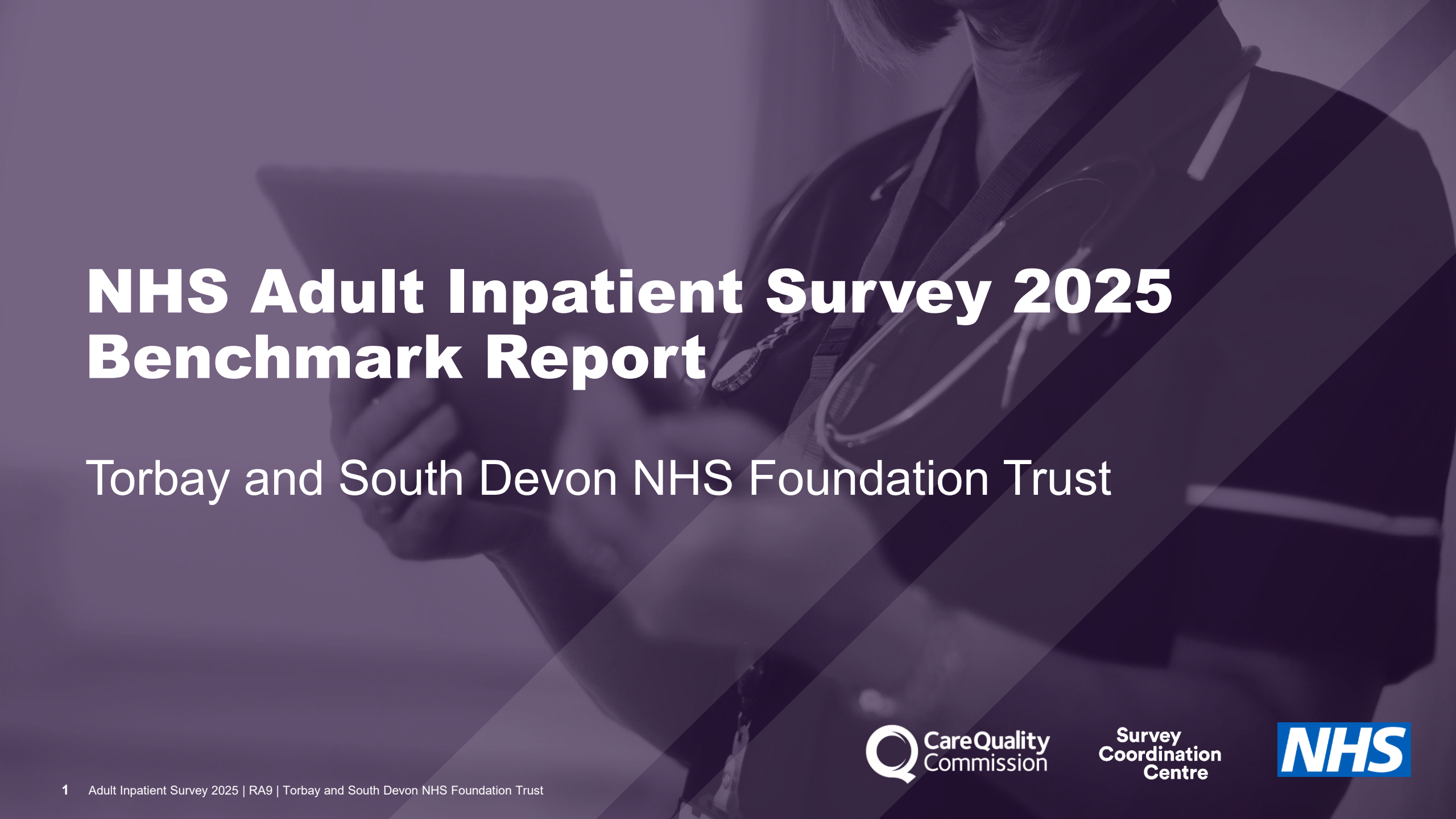

NHS Adult Inpatient Survey 2025 Benchmark Report

Torbay and South Devon NHS Foundation Trust

Care Quality Commission

Survey Coordination Centre

NHS

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- Comparison to other trusts

This work was carried out in accordance with the requirements of the international standard for organisations conducting social research (accreditation to ISO27001:2013; certificate number GB10/80275).

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Background and methodology

This section includes:

- an introduction to the NHS Patient Survey Programme
- information on the 2025 Adult Inpatient Survey
- a description of key terms used in this report
- guidance on how to navigate 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 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 2025

The survey was administered by the Survey Coordination Centre (SCC) at Picker Institute. A total of 160,829 patients were invited to participate in the survey across 130 acute and specialist NHS trusts. Completed responses were received from 58,139 patients, an adjusted* response rate of 38%.

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. Trusts sampled patients who met the eligibility criteria and were discharged from hospital during November 2025. A full list of eligibility criteria can be found in the survey sampling instructions.

Fieldwork took place between January and April 2026.

Trend data

The Adult Inpatient 2025 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 2025 results are comparable with data from the Adult Inpatient 2020, 2021, 2022, 2023, and 2024 surveys, 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 and for more information on the Adult Inpatient Survey please visit the NHS Survey website.
- 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.

*The adjusted base is calculated by subtracting the number of questionnaires returned as undeliverable, or if someone had died, from the total number of questionnaires sent out. The adjusted response rate is then calculated by dividing the number of returned useable questionnaires by the adjusted base.

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 How to interpret benchmarking in this report slides.

Standardisation

Demographic characteristics, such as age and gender, can influence patients’ experience of care and the way they report it. Results from previous years show 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 route of admission (emergency or elective) of respondents to reflect the ‘national’ age, sex, and route 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 patient profile and enables a fairer and more useful comparison of results across trusts. In most cases this standardisation will not have a large impact on trust results. Site level results are standardised in the same way.

Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale of 0 to 10. A score of 10 represents the best possible result and a score of 0 the worst. The higher the score for each question, the better the trust is performing. Only evaluative questions in the questionnaire are scored. Some questions are descriptive (for example Q1) and others are ‘routing questions’, which are designed to filter out respondents to whom the following questions do not apply (for example Q5). These questions are not scored. Please refer to the scored questionnaire for further details. Section scoring is computed as the arithmetic mean of question scores for the section after weighting is applied. More information can be found in the ‘How questions are scored’ slide.

National average

The ‘national average’ mentioned in this report is the arithmetic mean of all trusts’ scores after weighting is applied.

Suppressed data

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

Further information about the methods

For further information about the statistical methods used in this report, please refer to the survey technical document. which is on the 'Analysis and Reporting' section of the 2025 Adult Inpatient Survey webpage on the NHS Surveys website.

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.
- **Scoring and 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 and site 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.
- **Change over time** – includes your trust's mean score for each evaluative question across survey years, 2020, 2021, 2022, 2023 and 2024. Significance test tables, below the chart, allows you to see if your trust has made statistically significant improvements between survey years.
- **Comparison to other trusts** – includes where your trust has performed better or worse in comparison to other trusts.

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 'Scoring and Benchmarking' use the 'expected range' technique to show results. For information on how to interpret these graphs, please refer to the How to interpret benchmarking in this report slides.

Other data sources

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

- Full national results: technical document
- National and trust-level data for all trusts who took part in the 2025 Adult Inpatient Survey.
- 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
- Information about how CQC monitors hospitals

Headline results

This section includes:

- information about your trust population and sample
- an overview of benchmarking for your trust
- the best and worst scores for your trust presented in charts (slide 10) and poster format (slide 11)

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.

1250 invited to take part

492 completed

86% urgent/emergency admission

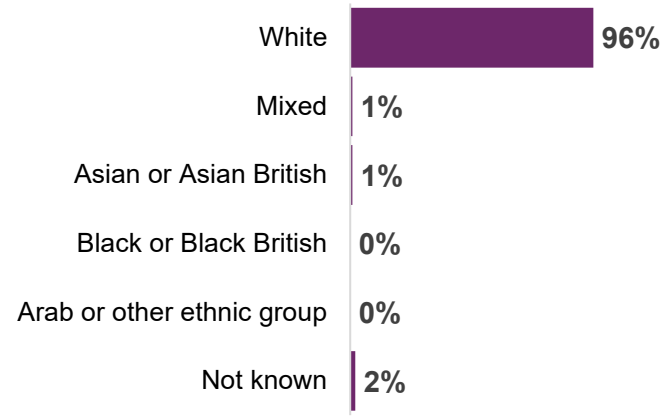
14% planned admission

41% response rate

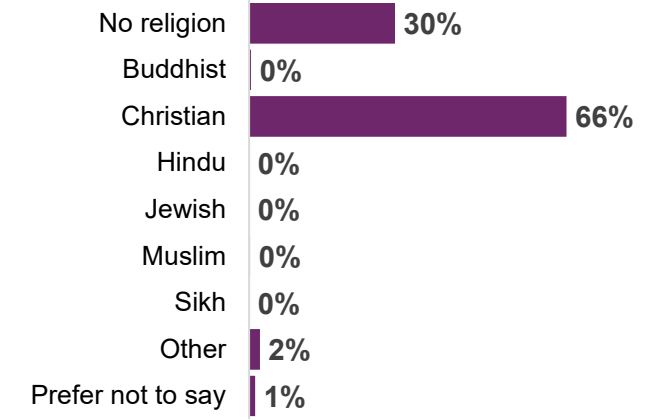
38% average response rate for all trusts

45% response rate for your trust last year

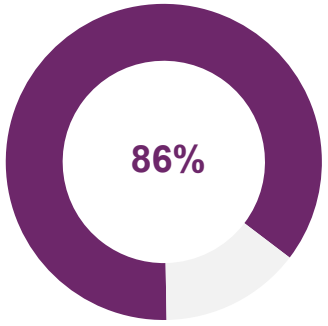
Ethnicity



Religion



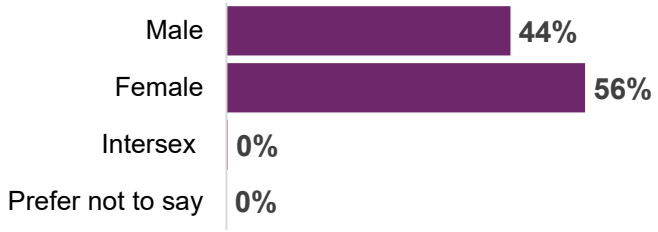
Long-term conditions



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").

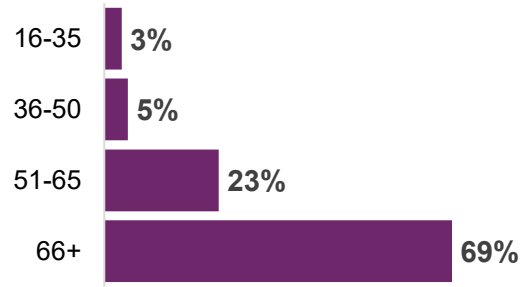
Sex

At birth were you assigned as…



0% of patients said their **gender is different from the sex they were assigned with at birth**.

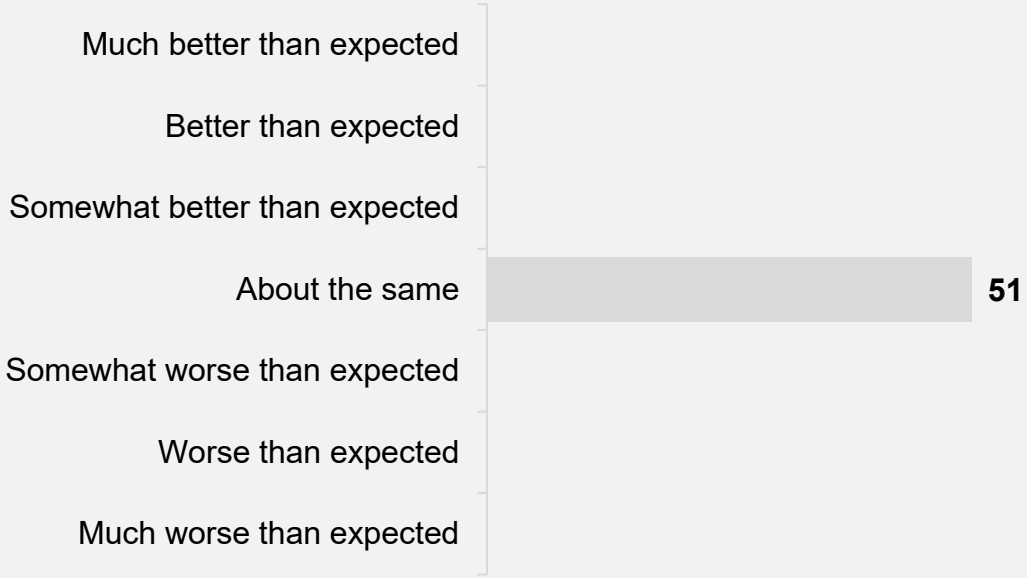
Age



Summary of findings for your trust

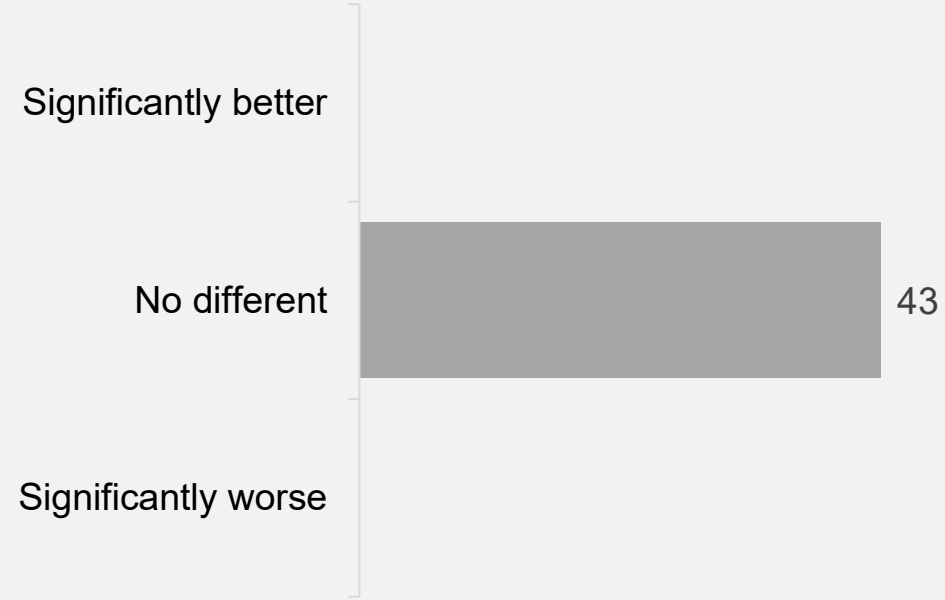
Comparison with other trusts

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** at which your trust has performed statistically significantly better, significantly worse, or no different than your result from the previous year, 2025 vs 2024.



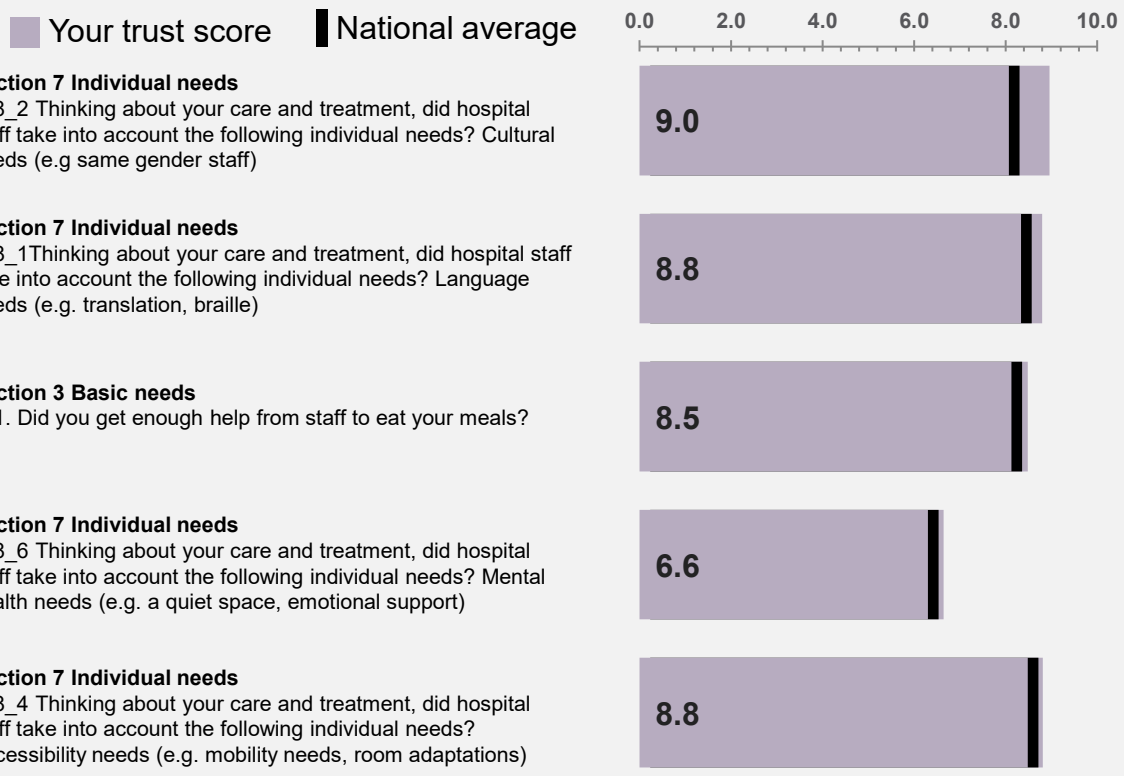
For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the section "Comparison to other trusts".

