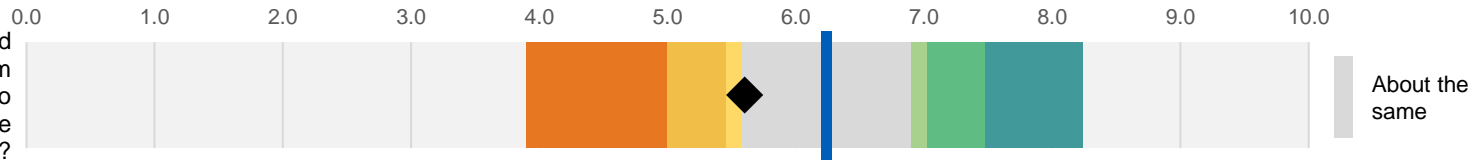
# Section 7. Leaving hospital (continued)

## Question scores

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



Q46. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?



Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
193	5.6	6.2	3.9	8.2

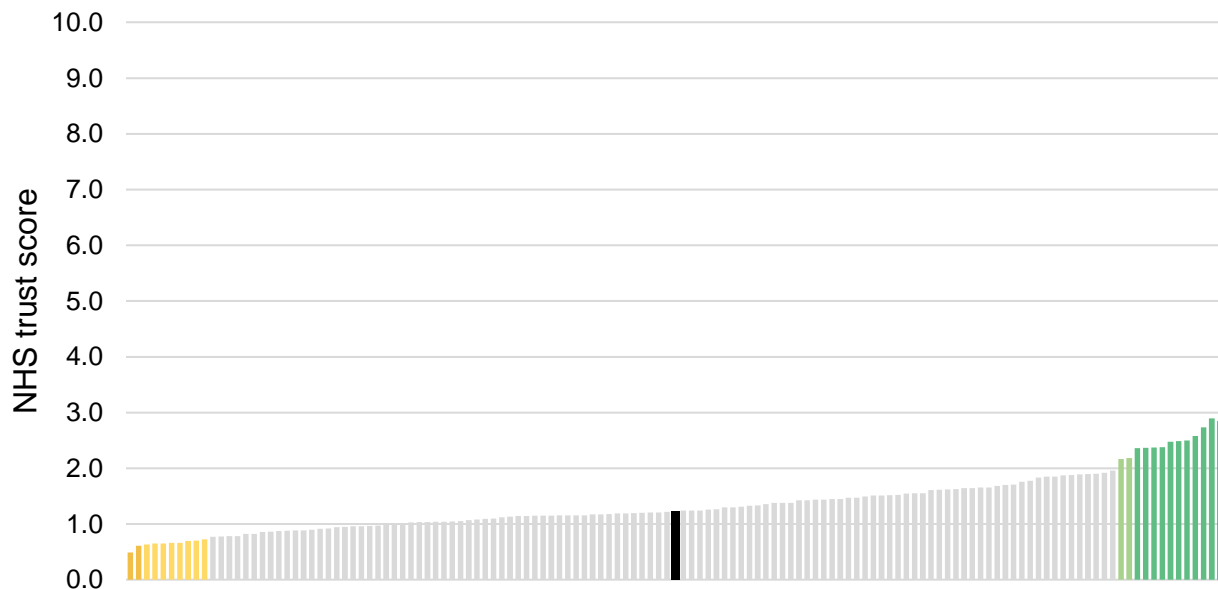
# Section 8. Feedback on the quality of your care

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

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

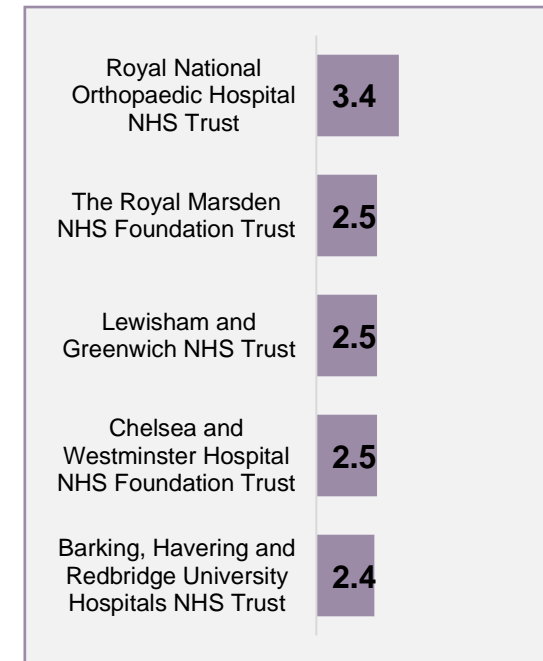
**Your trust section score = 1.2 (About the same)**