Best and worst performance relative to the national average

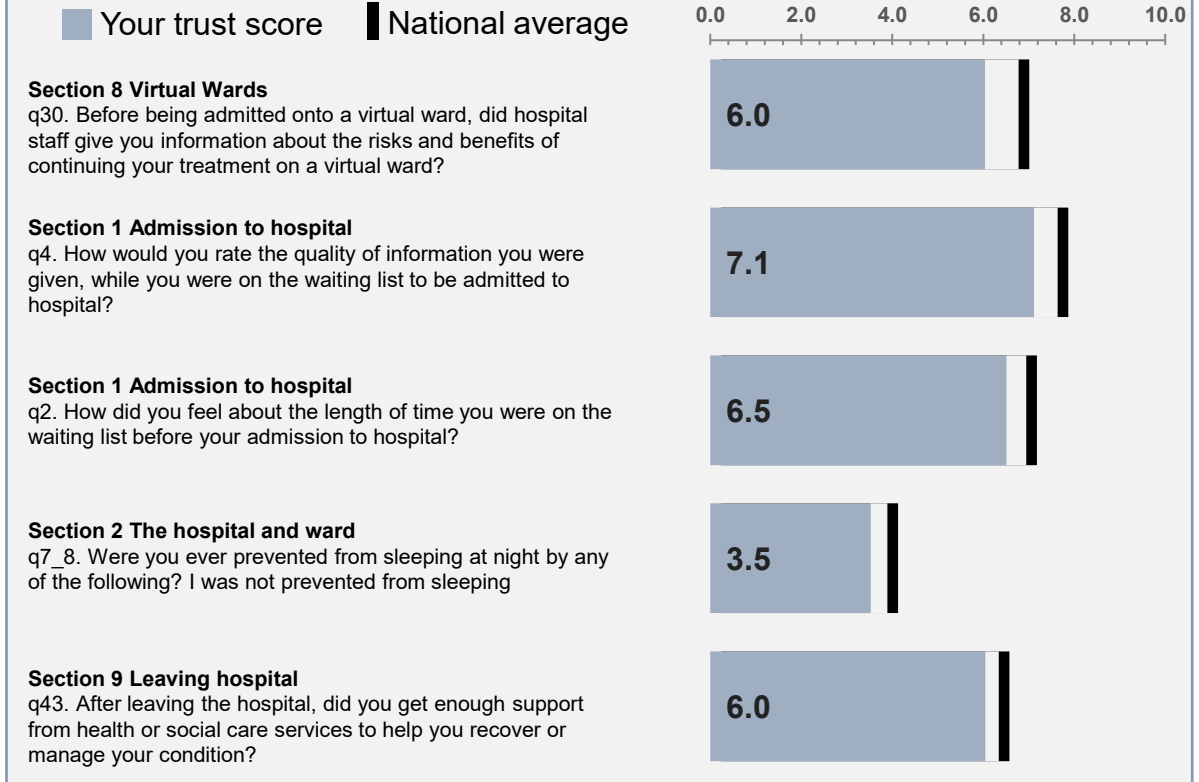
These five questions are calculated by comparing your trust's results to the national average (the average trust score across England).

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

Top five scores (compared with national average)



Bottom five scores (compared with national average)



NHS Adult Inpatient Survey 2025

Results for Torbay and South Devon NHS Foundation Trust

Where patient experience is best

- ✓ **Individual needs:** Staff taking into account patients' individual needs: Cultural needs
- ✓ **Individual needs:** Staff taking into account patients' individual needs: Language needs
- ✓ **Help from staff to eat:** Patients' getting enough help from staff to eat meals
- ✓ **Individual needs:** Staff taking into account patients' individual needs: Mental health needs
- ✓ **Individual needs:** Staff taking into account patients' individual needs: Accessibility needs

Where patient experience could improve

- ○ **Information about virtual wards:** Patients getting information about risks & benefits of continuing treatment on virtual wards
- ○ **Information while on a waiting list:** Quality of information given while on waiting list
- ○ **Waiting list:** Length of time on waiting list before hospital admission
- ○ **Sleeping:** Patients not being prevented from sleeping at night
- ○ **Leaving hospital:** Patients getting enough support to recover/manage condition after leaving hospital

These questions 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 national average. "Where patient experience could improve": These are the five results for your trust that are lowest compared with the national average.

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2025. Between January 2026 and April 2026, a questionnaire was sent to 1250 inpatients at Torbay and South Devon NHS Foundation Trust who had attended in late 2025. Responses were received from 492 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

Scoring and 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

Please note: If data is missing, this is due to a low number of responses.

How questions are scored

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.

Example of how questions are scored

The following provides an example for the scoring system applied for each respondent. For question 14 "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.

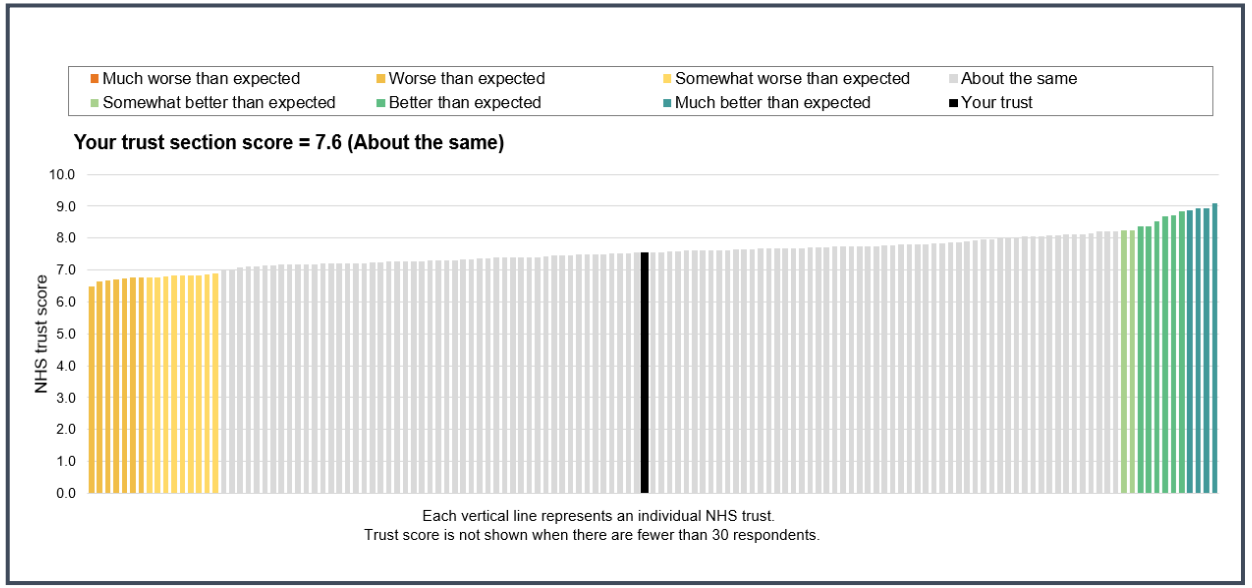
How to interpret benchmarking in this report

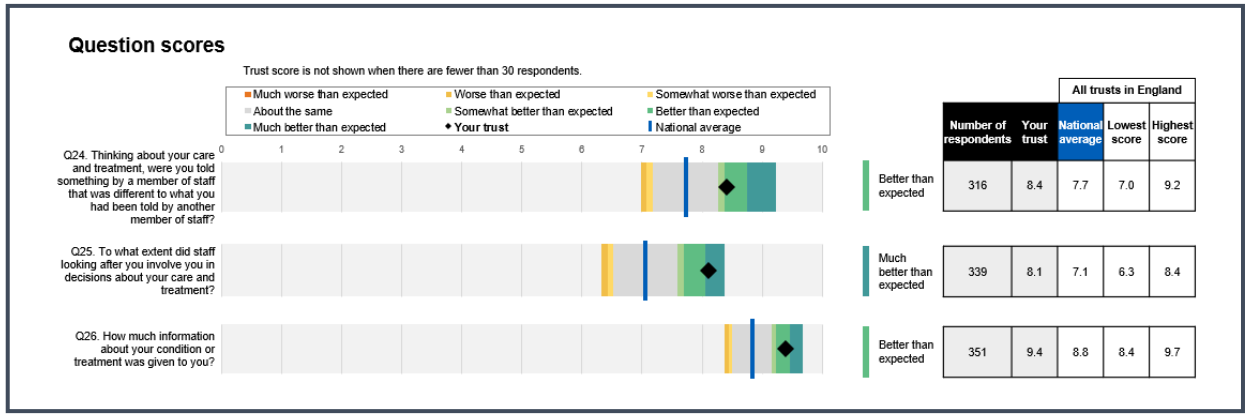
Trust level benchmarking

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 possible 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 and site 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.

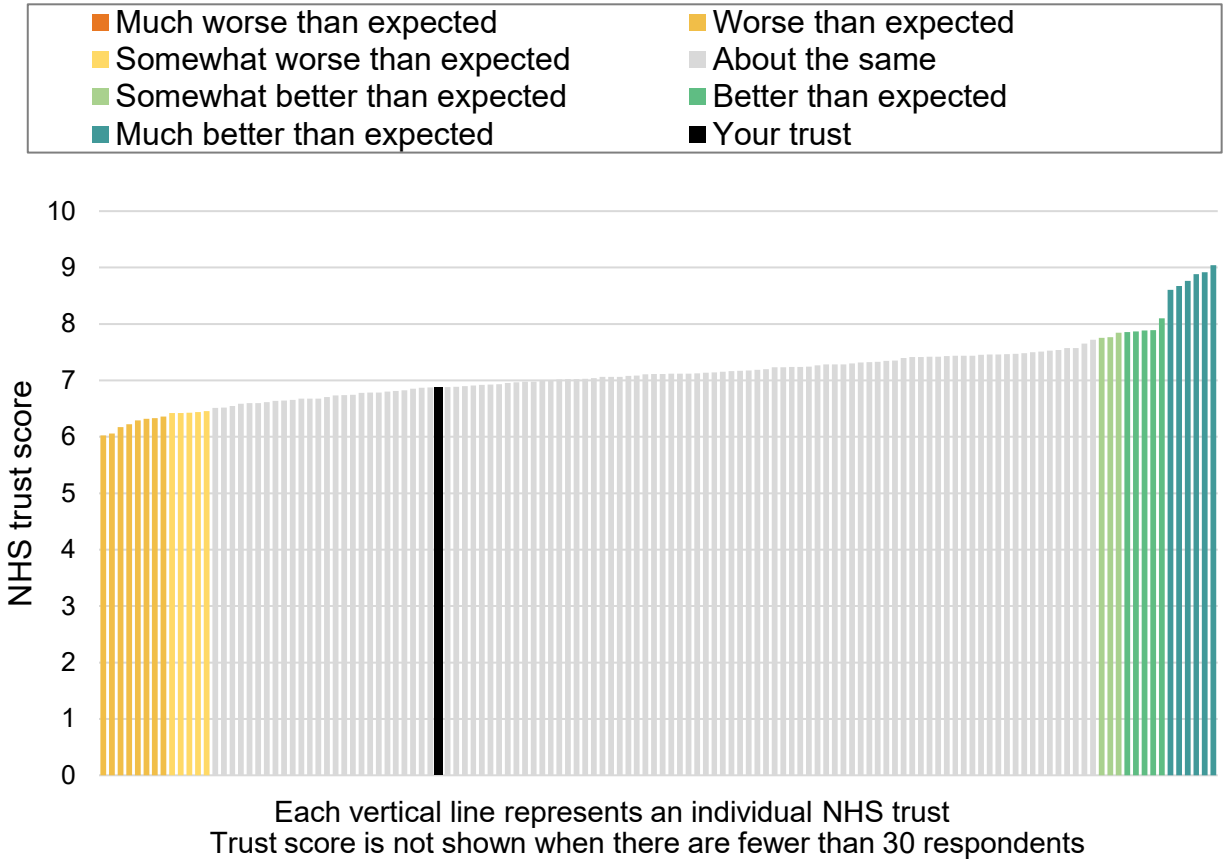
Additional information on the ‘expected range’ analysis technique can be found in the survey technical report on the NHS Surveys website.

Section 1. Admission to hospital

Section score

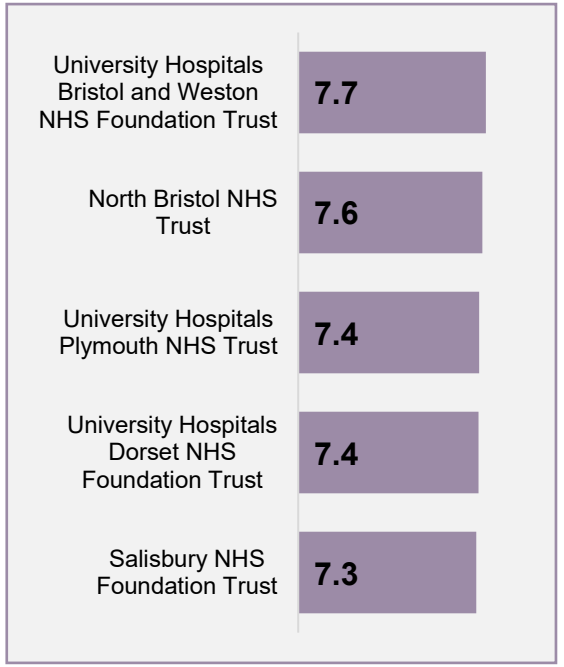
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' 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 = 6.9 About the same

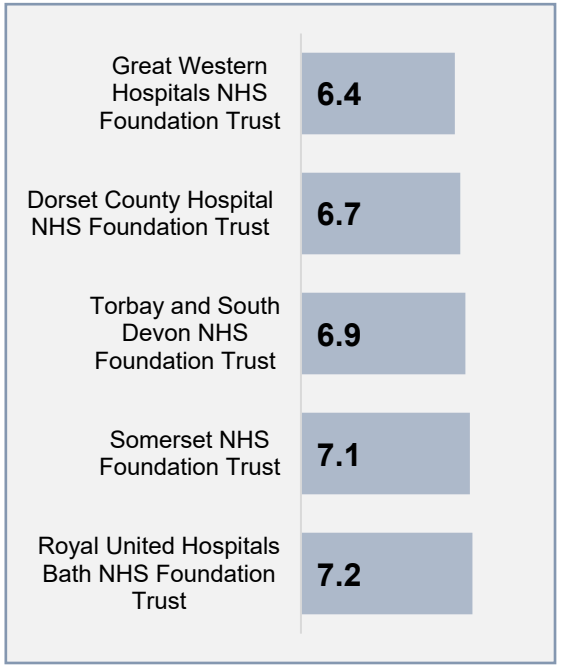


Comparison with other trusts within your region

Trusts with the highest scores

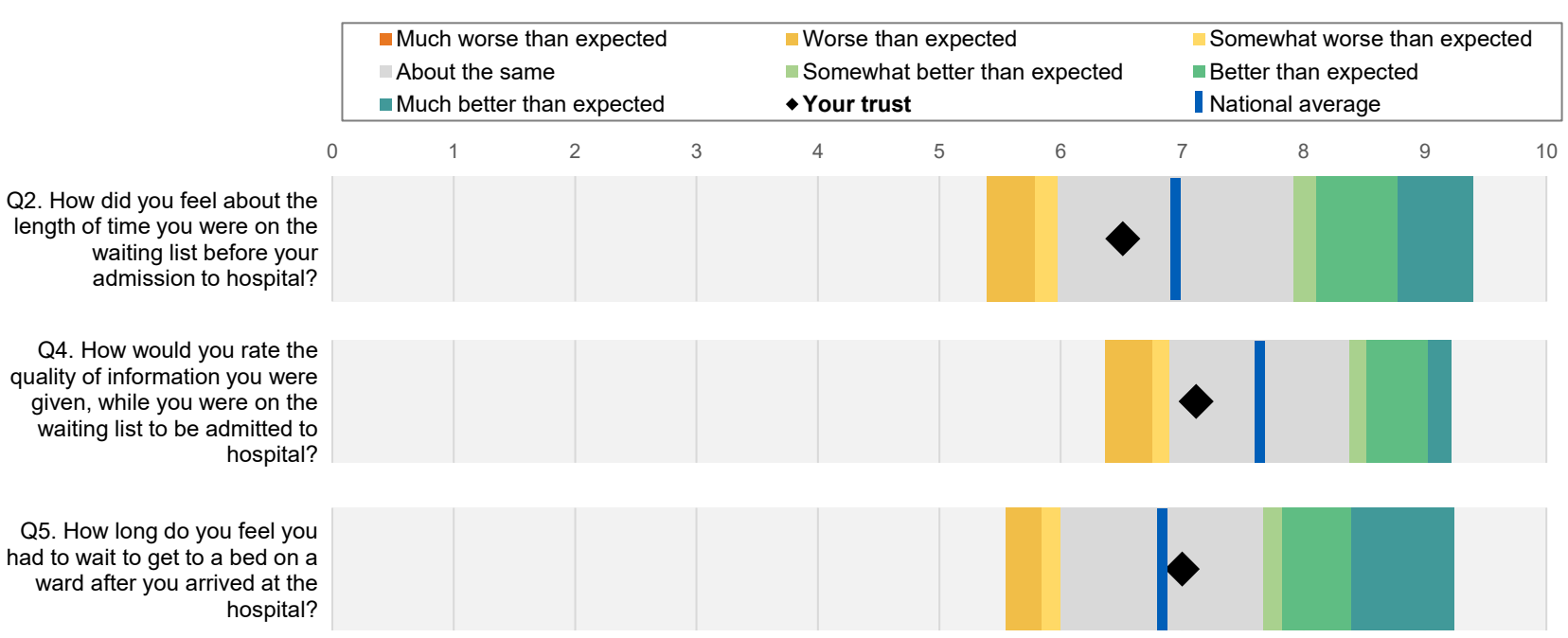


Trusts with the lowest scores



Section 1. Admission to hospital (continued)

Question scores



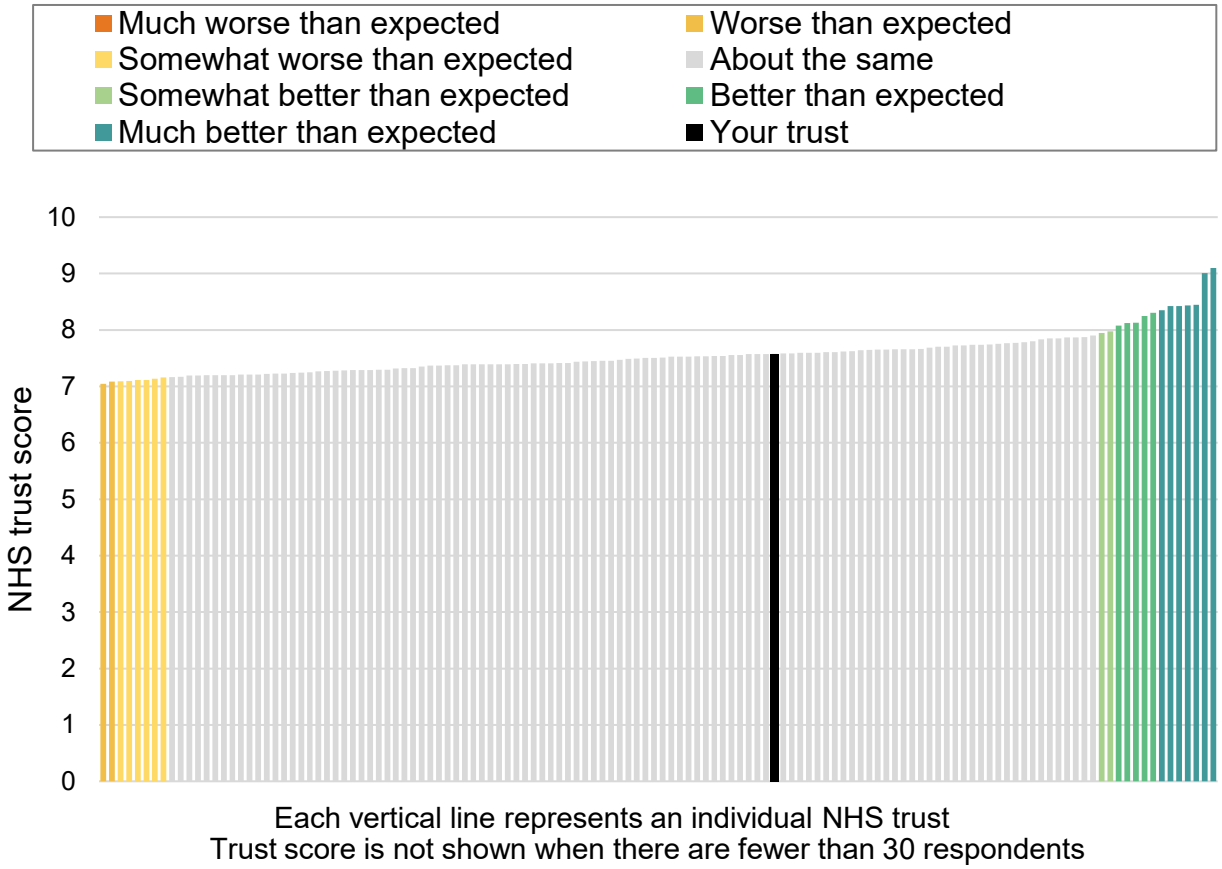
		All trusts in England			
	Number of respondents	Your trust	National average	Lowest score	Highest score
About the same	83	6.5	6.9	5.4	9.4
About the same	88	7.1	7.6	6.4	9.2
About the same	472	7.0	6.8	5.5	9.2

Section 2. The hospital and ward

Section score

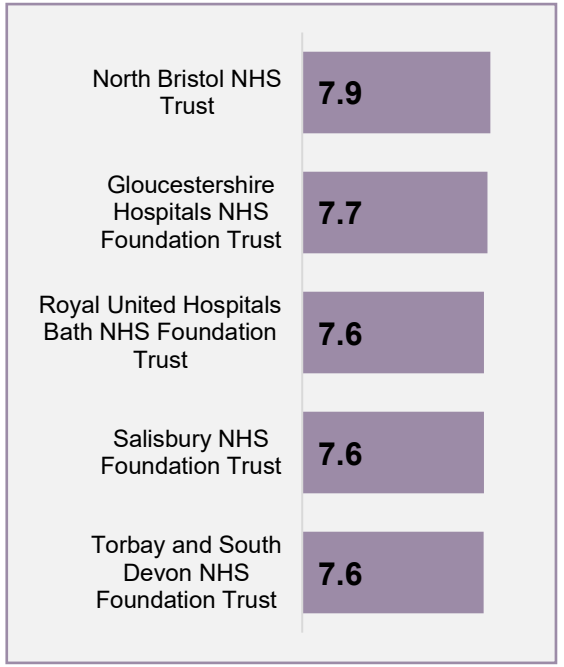
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' 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 = 7.6 About the same

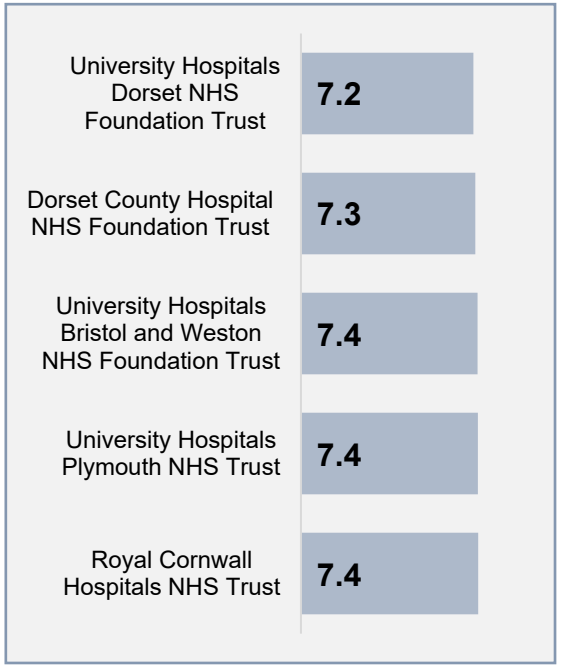


Comparison with other trusts within your region

Trusts with the highest scores

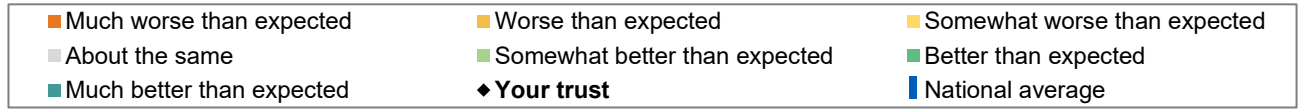


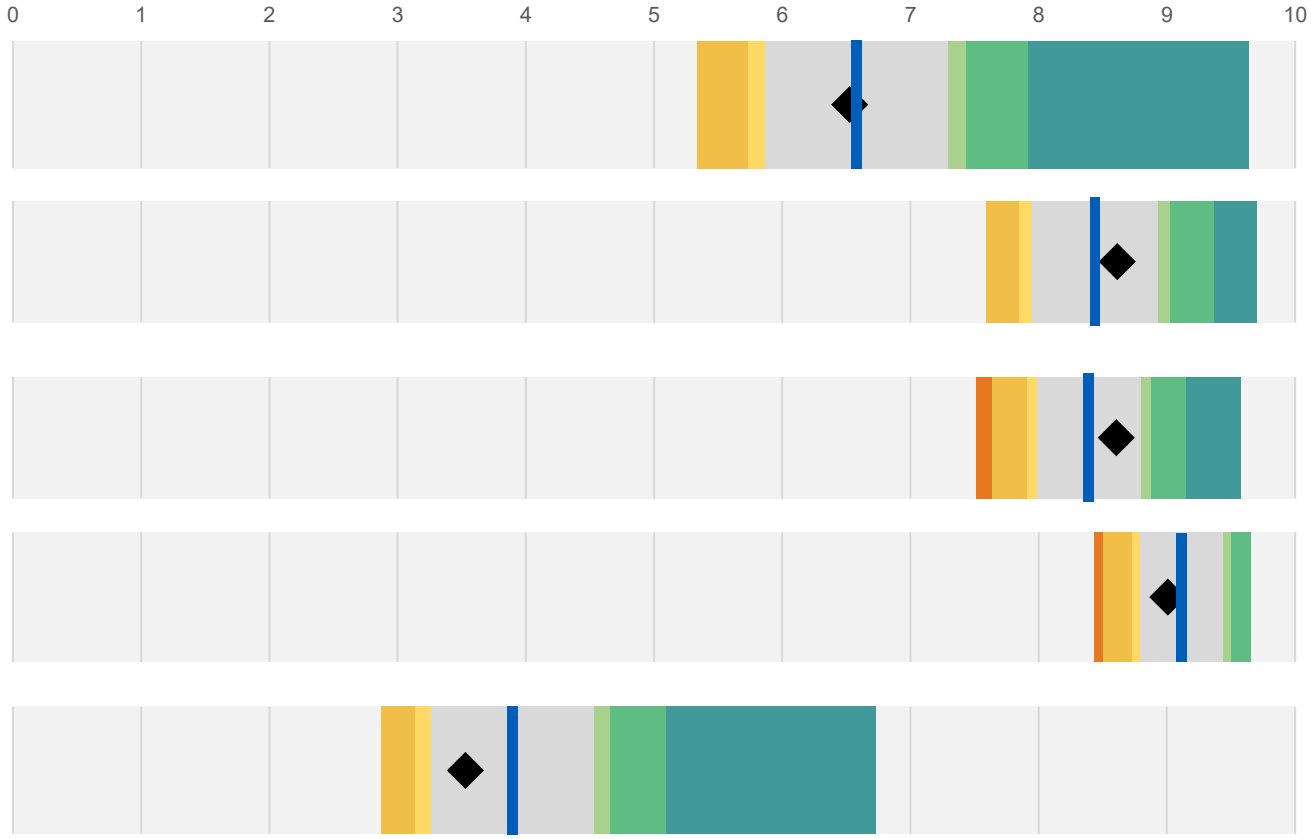
Trusts with the lowest scores



Section 2. The hospital and ward (continued)

Question scores





		All trusts in England				
	Number of respondents	Your trust	National average	Lowest score	Highest score	
Q7_1. Were you ever prevented from sleeping at night by any of the following? Noise from other patients	481	6.5	6.6	5.3	9.6	About the same
Q7_2. Were you ever prevented from sleeping at night by any of the following? Noise from staff	481	8.6	8.4	7.6	9.7	About the same
Q7_4. Were you ever prevented from sleeping at night by any of the following? Hospital lighting	481	8.6	8.4	7.5	9.6	About the same
Q7_6. Were you ever prevented from sleeping at night by any of the following? Room temperature	481	9.0	9.1	8.4	9.7	About the same
Q7_8. Were you ever prevented from sleeping at night by any of the following? I was not prevented from sleeping	481	3.5	3.9	2.9	6.7	About the same

Section 2. The hospital and ward (continued)

Question score

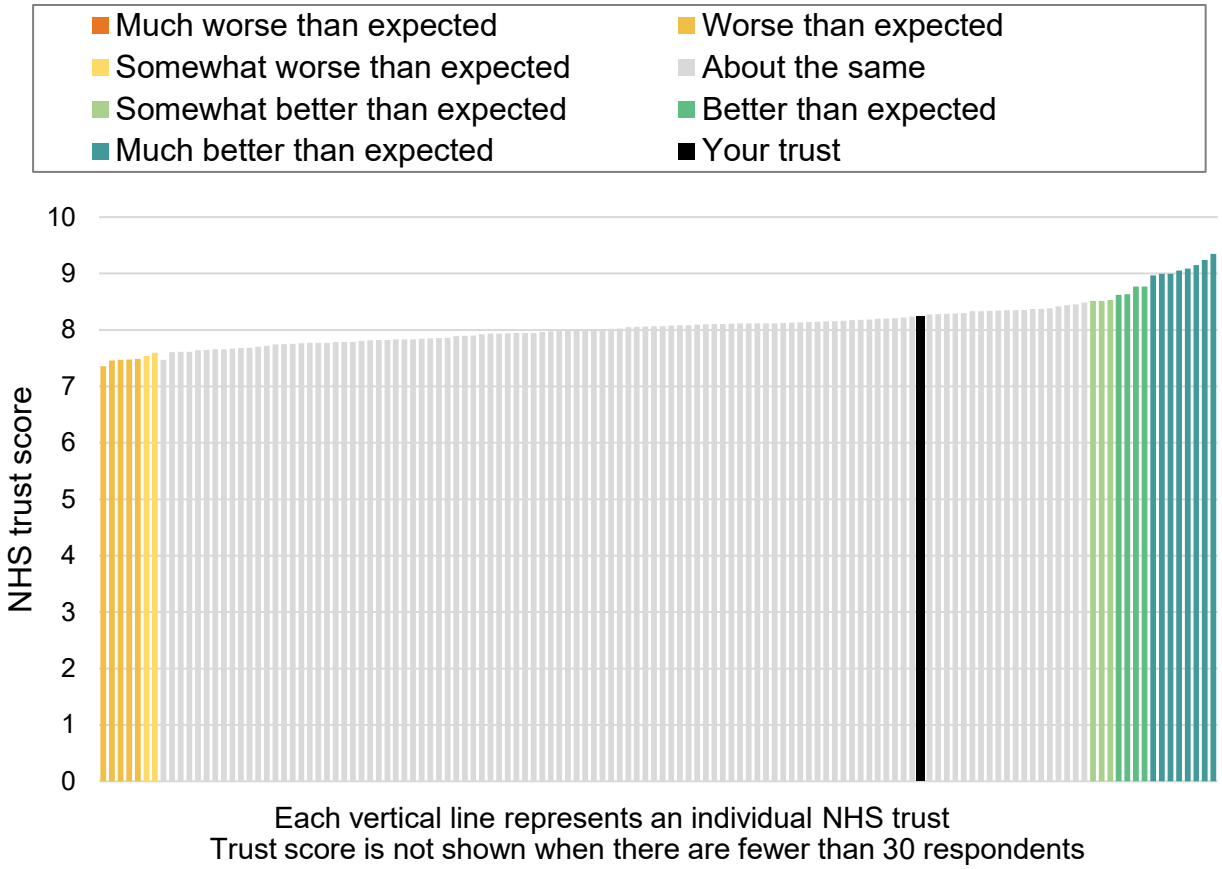
		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
481	9.2	8.9	8.1	9.9

Section 3. Basic needs

Section score

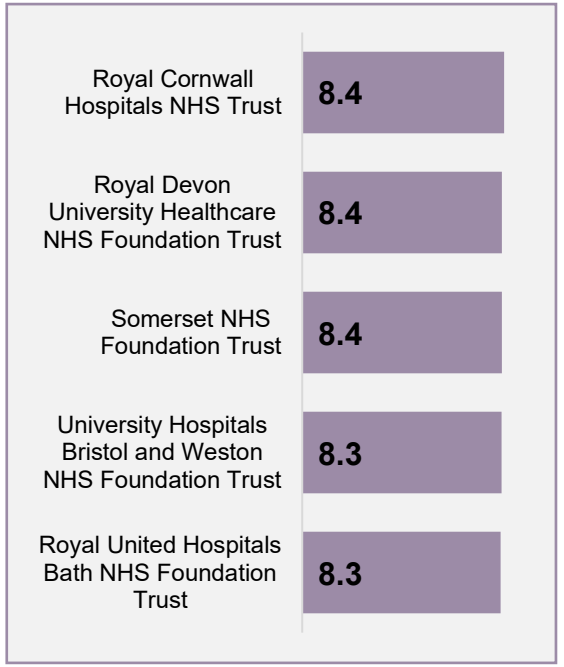
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' 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 = 8.2 About the same

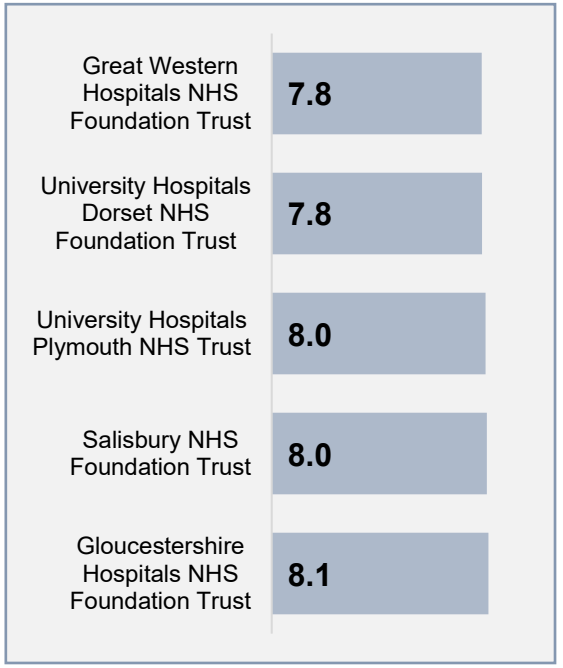


Comparison with other trusts within your region

Trusts with the highest scores

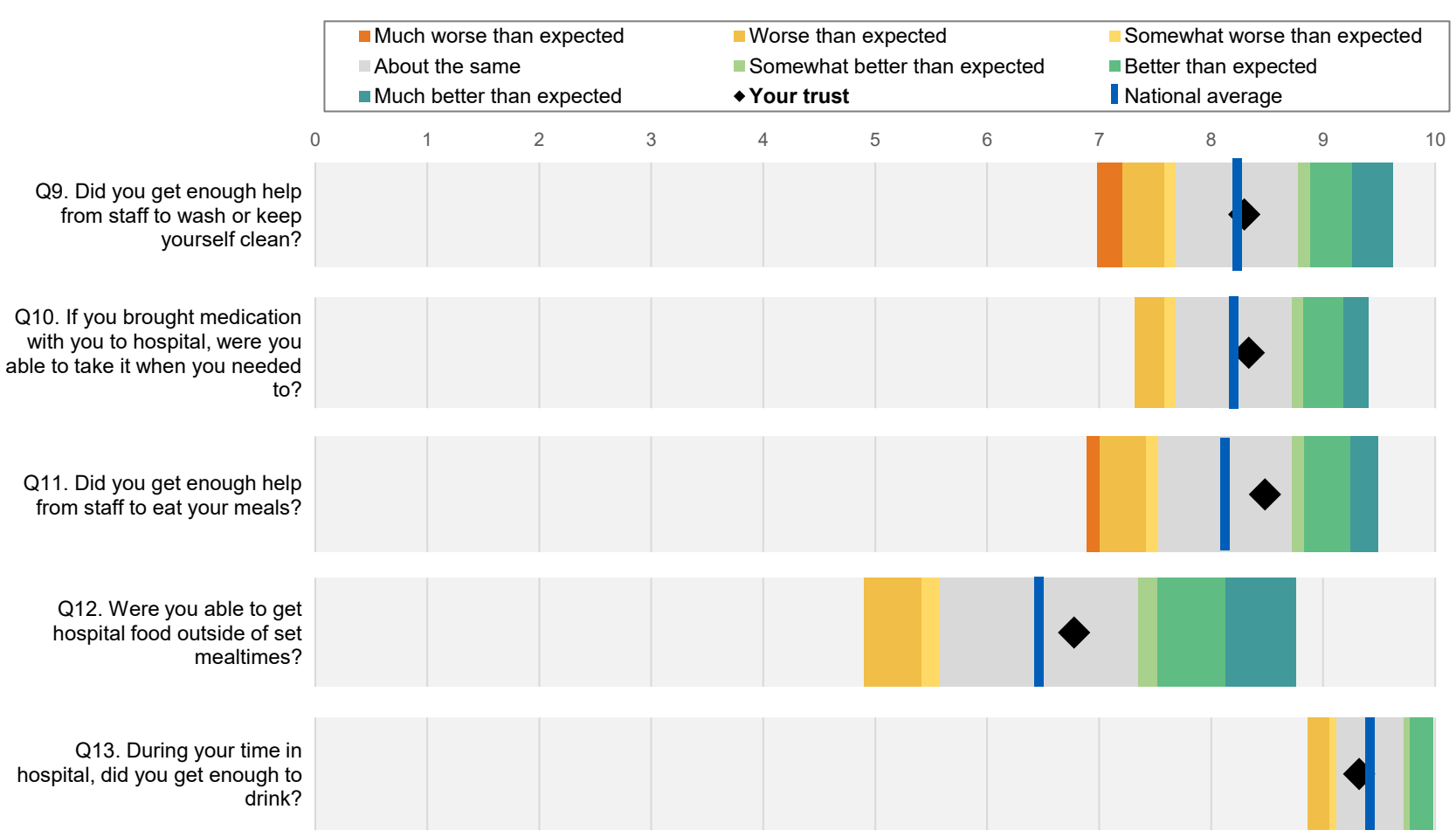


Trusts with the lowest scores



Section 3. Basic needs (continued)