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

## Comparison with other trusts within your region

### Trusts with the highest scores



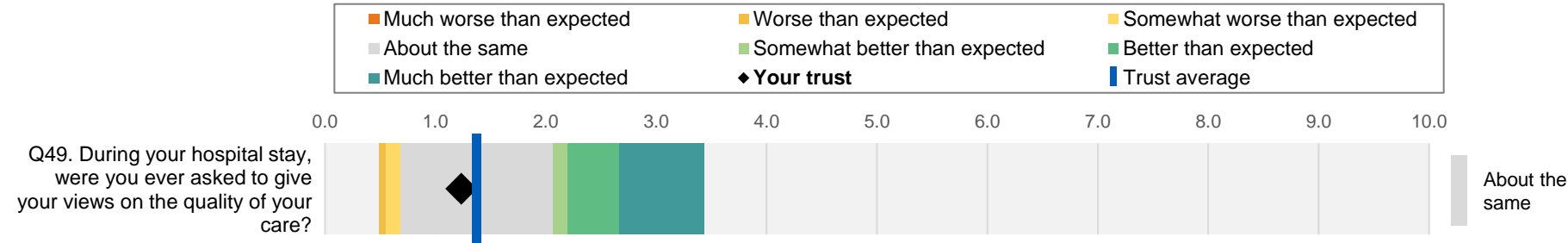
### Trusts with the lowest scores



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

## Question score

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



Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
275	1.2	1.4	0.5	3.4



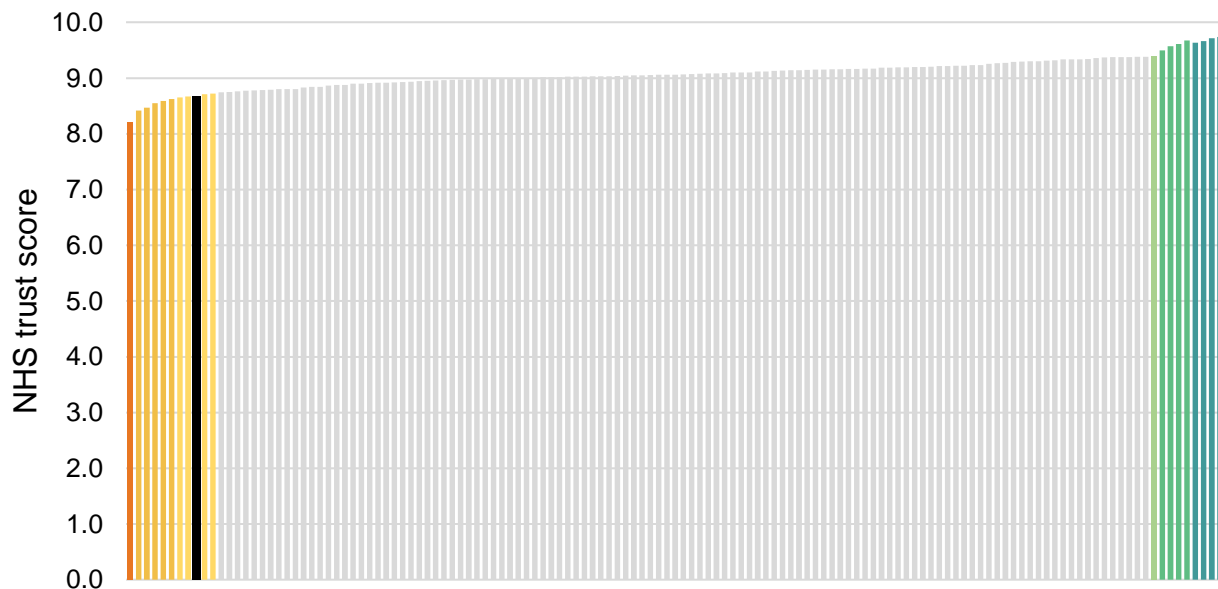
# Section 9. Respect and dignity

## Section score

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



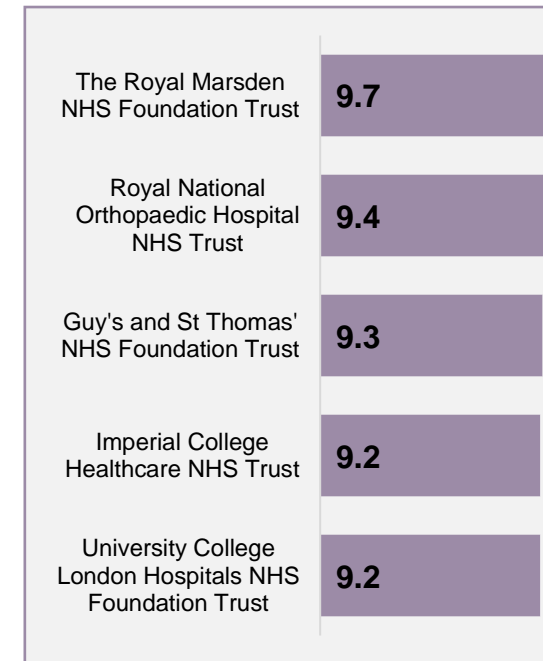
**Your trust section score = 8.7 (Somewhat worse)**



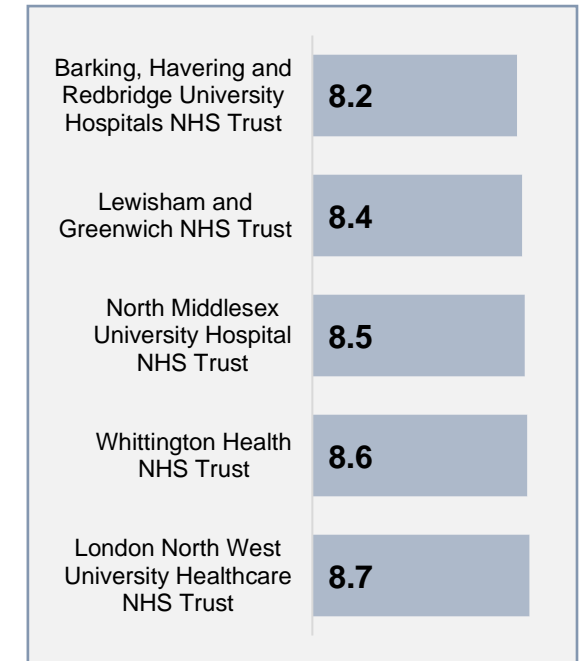
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores



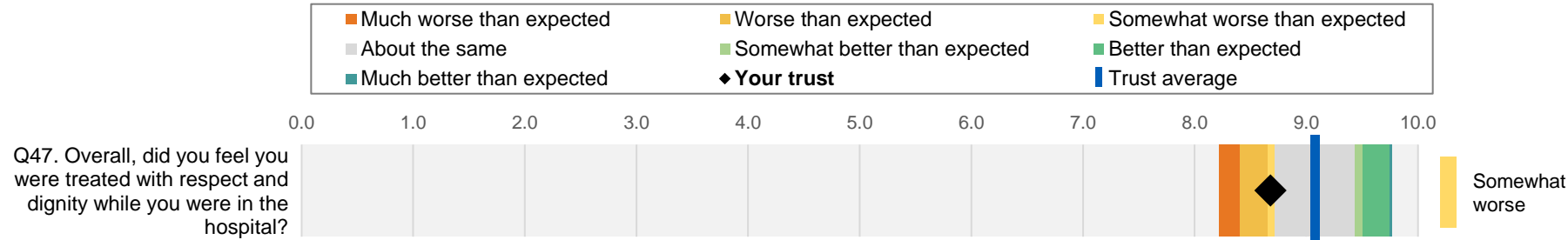
### Trusts with the lowest scores



# Section 9. Respect and dignity (continued)

## Question score

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



Number of respondents (your trust)	Your trust score	All trusts in England		
		Trust average score	Lowest score	Highest score
330	8.7	9.1	8.2	9.8

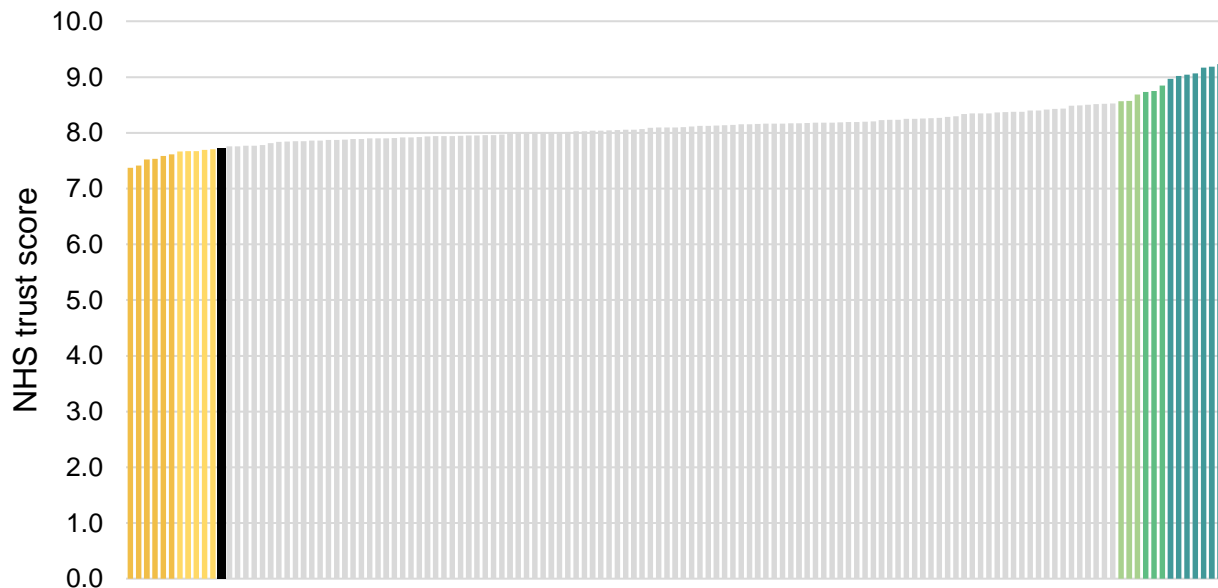
# Section 10. Overall experience

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

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

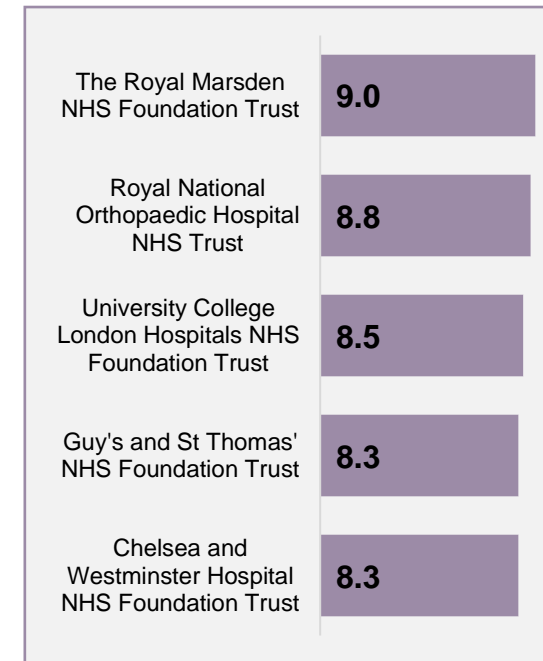
### Your trust section score = 7.7 (About the same)