Question scores



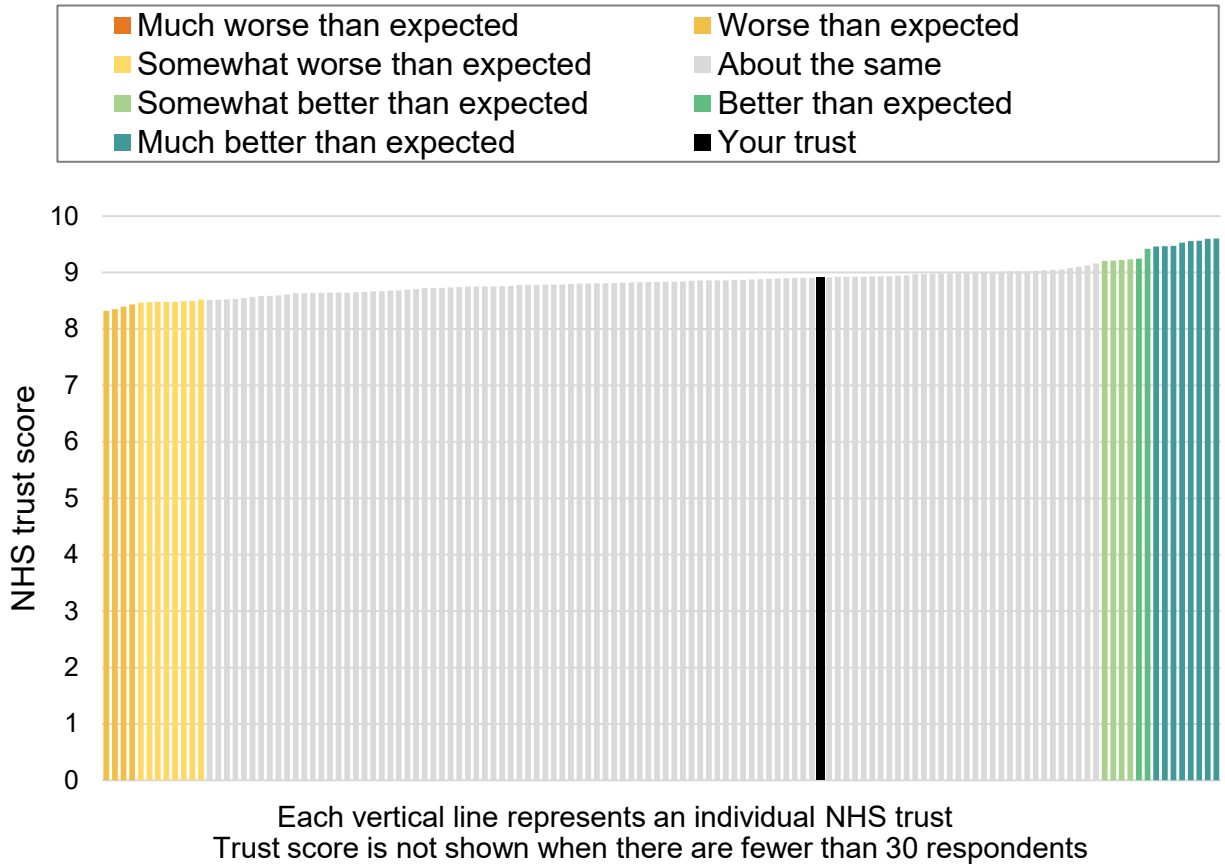
		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
About the same	352	8.3	8.2	7.0	9.6
About the same	263	8.3	8.2	7.3	9.4
About the same	150	8.5	8.1	6.9	9.5
About the same	214	6.8	6.5	4.9	8.8
About the same	454	9.3	9.4	8.9	10.0

Section 4. Doctors

Section score

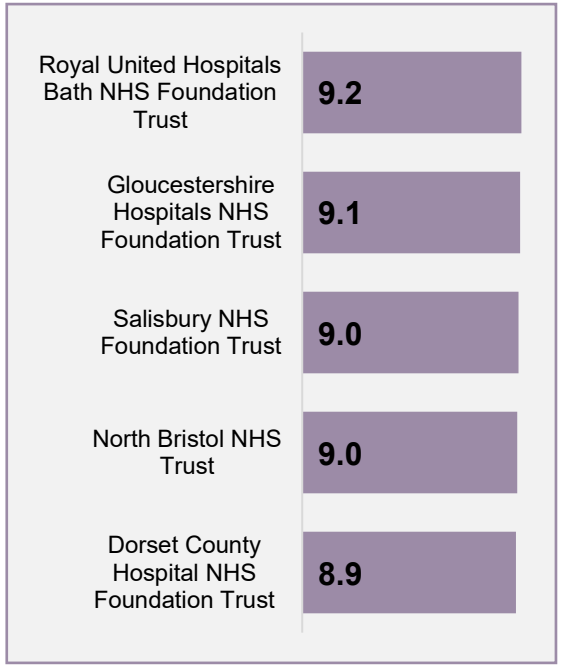
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' 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 = 8.9 About the same

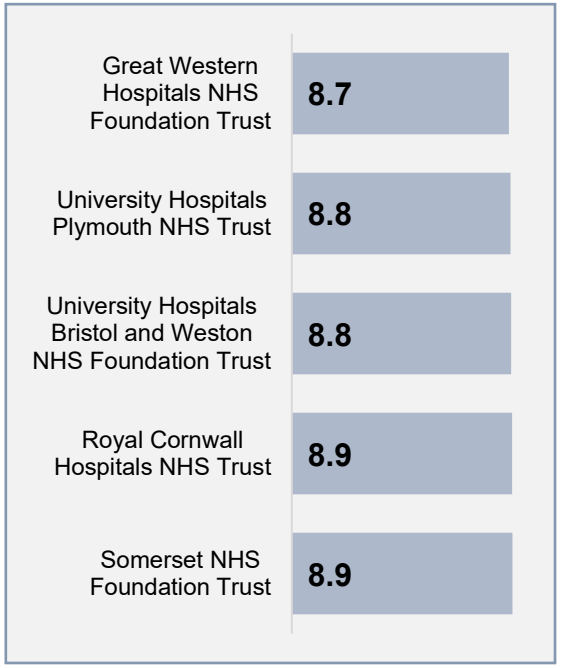


Comparison with other trusts within your region

Trusts with the highest scores



Trusts with the lowest scores



Section 4. Doctors (continued)

Question scores

			All trusts in England		
	Number of respondents	Your trust	National average	Lowest score	Highest score
Q14. When you asked doctors questions, did you get answers you could understand?	449	8.8	8.7	8.0	9.5
Q15. Did you have confidence and trust in the doctors treating you?	486	9.0	9.1	8.6	9.8
Q16. When doctors spoke about your care in front of you, were you included in the conversation?	479	9.0	8.8	8.1	9.7

About the same

Section 5. Nurses

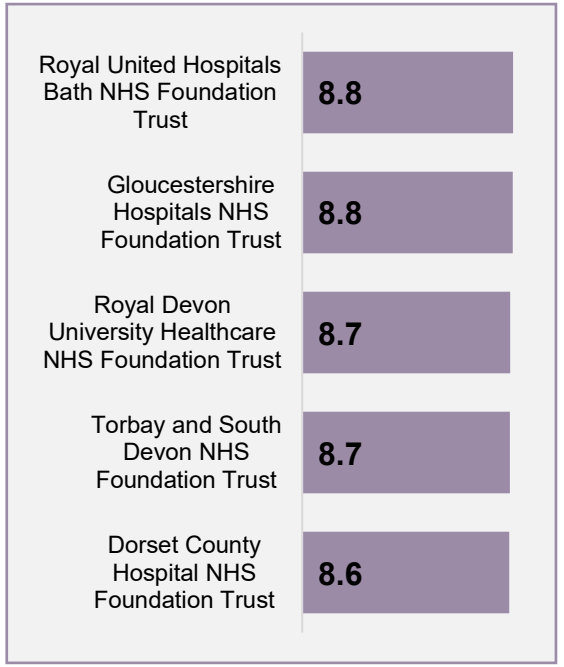
Section score

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.

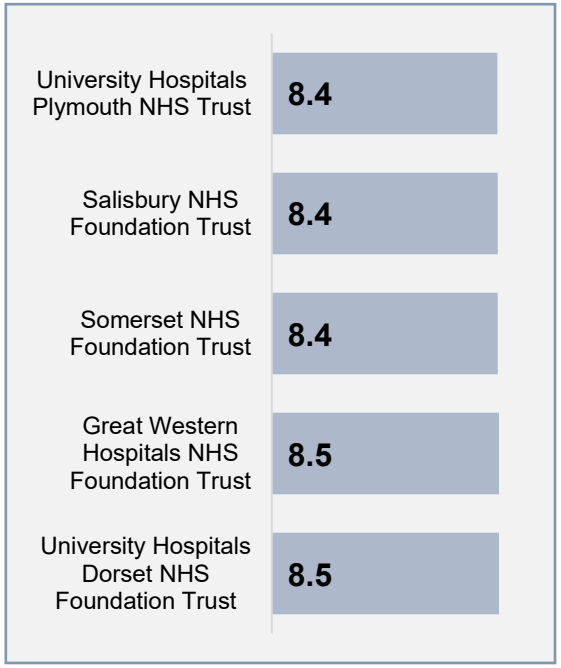
Your trust section score = 8.7 About the same

Comparison with other trusts within your region

Trusts with the highest scores

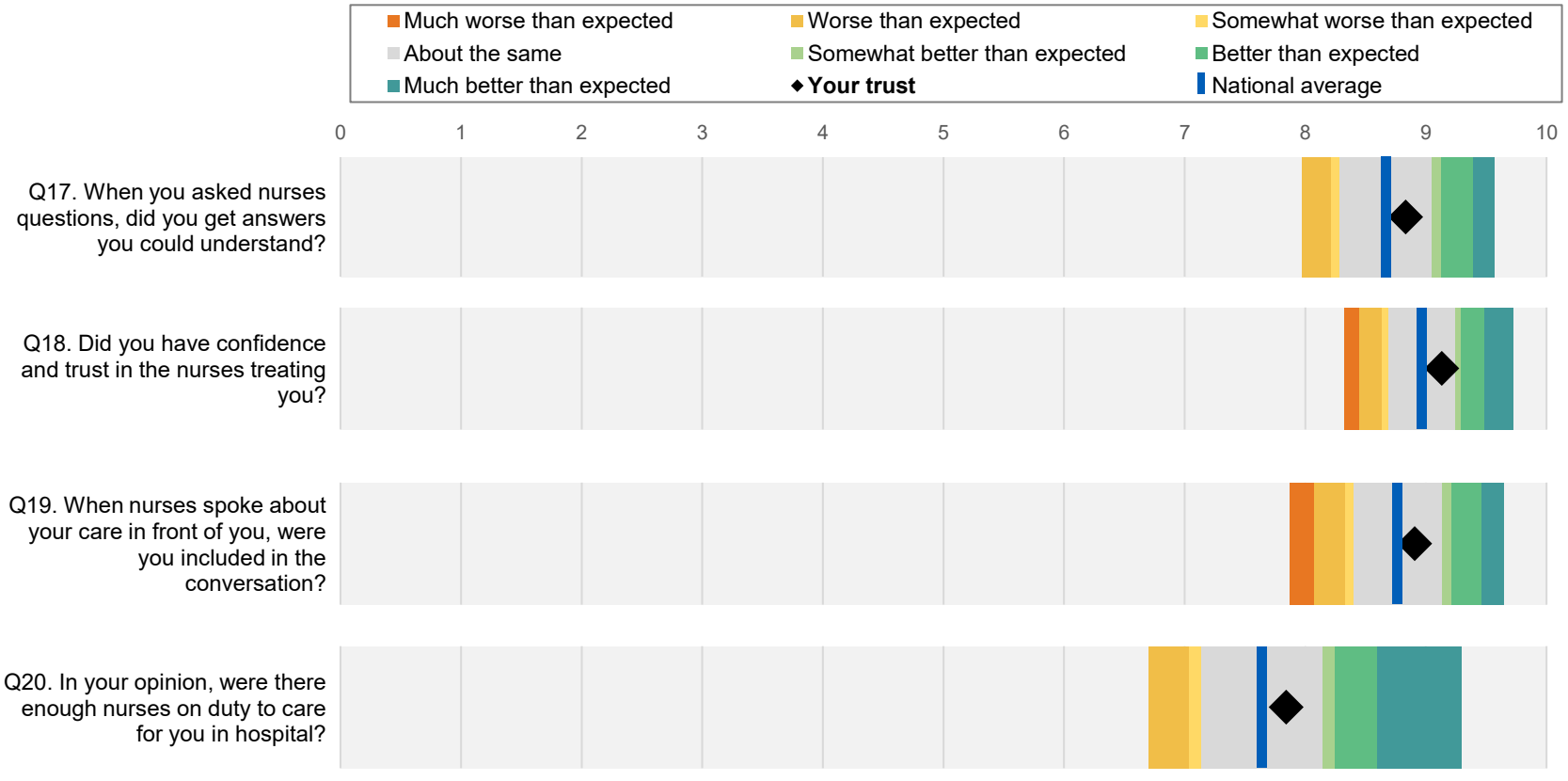


Trusts with the lowest scores



Section 5. Nurses (continued)

Question scores



		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
457	8.8	8.7	8.0	9.6
488	9.1	9.0	8.3	9.7
479	8.9	8.8	7.9	9.7
486	7.8	7.6	6.7	9.3

About the same

About the same

About the same

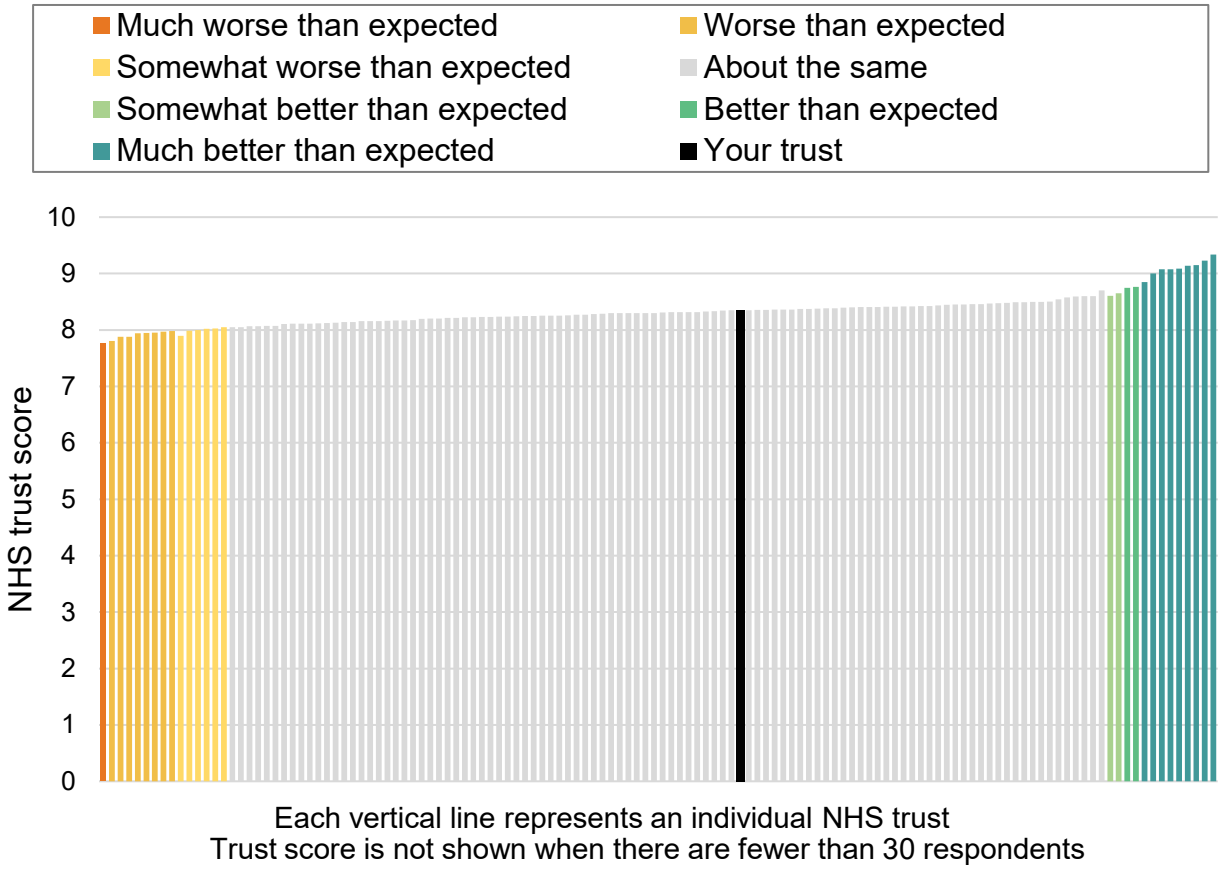
About the same

Section 6. Your care and treatment

Section score

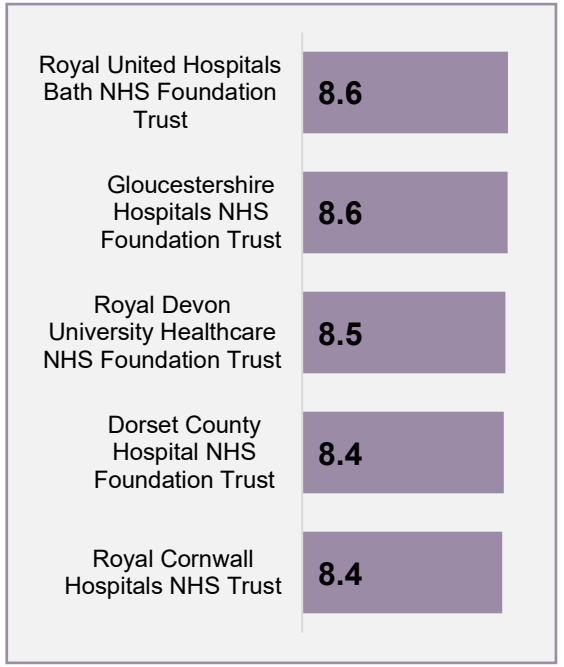
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' 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.

Your trust section score = 8.4 About the same

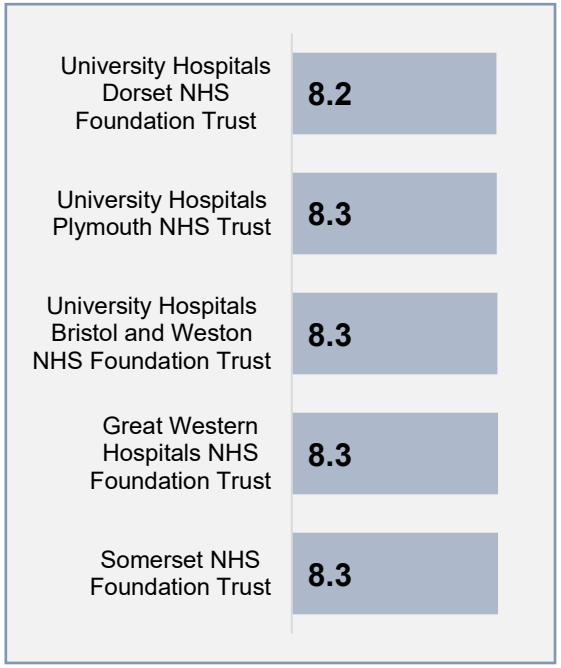


Comparison with other trusts within your region

Trusts with the highest scores

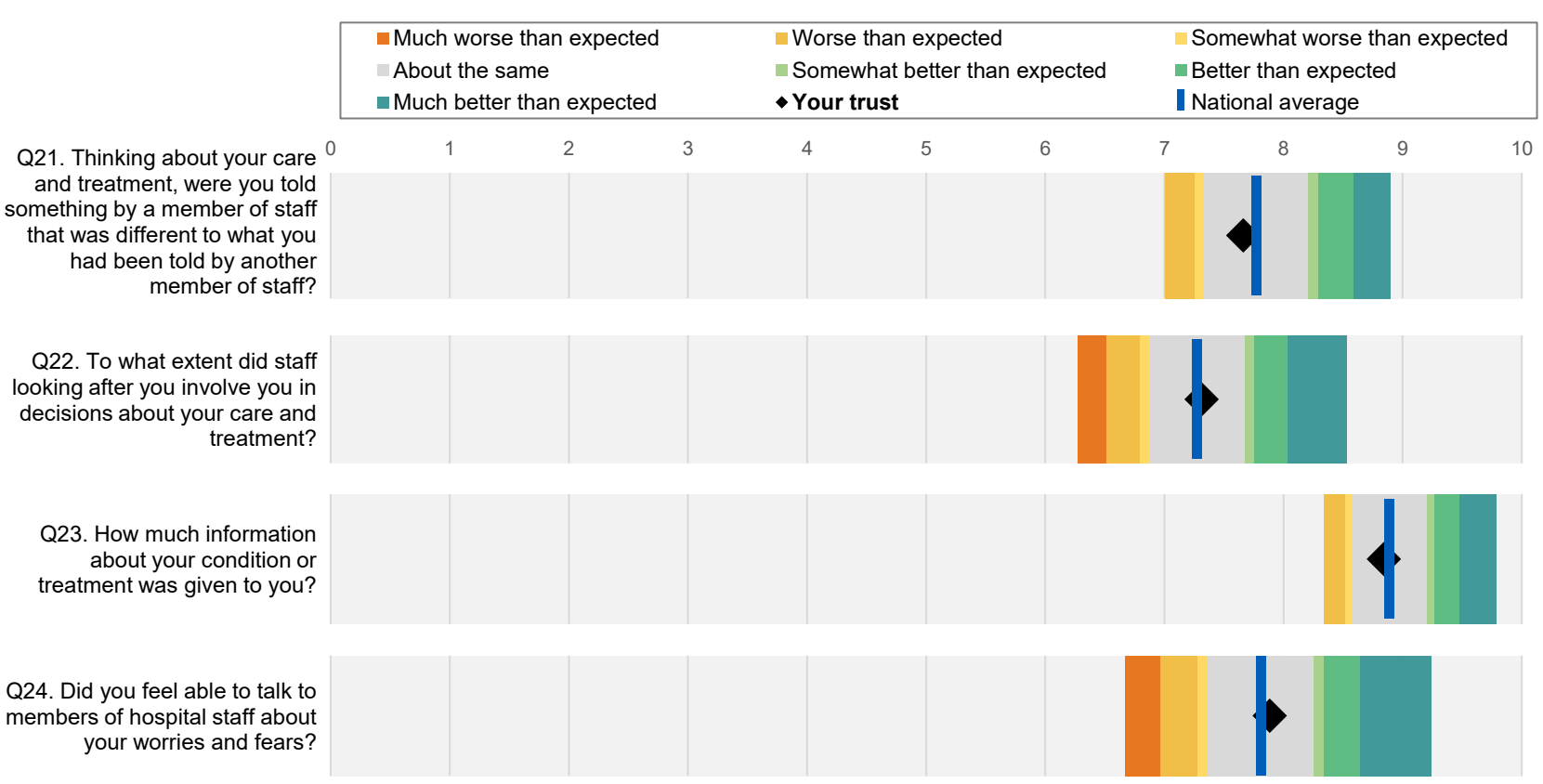


Trusts with the lowest scores



Section 6. Your care and treatment (continued)

Question scores



		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
442	7.7	7.8	7.0	8.9
464	7.3	7.3	6.3	8.5
473	8.8	8.9	8.3	9.8
423	7.9	7.8	6.7	9.2

About the same

Section 6. Your care and treatment (continued)

Question scores

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
486	9.5	9.5	9.1	9.9
412	8.9	8.8	8.2	9.8
459	8.4	8.3	7.6	9.4

About the same

About the same

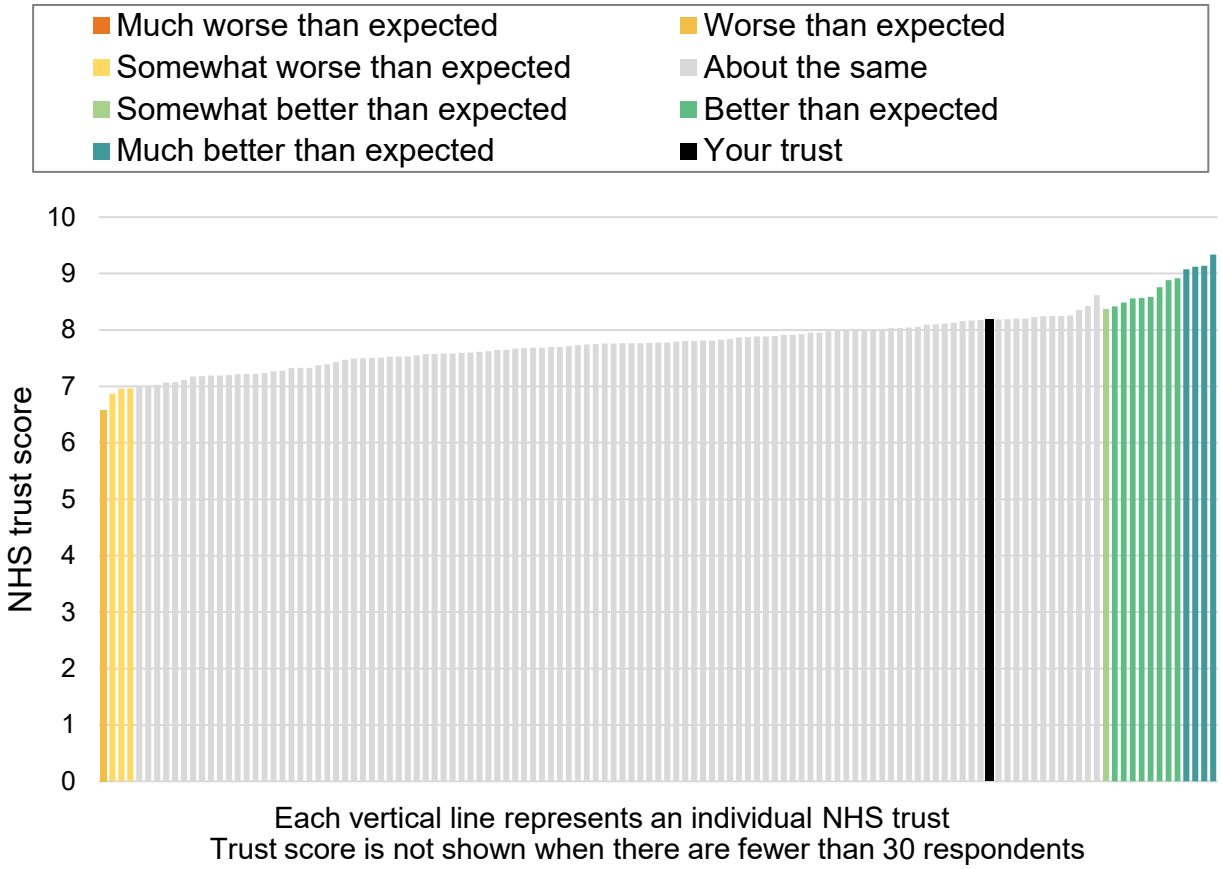
About the same

Section 7. Individual needs

Section score

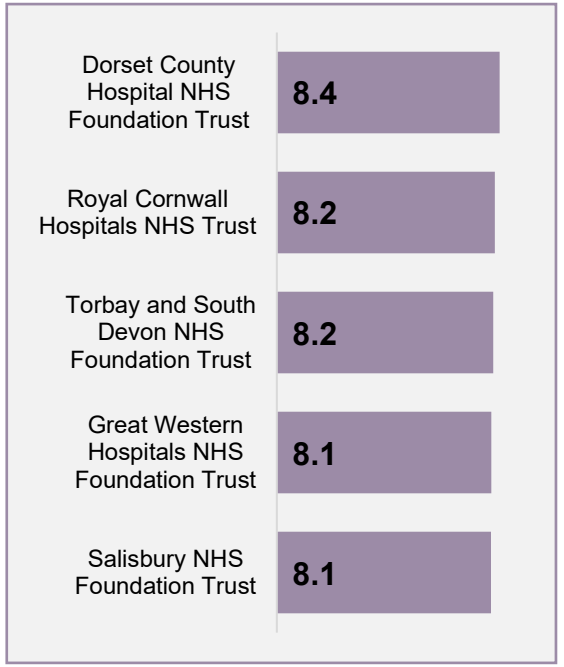
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' 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 = 8.2 About the same

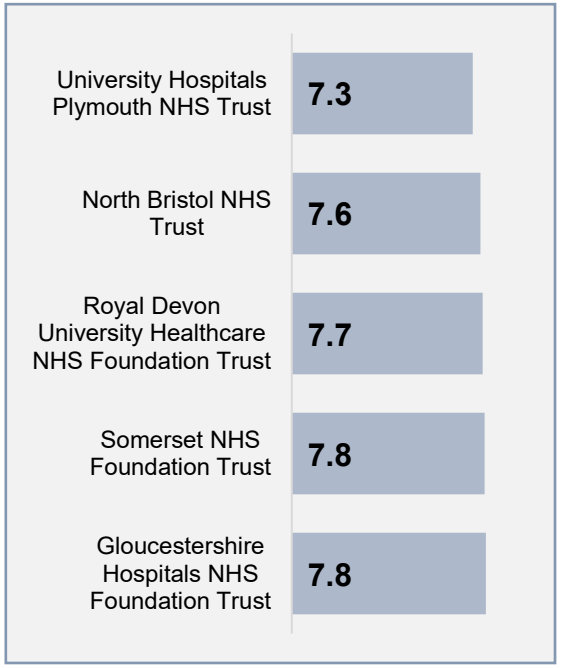


Comparison with other trusts within your region

Trusts with the highest scores

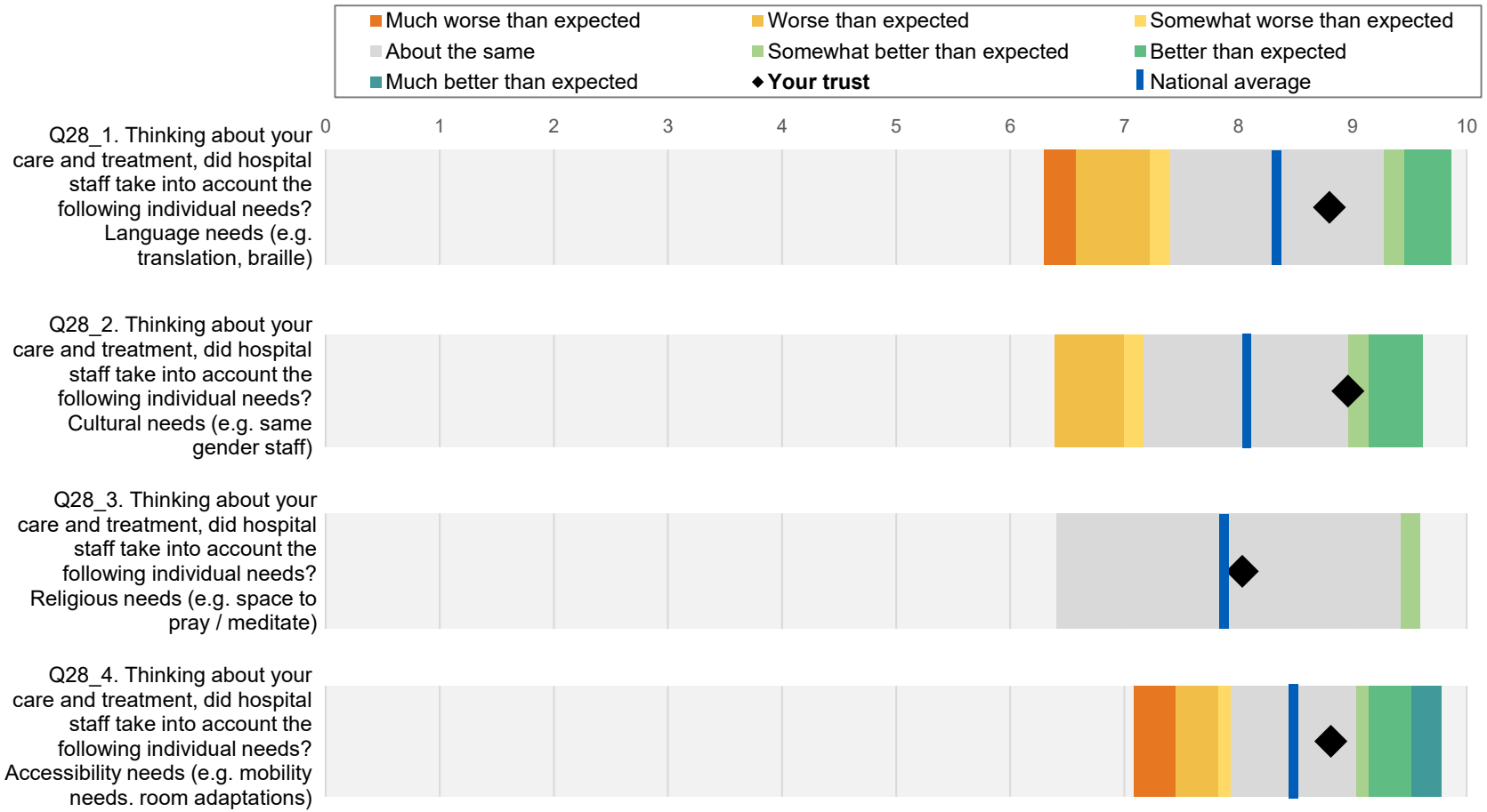


Trusts with the lowest scores



Section 7. Individual needs (continued)

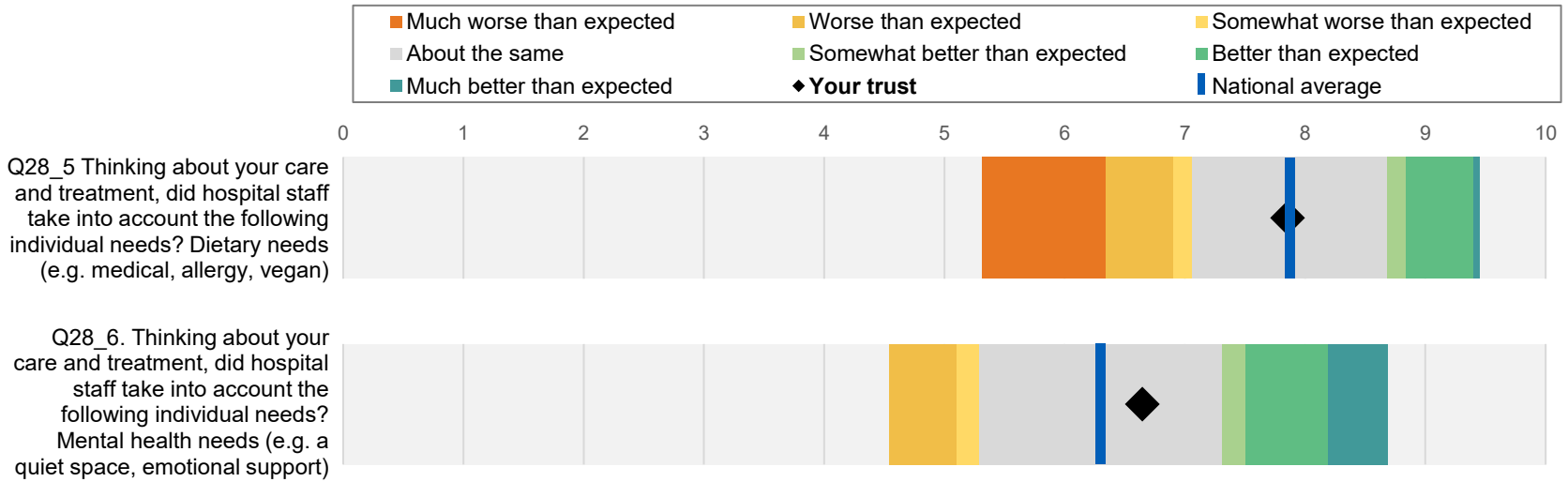
Question scores



		All trusts in England				
		Number of respondents	Your trust	National average	Lowest score	Highest score
Q28_1. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Language needs (e.g. translation, braille)	About the same	55	8.8	8.3	6.3	9.9
Q28_2. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Cultural needs (e.g. same gender staff)	About the same	52	9.0	8.1	6.4	9.6
Q28_3. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Religious needs (e.g. space to pray / meditate)	About the same	34	8.0	7.9	6.4	9.6
Q28_4. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Accessibility needs (e.g. mobility needs. room adaptations)	About the same	174	8.8	8.5	7.1	9.8