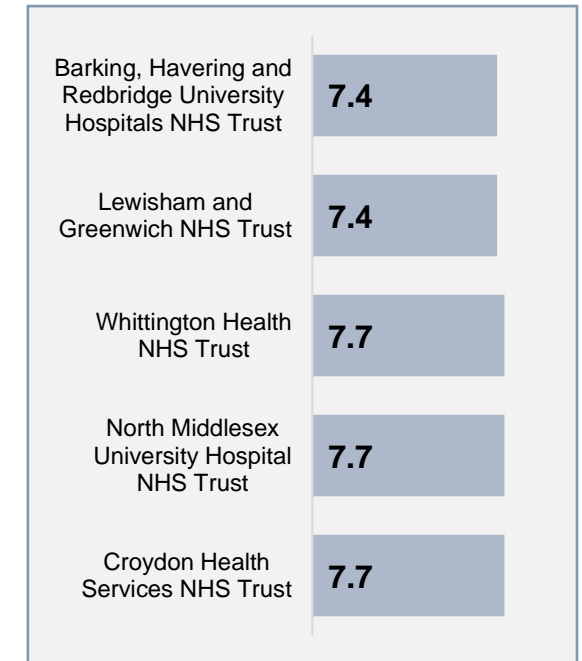
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores



### Trusts with the lowest scores



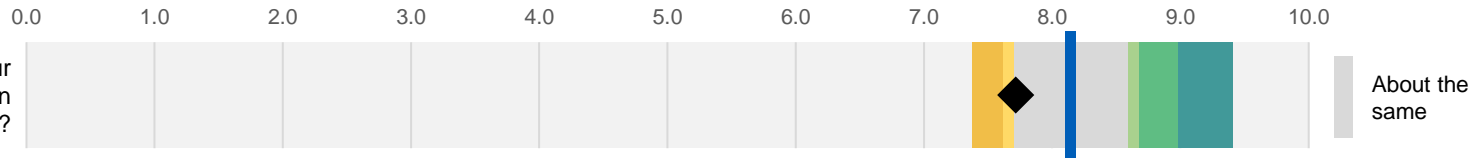
# Section 10. Overall experience (continued)

## Question score

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



Q48. Overall, how was your experience while you were in the hospital?



		All trusts in England		
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
328	7.7	8.1	7.4	9.4

# Trust results

## This section includes:

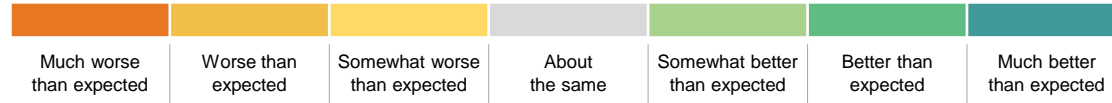
- an overview of results for your trust for each question, including:
  - the score for your trust
  - a breakdown of scores across sites within your trust
- if fewer than 30 responses were received from patients discharged from a site, no scores will be displayed for that site



## Admission to hospital

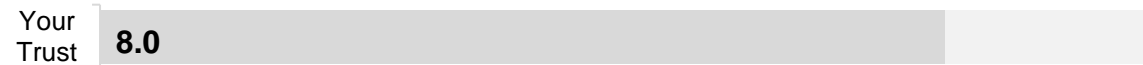
**Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



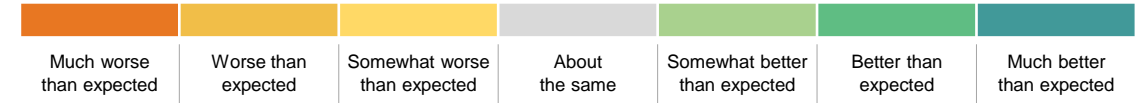
Site 1

CROYDON UNIVERSITY HOSPITAL (82)

## 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



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



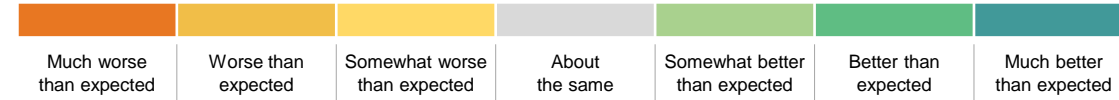
Site 1

CROYDON UNIVERSITY HOSPITAL (324)

## The hospital and ward

**Q4. Did you get help from staff to keep in touch with your family and friends?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



## The hospital and ward

**Q5. Were you ever prevented from sleeping at night by noise from other patients?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

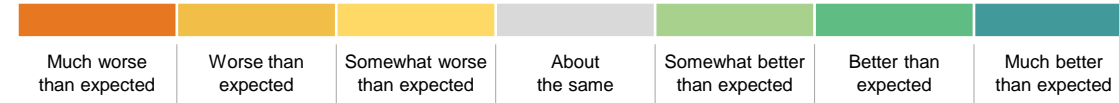
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## The hospital and ward

Q5. Were you ever prevented from sleeping at night by noise from staff?

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

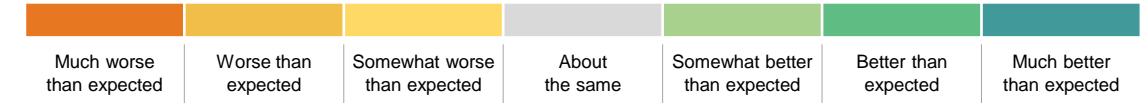
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## The hospital and ward

Q5. Were you ever prevented from sleeping at night by hospital lighting?

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.

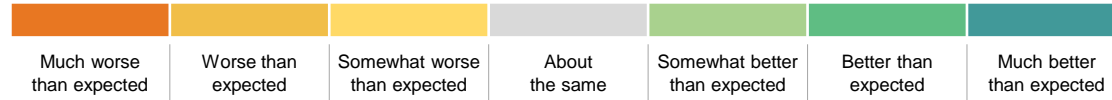




## The hospital and ward

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

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



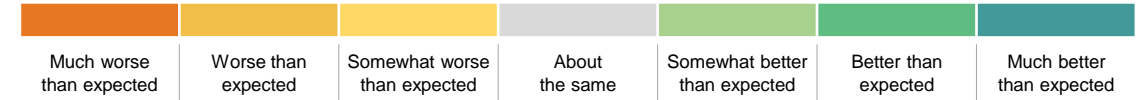
Site 1

CROYDON UNIVERSITY HOSPITAL (68)

## The hospital and ward

**Q8. How clean was the hospital room or ward that you were in?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



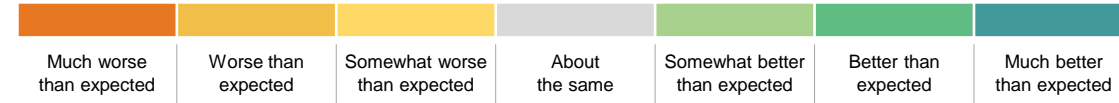
Site 1

CROYDON UNIVERSITY HOSPITAL (334)