Section 7. Individual needs (continued)

Question scores



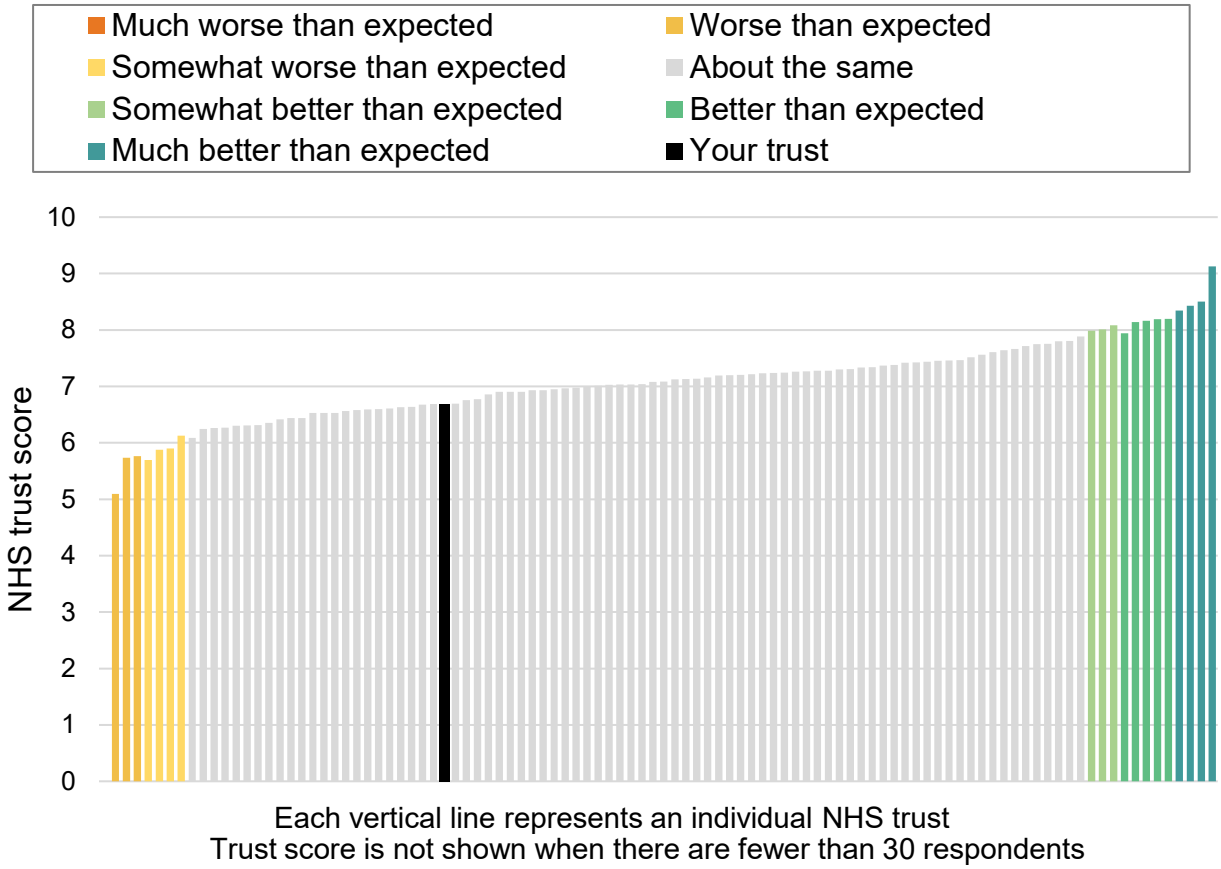
			All trusts in England			
	Number of respondents	Your trust	National average	Lowest score	Highest score	
Q28_5 Thinking about your care and treatment, did hospital staff take into account the following individual needs? Dietary needs (e.g. medical, allergy, vegan)	128	7.9	7.9	5.3	9.5	About the same
Q28_6. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Mental health needs (e.g. a quiet space, emotional support)	86	6.6	6.3	4.5	8.7	About the same

Section 8. Virtual wards

Section score

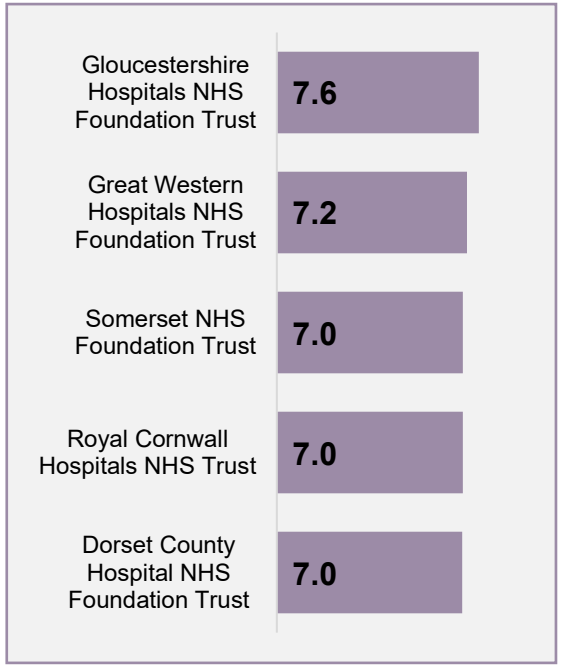
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' 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 About the same

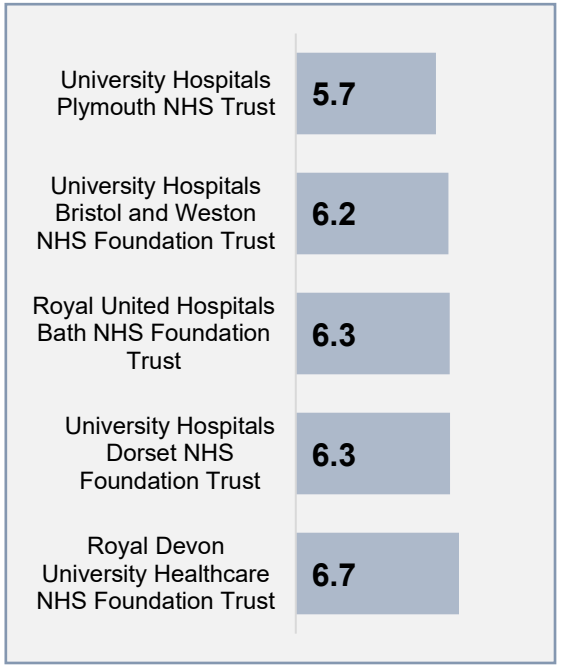


Comparison with other trusts within your region

Trusts with the highest scores

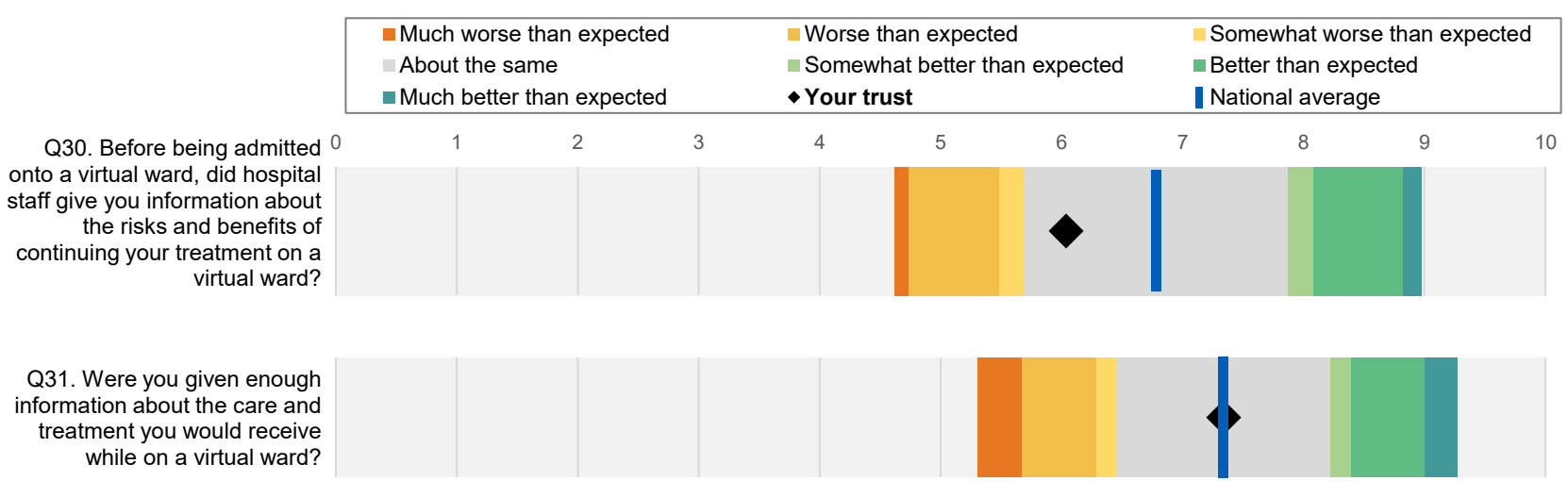


Trusts with the lowest scores



Section 8. Virtual wards (continued)

Question scores



		All trusts in England		
	Number of respondents	Your trust	National average	Lowest score	Highest score
About the same	43	6.0	6.8	4.6	9.0
About the same	46	7.3	7.3	5.3	9.3

Section 9. 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 = 7.0 About the same

Comparison with other trusts within your region

Trusts with the highest scores

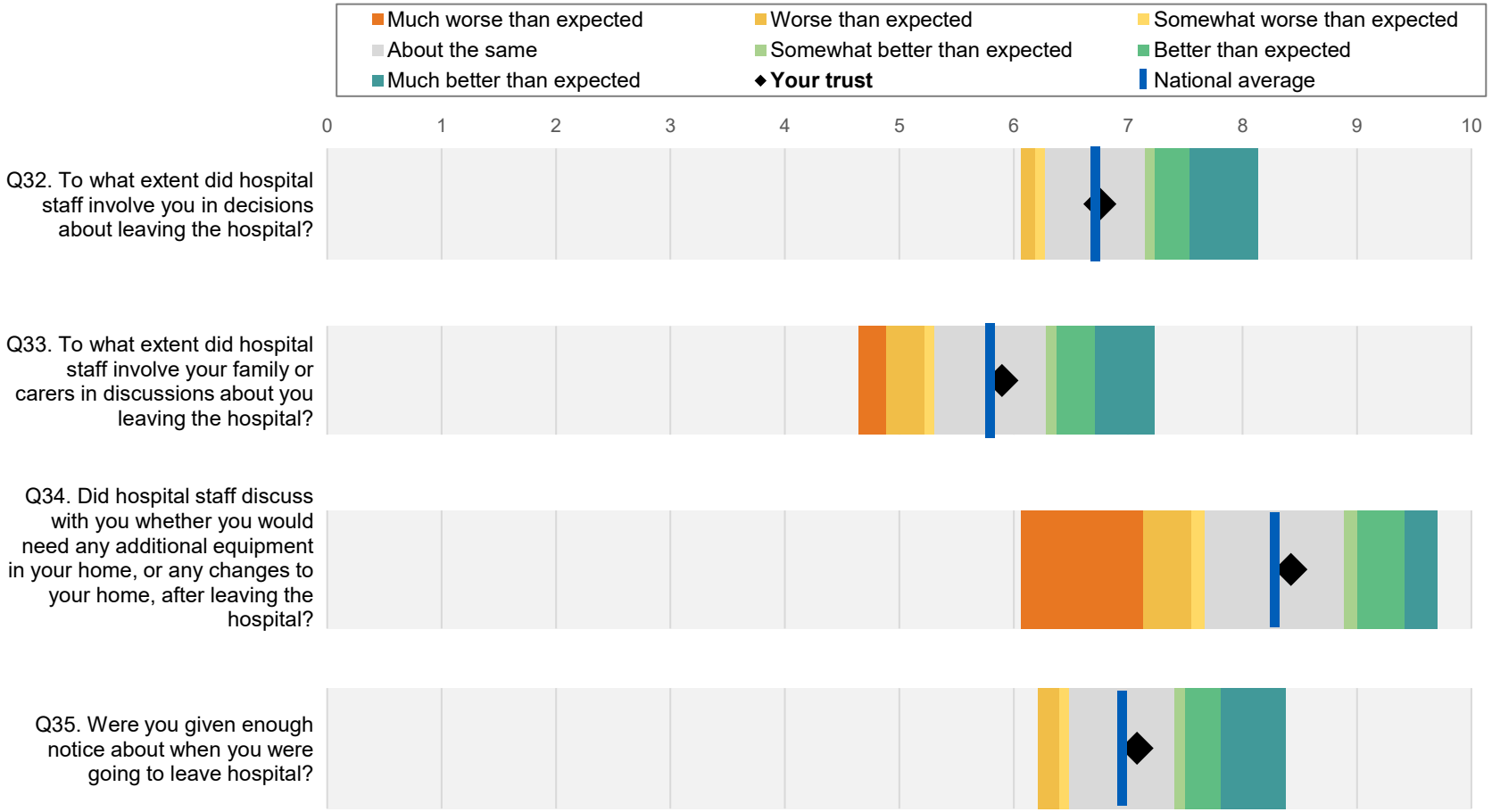
Royal United Hospitals Bath NHS Foundation Trust	7.2
Gloucestershire Hospitals NHS Foundation Trust	7.1
Royal Cornwall Hospitals NHS Trust	7.1
Salisbury NHS Foundation Trust	7.1
Royal Devon University Healthcare NHS Foundation Trust	7.1

Trusts with the lowest scores

Great Western Hospitals NHS Foundation Trust	6.6
University Hospitals Plymouth NHS Trust	6.8
Dorset County Hospital NHS Foundation Trust	6.9
University Hospitals Bristol and Weston NHS Foundation Trust	6.9
University Hospitals Dorset NHS Foundation Trust	6.9

Section 9. Leaving hospital (continued)

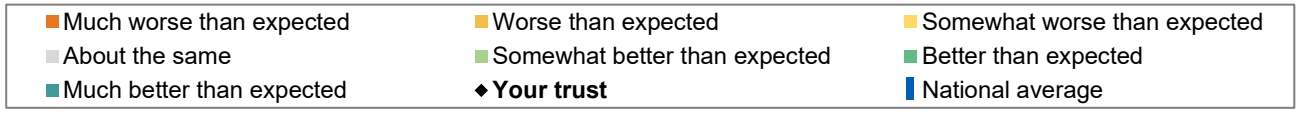
Question scores



		All trusts in England				
	Number of respondents	Your trust	National average	Lowest score	Highest score	
Q32. To what extent did hospital staff involve you in decisions about leaving the hospital?	473	6.8	6.7	6.1	8.1	About the same
Q33. To what extent did hospital staff involve your family or carers in discussions about you leaving the hospital?	350	5.9	5.8	4.6	7.2	About the same
Q34. 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?	178	8.4	8.3	6.1	9.7	About the same
Q35. Were you given enough notice about when you were going to leave hospital?	486	7.1	6.9	6.2	8.4	About the same

Section 9. Leaving hospital (continued)

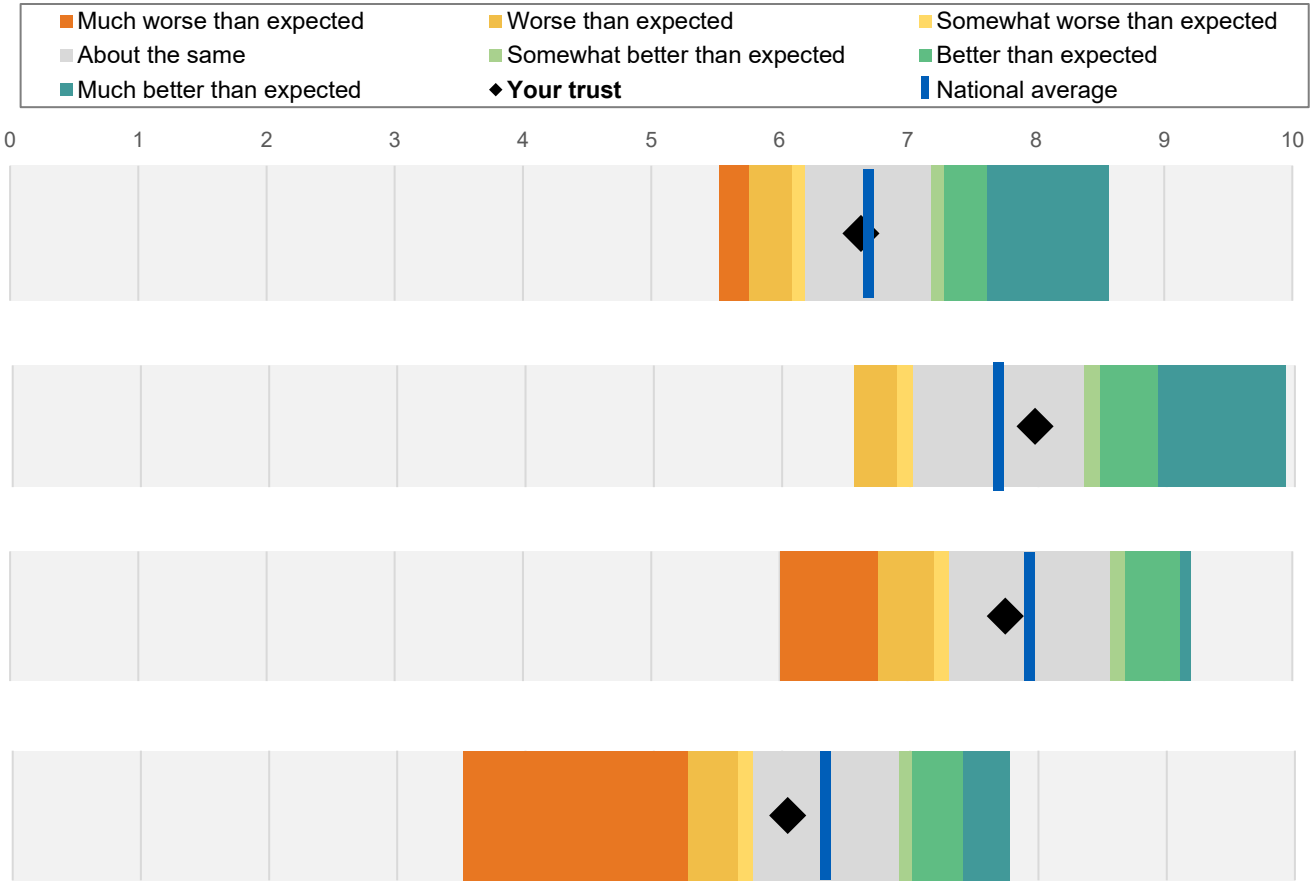
Question scores



		All trusts in England				
	Number of respondents	Your trust	National average	Lowest score	Highest score	
Q36. Before you left the hospital, were you given any information about what you should or should not do after leaving the hospital?	447	7.8	7.9	6.9	9.5	About the same
Q37. To what extent did you understand the information you were given about what you should or should not do after leaving the hospital?	338	9.1	9.0	8.3	9.6	About the same
Q38. Before you left the hospital, were your family or carers given the information they needed to care for you at home?	299	6.2	6.3	5.0	8.3	About the same
Q39. Thinking about any medicine you were to take at home, were you given any of the following?	369	4.3	4.5	3.7	6.3	About the same