## The hospital and ward

**Q9. Did you get enough help from staff to wash or keep yourself clean?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

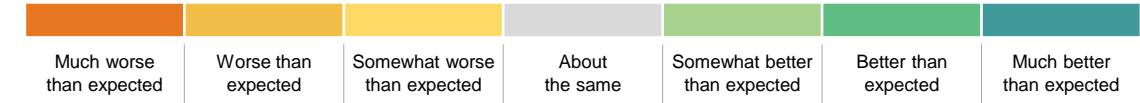
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## 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



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

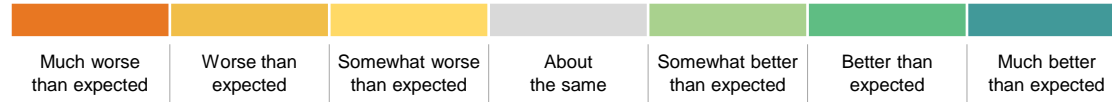
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## The hospital and ward

**Q11. Were you offered food that met any dietary needs or requirements you had?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



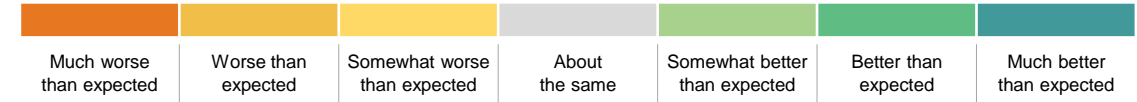
Site 1

CROYDON UNIVERSITY HOSPITAL (182)

## The hospital and ward

**Q12. How would you rate the hospital food?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



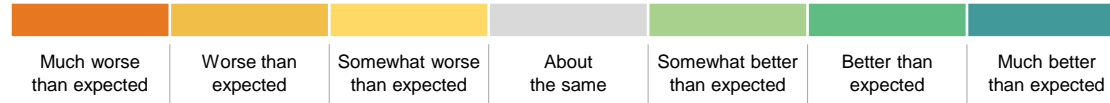
Site 1

CROYDON UNIVERSITY HOSPITAL (317)

## The hospital and ward

Q13. Did you get enough help from staff to eat your meals?

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



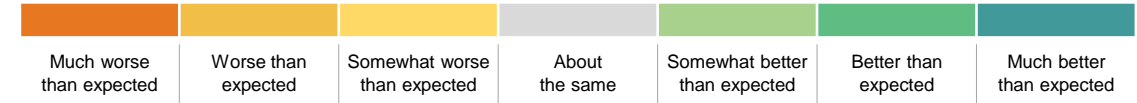
Site 1

CROYDON UNIVERSITY HOSPITAL (82)

## The hospital and ward

Q14. Were you able to get hospital food outside of set meal times?

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



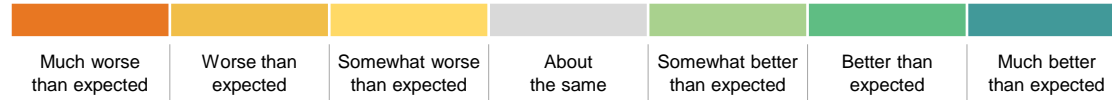
Site 1

CROYDON UNIVERSITY HOSPITAL (140)

## The hospital and ward

Q15. During your time in hospital, did you get enough to drink?

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

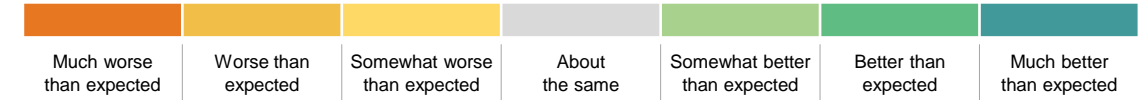
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Doctors

Q16. When you asked doctors questions, did you get answers you could understand?

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



## Doctors

Q17. Did you have confidence and trust in the doctors treating you?

### Results for your trust



#### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



#### 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.



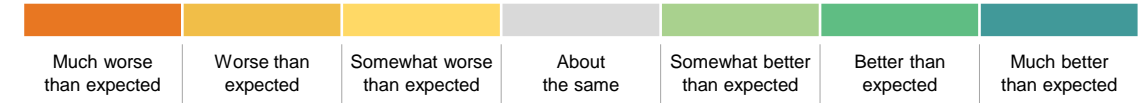
Site 1

CROYDON UNIVERSITY HOSPITAL (336)

## Doctors

Q18. When doctors spoke about your care in front of you, were you included in the conversation?

### Results for your trust



#### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



#### 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

CROYDON UNIVERSITY HOSPITAL (332)

## Nurses

Q19. When you asked nurses questions, did you get answers you could understand?

### Results for your trust



#### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



#### Breakdown of scores for sites within your trust:

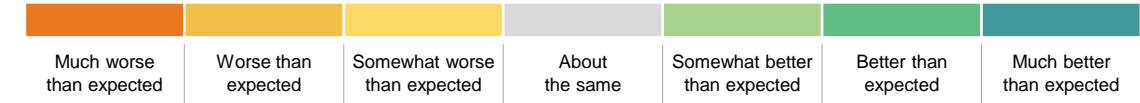
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Nurses

Q20. Did you have confidence and trust in the nurses treating you?

### Results for your trust



#### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



#### Breakdown of scores for sites within your trust:

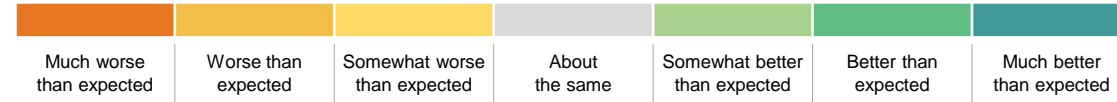
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Nurses

**Q21. When nurses spoke about your care in front of you, were you included in the conversation?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



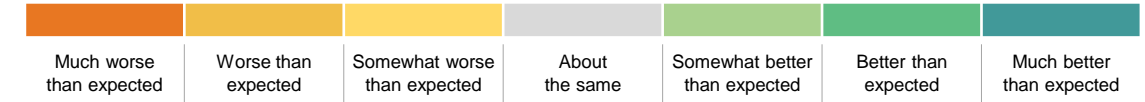
Site 1

CROYDON UNIVERSITY HOSPITAL (330)

## Nurses

**Q22. In your opinion, were there enough nurses on duty to care for you in hospital?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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

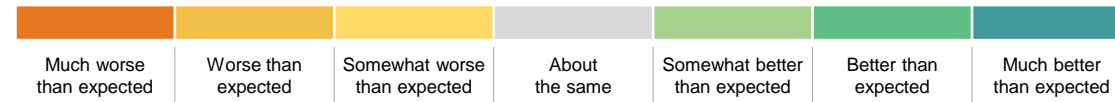
CROYDON UNIVERSITY HOSPITAL (331)



## Your care and treatment

**Q23. 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



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

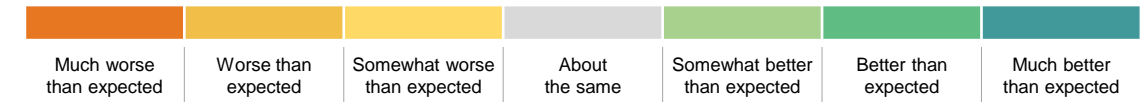
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Your care and treatment

**Q24. To what extent did staff looking after you involve you in decisions about your care and treatment?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Your care and treatment

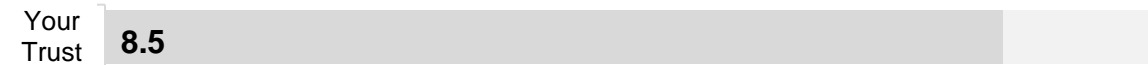
**Q25. How much information about your condition or treatment was given to you?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Your care and treatment

**Q26. Did you feel able to talk to members of hospital staff about your worries and fears?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Your care and treatment

**Q27. Were you able to discuss your condition or treatment with hospital staff without being overheard?**

### Results for your trust



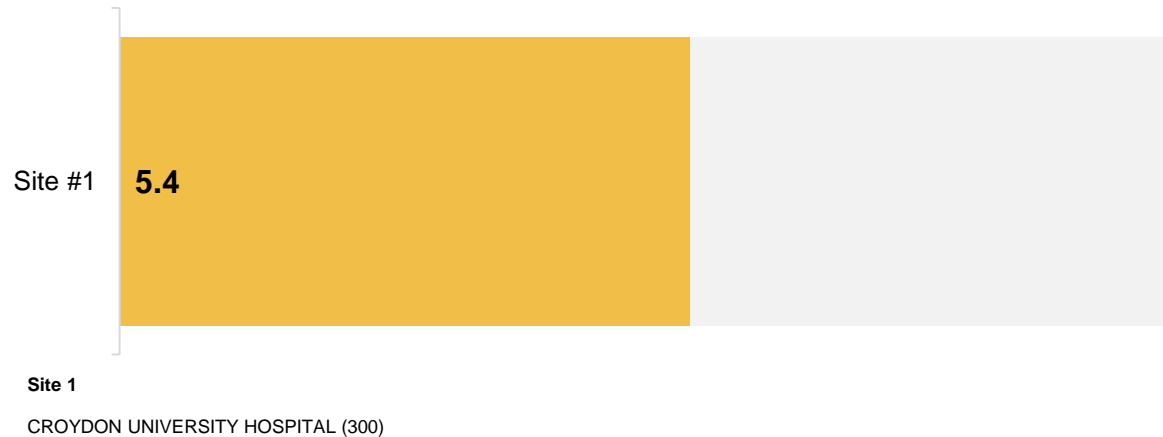
### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

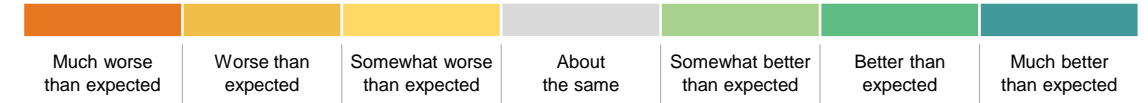
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Your care and treatment

**Q28. Were you given enough privacy when being examined or treated?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Your care and treatment

**Q29. Do you think the hospital staff did everything they could to help control your pain?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

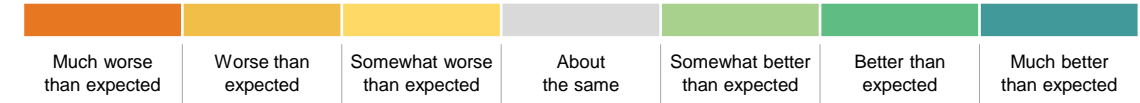
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Your care and treatment

**Q30. Were you able to get a member of staff to help you when you needed attention?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

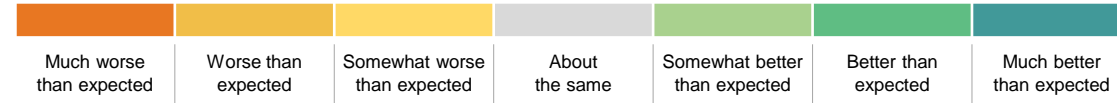
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Operations and procedures

**Q32. Beforehand, how well did hospital staff answer your questions about the operations or procedures?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

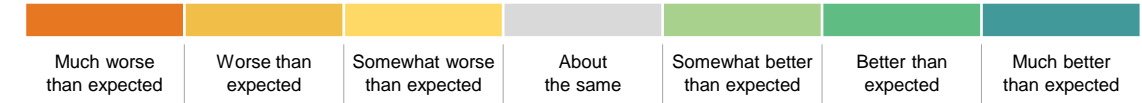
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Operations and procedures

**Q33. Beforehand, how well did hospital staff explain how you might feel after you had the operations or procedures?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



## Operations and procedures

**Q34. After the operations or procedures, how well did hospital staff explain how the operation or procedure had gone?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



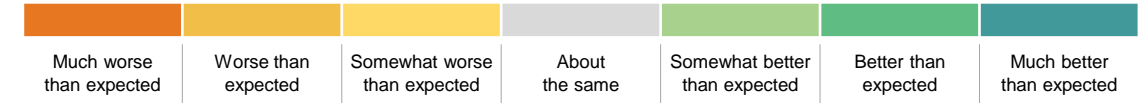
Site 1

CROYDON UNIVERSITY HOSPITAL (166)

## Leaving hospital

**Q35. To what extent did staff involve you in decisions about you leaving hospital?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



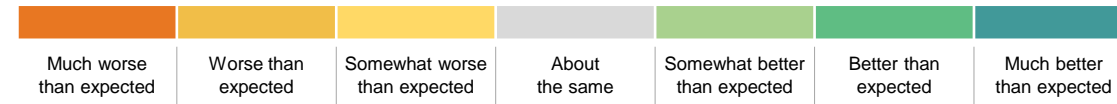
Site 1

CROYDON UNIVERSITY HOSPITAL (326)

## Leaving hospital

**Q36. 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



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



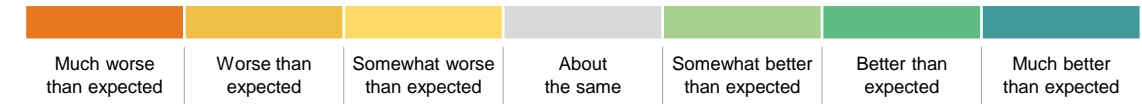
Site 1

CROYDON UNIVERSITY HOSPITAL (257)

## Leaving hospital

**Q37. 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



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



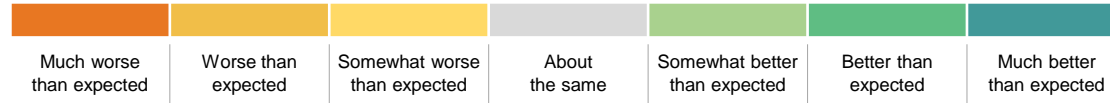
Site 1

CROYDON UNIVERSITY HOSPITAL (143)

## Leaving hospital

**Q38. Were you given enough notice about when you were going to leave hospital?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

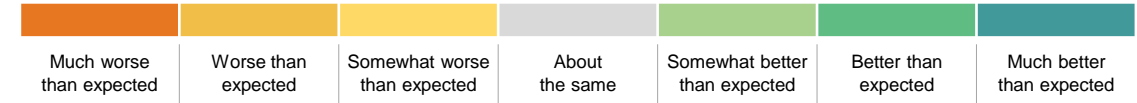
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Leaving hospital

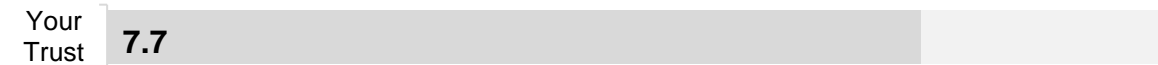
**Q39. Before you left hospital, were you given any information about what you should or should not do after leaving hospital?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.