Section 9. Leaving hospital (continued)

Question scores



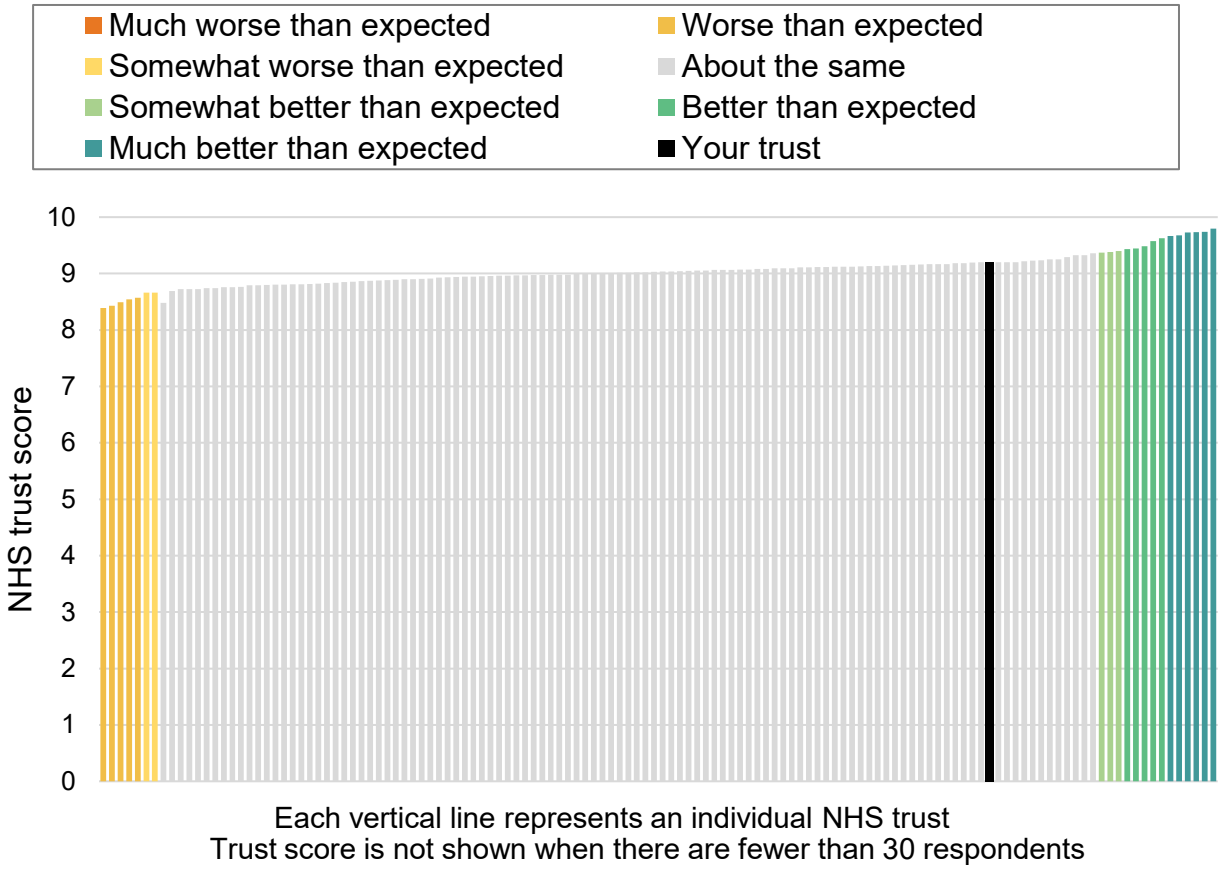
		All trusts in England				
	Number of respondents	Your trust	National average	Lowest score	Highest score	
Q40. Before you left the hospital, did you know what would happen next with your care?	413	6.6	6.7	5.5	8.6	About the same
Q41. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	442	8.0	7.7	6.6	9.9	About the same
Q42. Did hospital staff discuss with you whether you may need any further health or social care services after leaving the hospital?	237	7.8	8.0	6.0	9.2	About the same
Q43. After leaving the hospital, did you get enough support from health or social care services to help you recover or manage your condition?	293	6.0	6.3	3.5	7.8	About the same

Section 10. Kindness and compassion

Section score

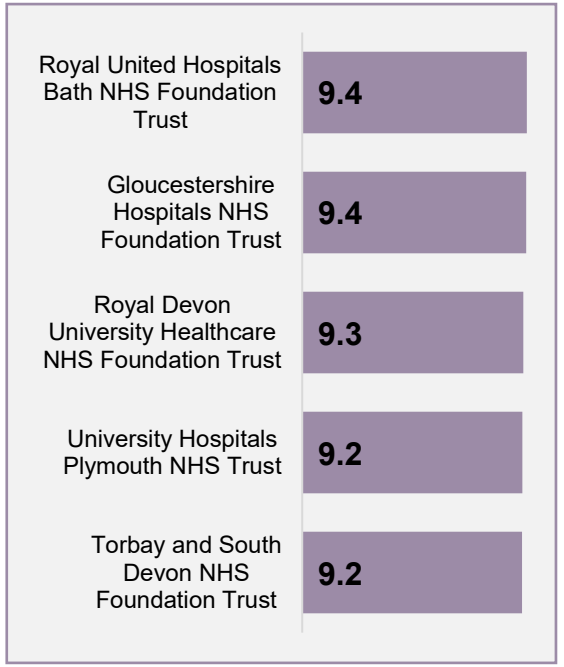
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range'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

Your trust section score = 9.2 About the same

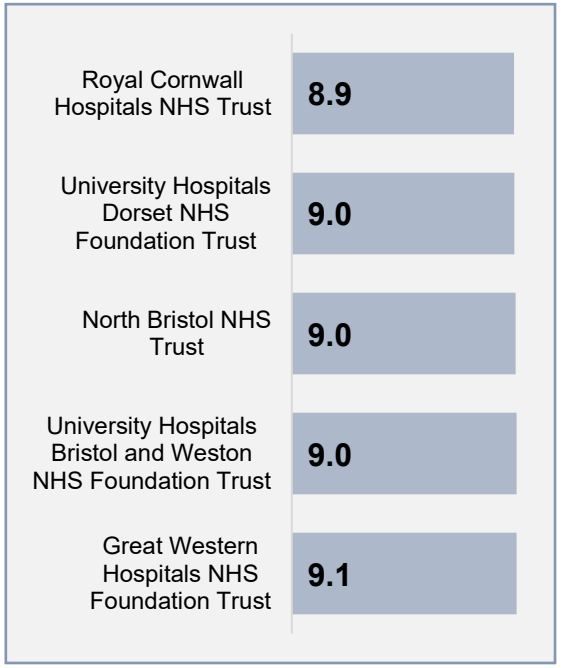


Comparison with other trusts within your region

Trusts with the highest scores



Trusts with the lowest scores



Section 10. Kindness and compassion (continued)

Question score

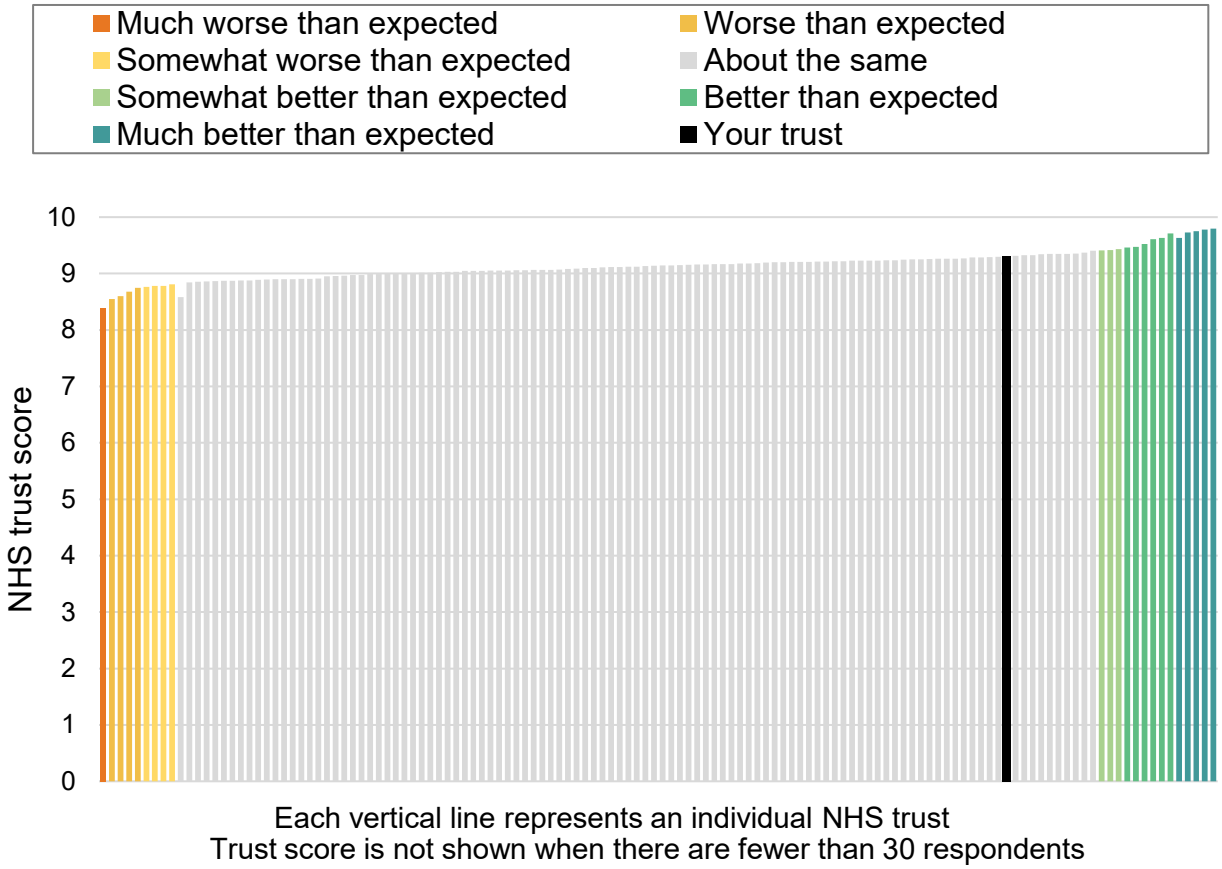
		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
485	9.2	9.0	8.4	9.8

Section 11. Respect and dignity

Section score

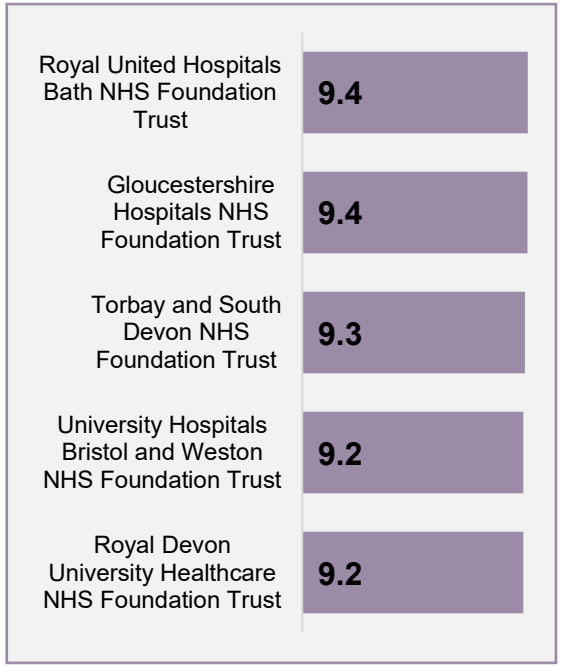
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range'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

Your trust section score = 9.3 About the same

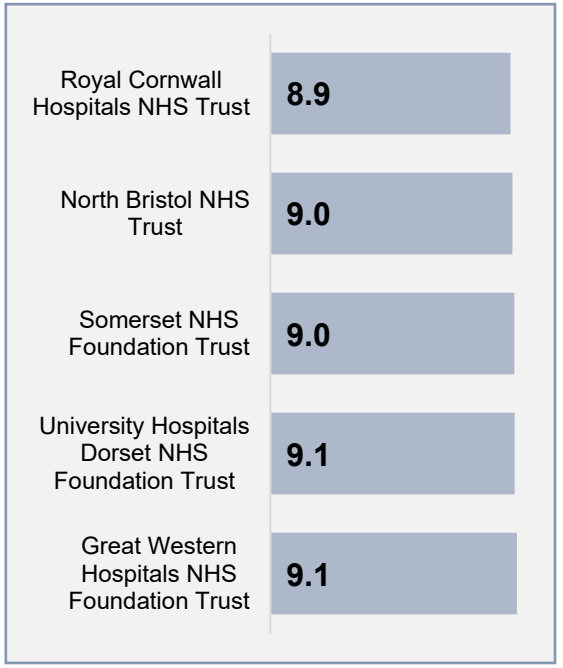


Comparison with other trusts within your region

Trusts with the highest scores

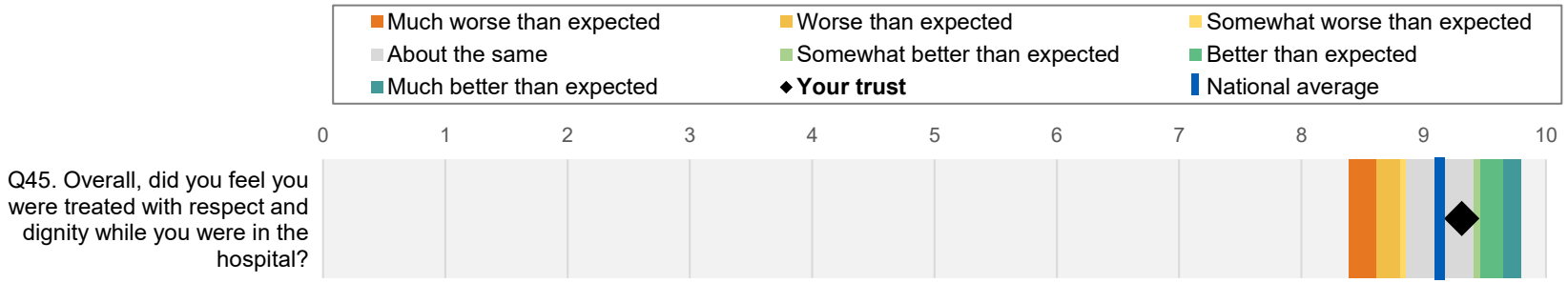


Trusts with the lowest scores



Section 11. Respect and dignity (continued)

Question score



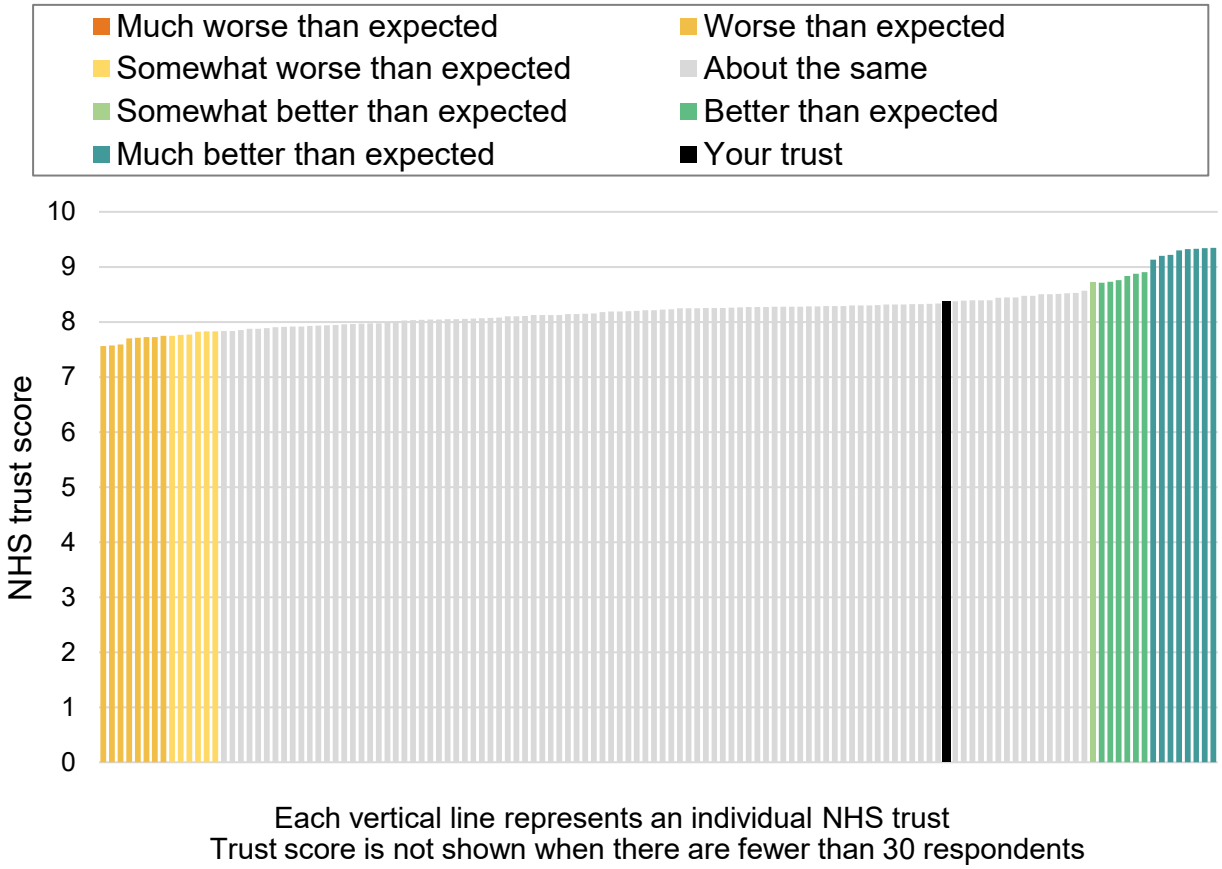
		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
484	9.3	9.1	8.4	9.8

Section 12. Overall experience

Section score

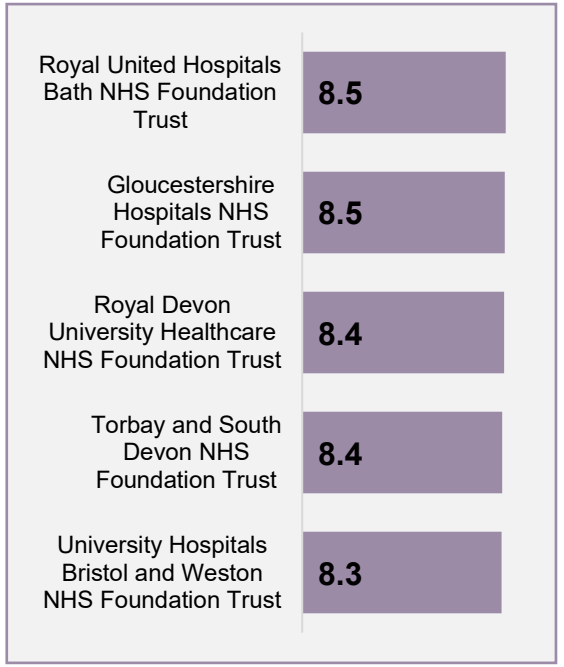
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' 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.