## Leaving hospital

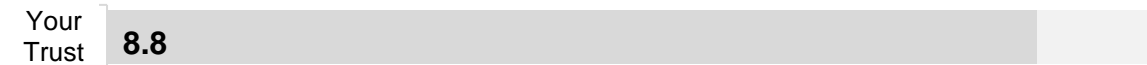
**Q40. To what extent did you understand the information you were given about what you should or should not do after leaving hospital?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



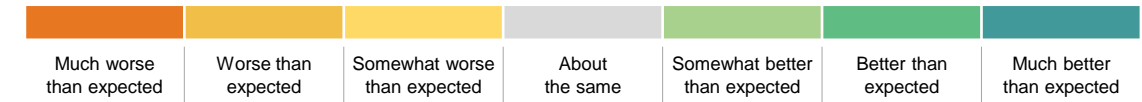
Site 1

CROYDON UNIVERSITY HOSPITAL (229)

## Leaving hospital

**Q41. Thinking about any medicine you were to take at home, were you given any of the following?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



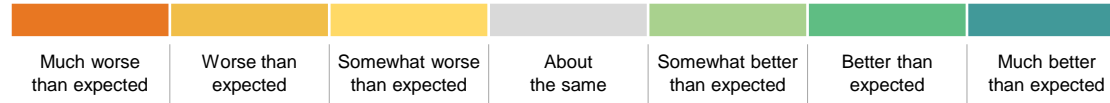
Site 1

CROYDON UNIVERSITY HOSPITAL (255)

## Leaving hospital

**Q42. Before you left hospital, did you know what would happen next with your care?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

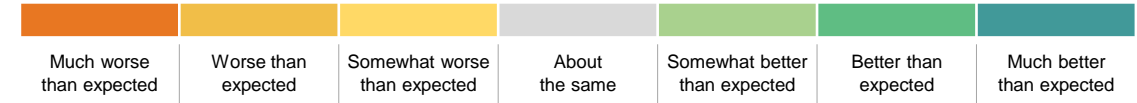
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Leaving hospital

**Q43. 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



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

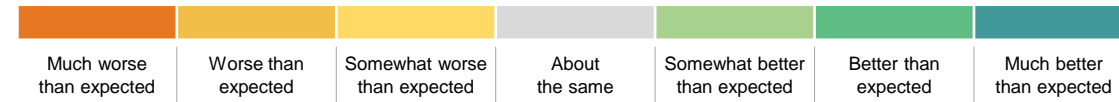
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Leaving hospital

**Q44. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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.



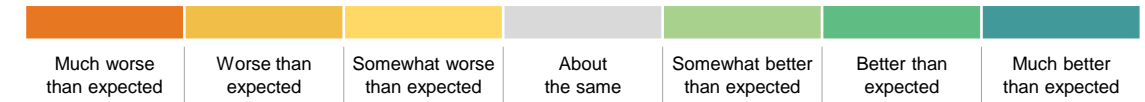
Site 1

CROYDON UNIVERSITY HOSPITAL (199)

## Leaving hospital

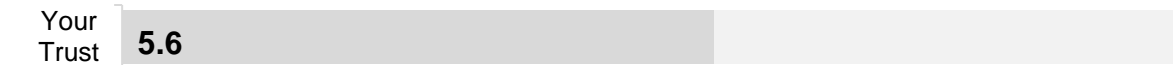
**Q46. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



Site 1

CROYDON UNIVERSITY HOSPITAL (193)

## Feedback on care

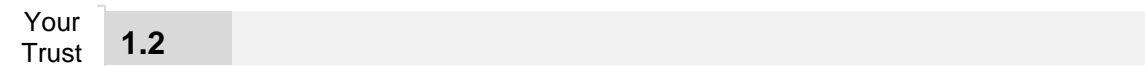
**Q49. During your hospital stay, were you ever asked to give your views on the quality of your care?**

### Results for your trust



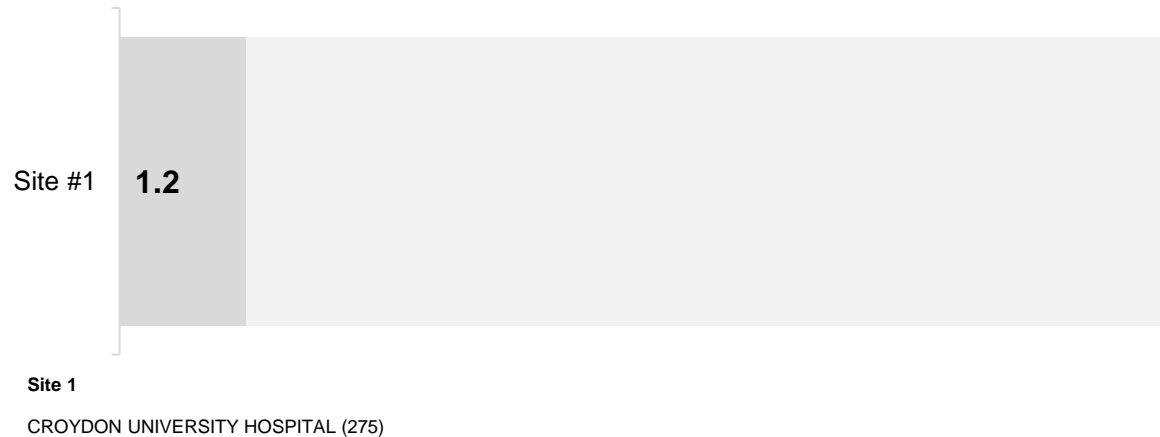
### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

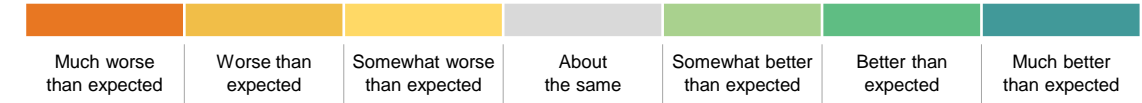
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Respect and dignity

**Q47. Overall, did you feel you were treated with respect and dignity while you were in the hospital?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### Breakdown of scores for sites within your trust:

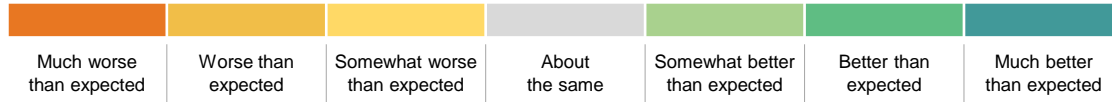
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.



## Overall

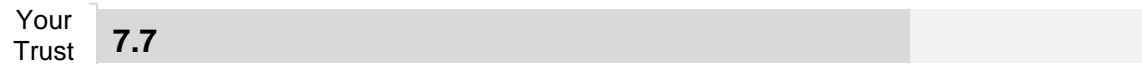
**Q48. Overall, how was your experience while you were in the hospital?**

### Results for your trust



### Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



### 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

CROYDON UNIVERSITY HOSPITAL (328)

# Trends over time

## This section includes:

- your mean trust score for each evaluative question in the survey
- where comparable data is available, statistical significance testing using a two sample t-test has been carried out against the 2020 survey results for each relevant question. Where a change in results is shown as 'significant', this indicates that this change is not due to random chance, but is likely due to some particular factor at your trust. Significant increases are indicated with a up arrow and significant decreases are indicated with a down arrow.
- the following questions were new or changed for 2021 and therefore are not included in this section: Q4, Q11, Q12, Q14, Q27, Q40



# Trends over time – Admission to hospital

The following table displays changes since 2020, and whether those changes are statistically significant.



Number of respondents	2021 Trust Score	2020 Trust Score
-----------------------	------------------	------------------

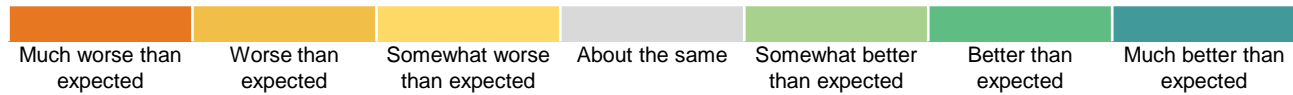
The hospital and ward				
Q2.	How did you feel about the length of time you were on the waiting list before your admission to hospital?	82	8.0	8.2
Q3.	How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?	324	6.0▼	6.8

▼▲ Significant difference between 2021 and 2020

Blank No significant difference between 2021 and 2020

# Trends over time – The hospital and ward

The following table displays changes since 2020, and whether those changes are statistically significant. The following questions were new or changed for 2021 and therefore are not included in this section: Q4, Q11, Q12, Q14.

		Number of respondents	2021 Trust Score	2020 Trust Score
				
The hospital and ward				
Q5.	Were you ever prevented from sleeping at night by noise from other patients?	294	5.1	4.9
Q5.	Were you ever prevented from sleeping at night by noise from staff?	294	8.1	8.1
Q5.	Were you ever prevented from sleeping at night by hospital lighting?	294	7.8	8.0
Q7.	Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?	68	5.8	5.2
Q8.	How clean was the hospital room or ward that you were in?	334	8.6	8.5
Q9.	Did you get enough help from staff to wash or keep yourself clean?	234	7.4	8.0
Q10.	If you brought medication with you to hospital, were you able to take it when you needed to?	175	8.0	7.9
Q13.	Did you get enough help from staff to eat your meals?	82	6.5	7.0
Q15.	During your time in hospital, did you get enough to drink?	307	9.1 ▼	9.5

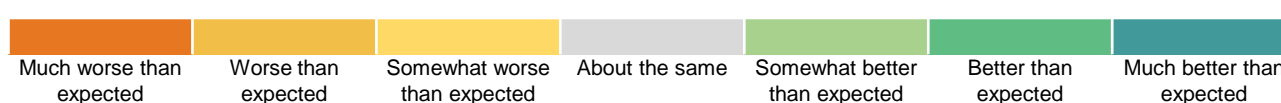
▼▲ Significant difference between 2021 and 2020

Blank No significant difference between 2021 and 2020



# Trends over time – Doctors / Nurses

The following table displays changes since 2020, and whether those changes are statistically significant.



Number of respondents	2021 Trust Score	2020 Trust Score
-----------------------	------------------	------------------

## Doctors

Question	Number of respondents	2021 Trust Score	2020 Trust Score
Q16. When you asked doctors questions, did you get answers you could understand?	312	8.3	8.2
Q17. Did you have confidence and trust in the doctors treating you?	336	8.9	8.9
Q18. When doctors spoke about your care in front of you, were you included in the conversation?	332	8.0	7.9

## Nurses

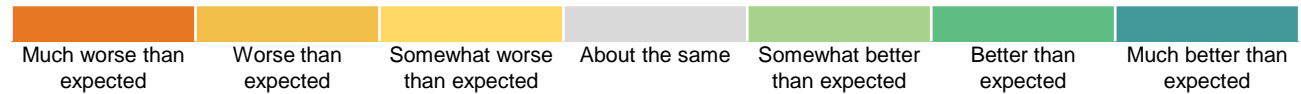
Question	Number of respondents	2021 Trust Score	2020 Trust Score
Q19. When you asked nurses questions, did you get answers you could understand?	313	7.9	8.1
Q20. Did you have confidence and trust in the nurses treating you?	336	8.2▼	8.7
Q21. When nurses spoke about your care in front of you, were you included in the conversation?	330	7.7	7.8
Q22. In your opinion, were there enough nurses on duty to care for you in hospital?	331	7.0	7.1

▼▲ Significant difference between 2021 and 2020

Blank No significant difference between 2021 and 2020

# Trends over time – Your care and treatment

The following table displays changes since 2020, and whether those changes are statistically significant. The following questions were new or changed for 2021 and therefore are not included in this section: Q27.

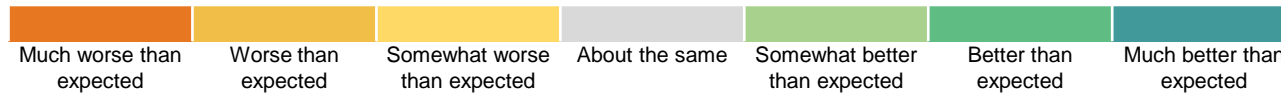
		Number of respondents	2021 Trust Score	2020 Trust Score
				
The hospital and ward				
Q23.	Thinking about your care and treatment, were you told something by a member of staff that was different to what you had been told by another member of staff?	290	7.4	7.5
Q24.	To what extent did staff looking after you involve you in decisions about your care and treatment?	319	6.4	6.5
Q25.	How much information about your condition or treatment was given to you?	327	8.5	8.7
Q26.	Did you feel able to talk to members of hospital staff about your worries and fears?	278	7.0	6.5
Q28.	Were you given enough privacy when being examined or treated?	327	9.2	9.1
Q29.	Do you think the hospital staff did everything they could to help control your pain?	269	8.4	8.5
Q30.	Were you able to get a member of staff to help you when you needed attention?	312	7.8	7.8

▼▲ Significant difference between 2021 and 2020

Blank No significant difference between 2021 and 2020

# Trends over time – Operations and procedures

The following table displays changes since 2020, and whether those changes are statistically significant.



Number of respondents	2021 Trust Score	2020 Trust Score
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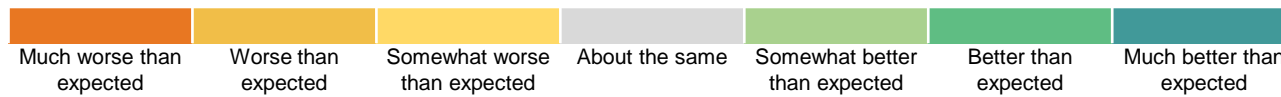
Admission to hospital				
Q32.	Beforehand, how well did hospital staff answer your questions about the operations or procedures?	158	8.6	8.7
Q33.	Beforehand, how well did hospital staff explain how you might feel after you had the operations or procedures?	164	7.7	7.2
Q34.	After the operations or procedures, how well did hospital staff explain how the operation or procedure had gone?	166	7.6	7.4

▼▲ Significant difference between 2021 and 2020

Blank No significant difference between 2021 and 2020

# Trends over time – Leaving hospital

The following table displays changes since 2020, and whether those changes are statistically significant. The following questions were new or changed for 2021 and therefore are not included in this section: Q40.



Number of respondents	2021 Trust Score	2020 Trust Score
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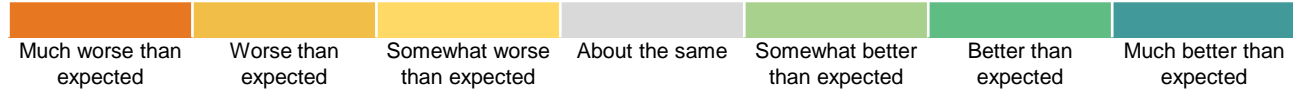
The hospital and ward				
Q35.	To what extent did staff involve you in decisions about you leaving hospital?	326	6.6	6.4
Q36.	To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?	257	6.6	7.0
Q37.	Did hospital staff discuss with you whether you would need any additional equipment in your home, or any changes to your home, after leaving the hospital?	143	7.6	7.7
Q38.	Were you given enough notice about when you were going to leave hospital?	337	6.5	6.6
Q39.	Before you left hospital, were you given any information about what you should or should not do after leaving hospital?	312	7.7▲	6.8
Q41.	Thinking about any medicine you were to take at home, were you given any of the following?	255	4.3	4.8
Q42.	Before you left hospital, did you know what would happen next with your care?	304	6.4	6.2
Q43.	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	306	6.7	7.1
Q44.	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	199	7.2	7.8
Q46.	After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?	193	5.6▼	6.6

▼▲ Significant difference between 2021 and 2020

Blank No significant difference between 2021 and 2020

# Trends over time – Feedback on care / Respect and dignity / Overall

The following table displays changes since 2020, and whether those changes are statistically significant.

		Number of respondents	2021 Trust Score	2020 Trust Score
				
<b>Feedback on care</b>				
Q49.	During your hospital stay, were you ever asked to give your views on the quality of your care?	275	1.2	1.3
<b>Respect and dignity</b>				
Q47.	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	330	8.7	8.7
<b>Overall</b>				
Q48.	Overall, how was your experience while you were in the hospital?	328	7.7	7.8
▼▲	Significant difference between 2021 and 2020			
Blank	No significant difference between 2021 and 2020			

# For further information

Please contact the Coordination Centre for Mixed Methods:  
[InpatientCoordination@ipsos.com](mailto:InpatientCoordination@ipsos.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

- Your trust has not performed "much worse than expected" for any questions.

## Worse than expected

- Q8. How clean was the hospital room or ward that you were in?
- Q12. How would you rate the hospital food?
- Q14. Were you able to get hospital food outside of set meal times?
- Q18. When doctors spoke about your care in front of you, were you included in the conversation?
- Q19. When you asked nurses questions, did you get answers you could understand?
- Q20. Did you have confidence and trust in the nurses treating you?
- Q21. When nurses spoke about your care in front of you, were you included in the conversation?
- Q24. To what extent did staff looking after you involve you in decisions about your care and treatment?
- Q29. Do you think the hospital staff did everything they could to help control your pain?
- Q36. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?



# 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

- Q4. Did you get help from staff to keep in touch with your family and friends?
- Q9. Did you get enough help from staff to wash or keep yourself clean?
- Q23. 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?
- Q26. Did you feel able to talk to members of hospital staff about your worries and fears?
- Q27. Were you able to discuss your condition or treatment with hospital staff without being overheard?
- Q32. Beforehand, how well did hospital staff answer your questions about the operations or procedures?
- Q44. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?
- Q47. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

## Somewhat better than expected

- 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

- Your trust has not performed “better than expected” for any questions.

## Much better than expected

- Your trust has not performed “much better than expected” for any questions.

## Comparison to 2020 results

The questions in this report where your trust showed a statistically significant increase or decrease compared to 2020 results are listed below.

Significant Increase	Point change	Significant Decrease	Point change
Q39. Before you left hospital, were you given any information about what you should or should not do after leaving hospital?	+0.9	Q46. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?	-1.0
		Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?	-0.8
		Q15. During your time in hospital, did you get enough to drink?	-0.5
		Q20. Did you have confidence and trust in the nurses treating you?	-0.4

# NHS Adult Inpatient Survey 2021

## Results for Croydon Health Services NHS Trust

### Where patient experience **is best**

- ✓ Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- ✓ Expectations after the operation or procedure: patients being given an explanation from staff, before their operation or procedure, of how they might feel afterwards
- ✓ Noise from staff: patients not being bothered by noise at night from staff
- ✓ Taking medication: patients being able to take medication they brought to hospital when needed
- ✓ Feedback on care: patients being asked to give their views on the quality of their care

### Where patient experience **could improve**

- Food outside set meal times: patients being able to get hospital food outside of set meal times, if needed
- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Help with eating: patients being given enough help from staff to eat meals, if needed
- Privacy for discussions: patients being able to discuss their condition or treatment with hospital staff without being overheard
- Noise from other patients: patients not being bothered by noise at night from other patients

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 2021. Between January 2022 and May 2022, a questionnaire was sent to 1250 inpatients at Croydon Health Services NHS Trust who had attended in late 2021. Responses were received from 340 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].



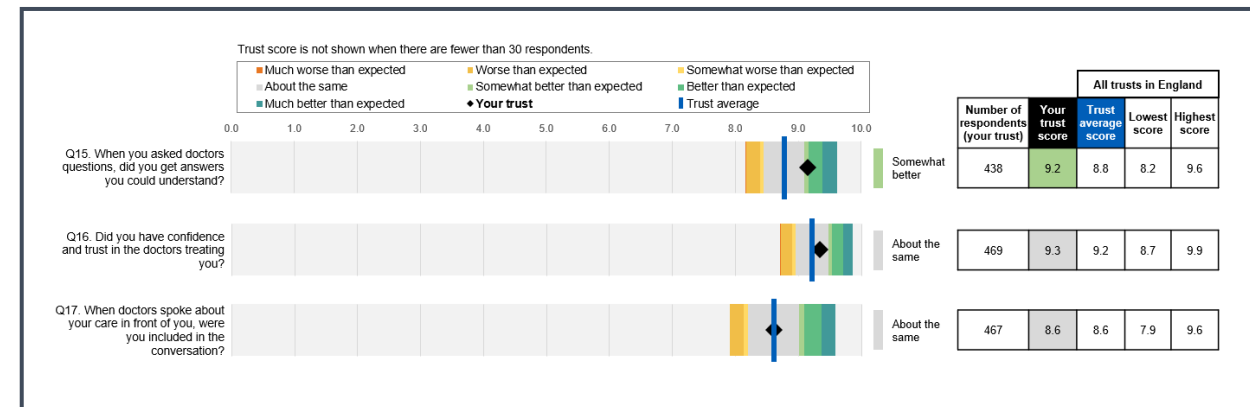
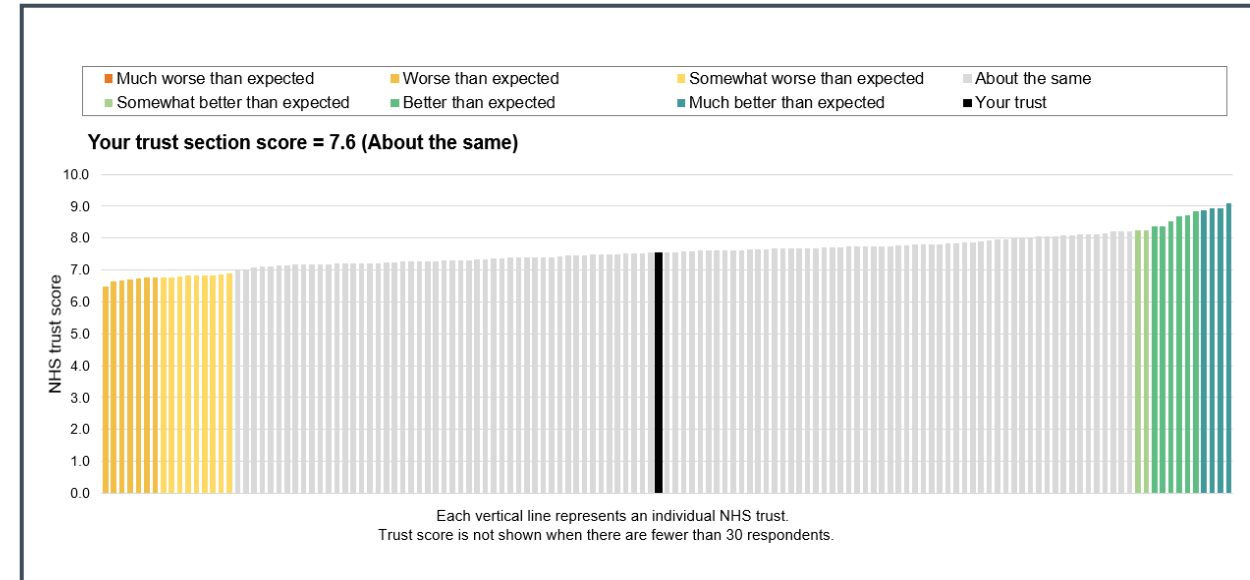
# How to interpret benchmarking in this report

## 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.

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

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 [survey technical document](#).

## Calculating the section score

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