Your trust section score = 8.4 About the same

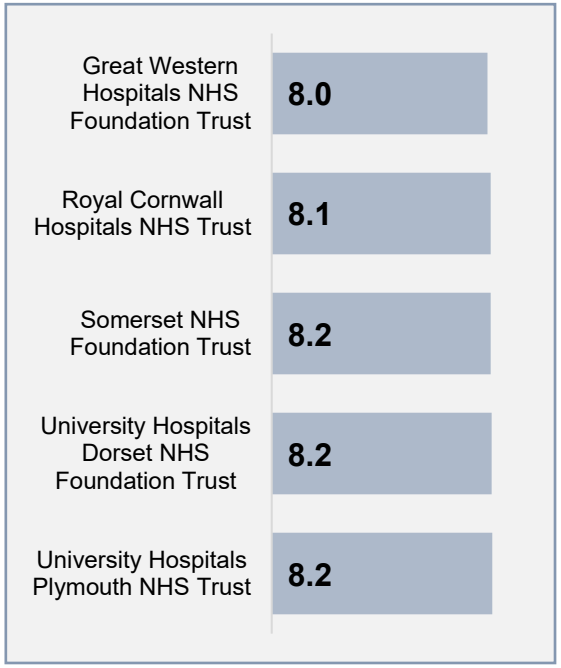


Comparison with other trusts within your region

Trusts with the highest scores

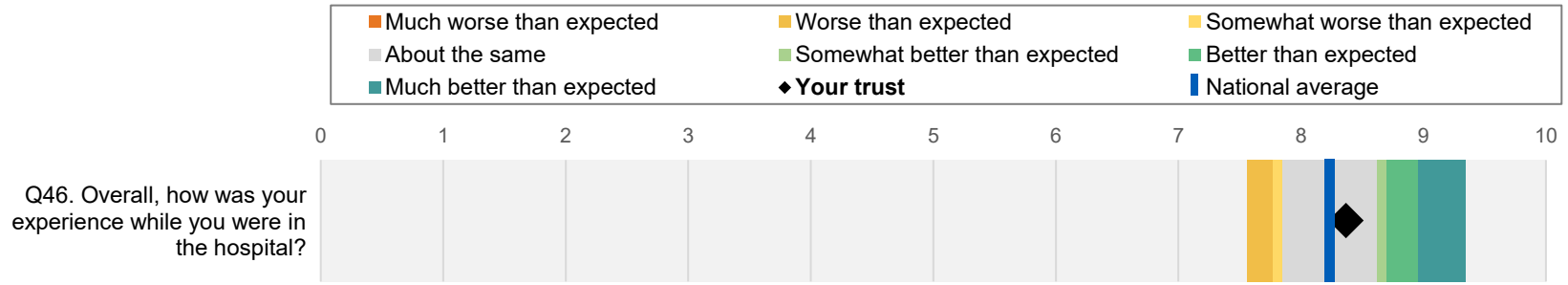


Trusts with the lowest scores



Section 12. Overall experience (continued)

Question score



		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
486	8.4	8.2	7.6	9.3

Trust and site results

This section includes:

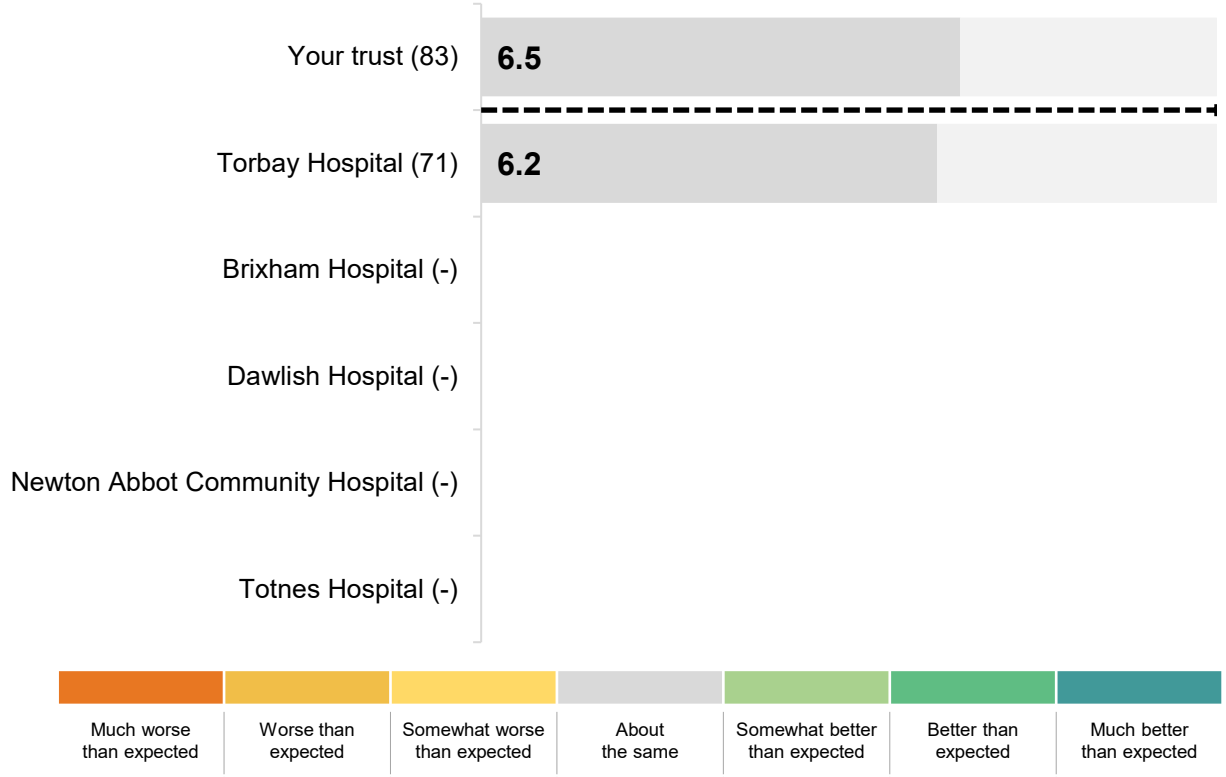
- an overview of results for your trust for each question, including:
  - the score for your trust
  - a breakdown of scores across sites within your trust
- if fewer than 30 responses were received from patients discharged from a site, no scores will be displayed for that site

Section 1. 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 and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



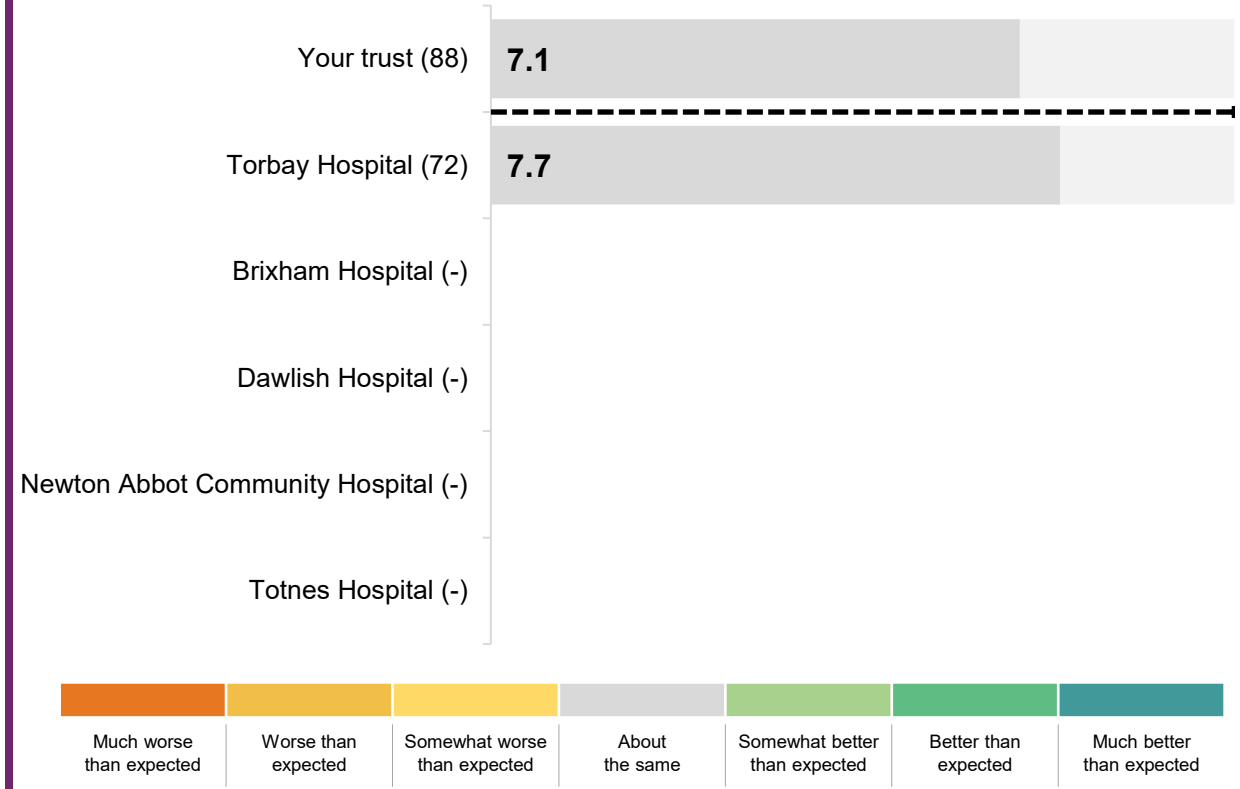
Please note: the number of respondents is shown in brackets next to the site name

Section 1. Admission to hospital

Q4. How would you rate the quality of information you were given, while you were on the waiting list to be admitted to hospital?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



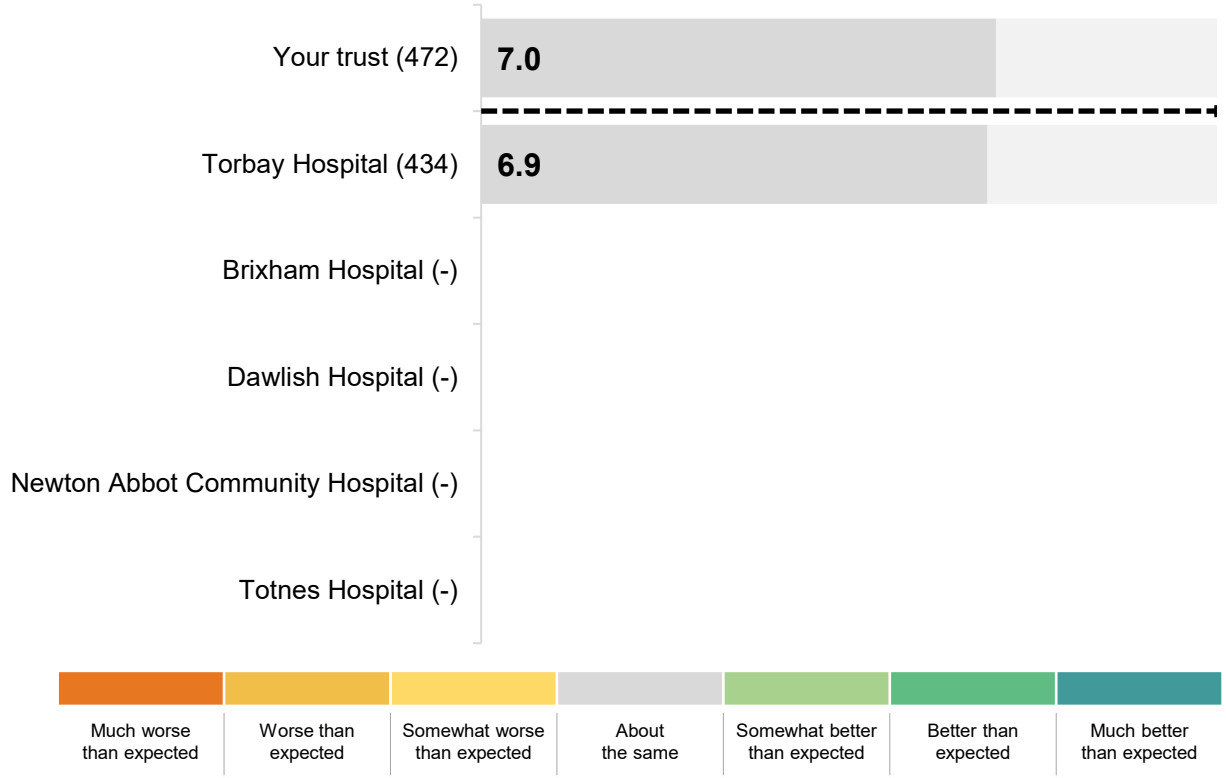
Please note: the number of respondents is shown in brackets next to the site name

Section 1. Admission to hospital

Q5. 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 and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



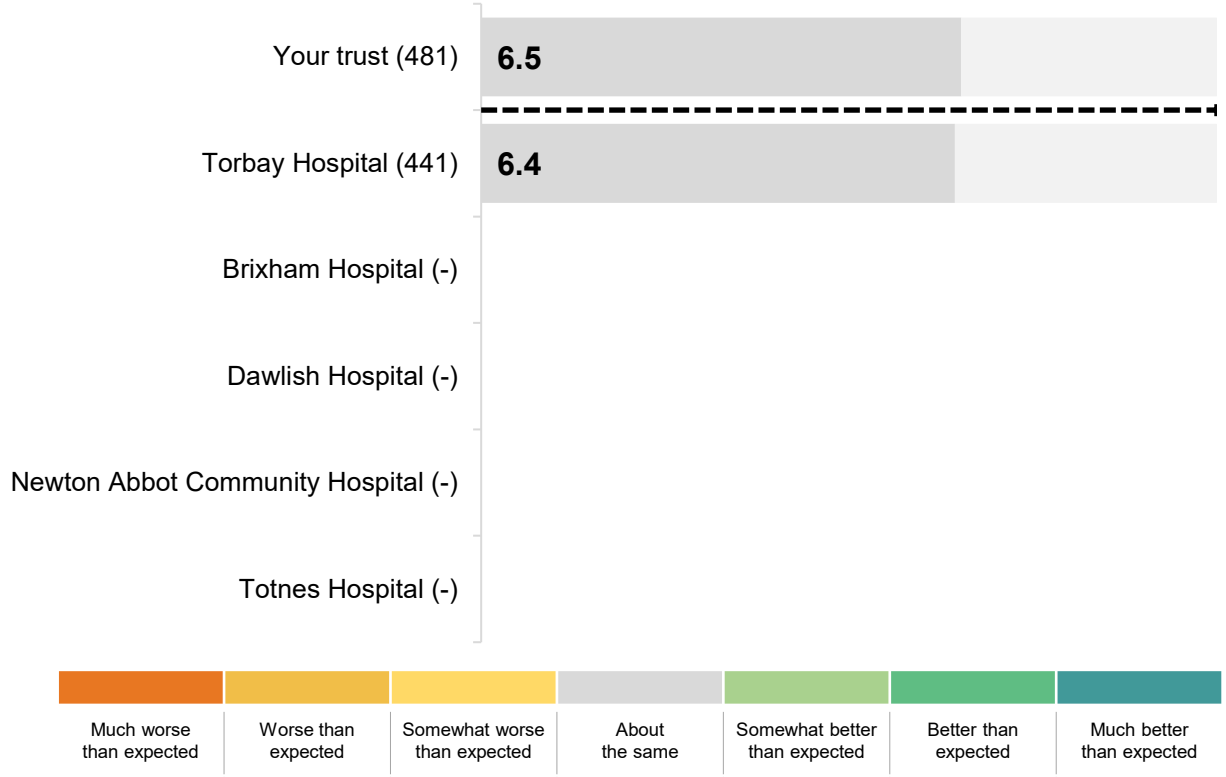
Please note: the number of respondents is shown in brackets next to the site name

Section 2. The hospital and ward

Q7_1. Were you ever prevented from sleeping at night by noise from other patients?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



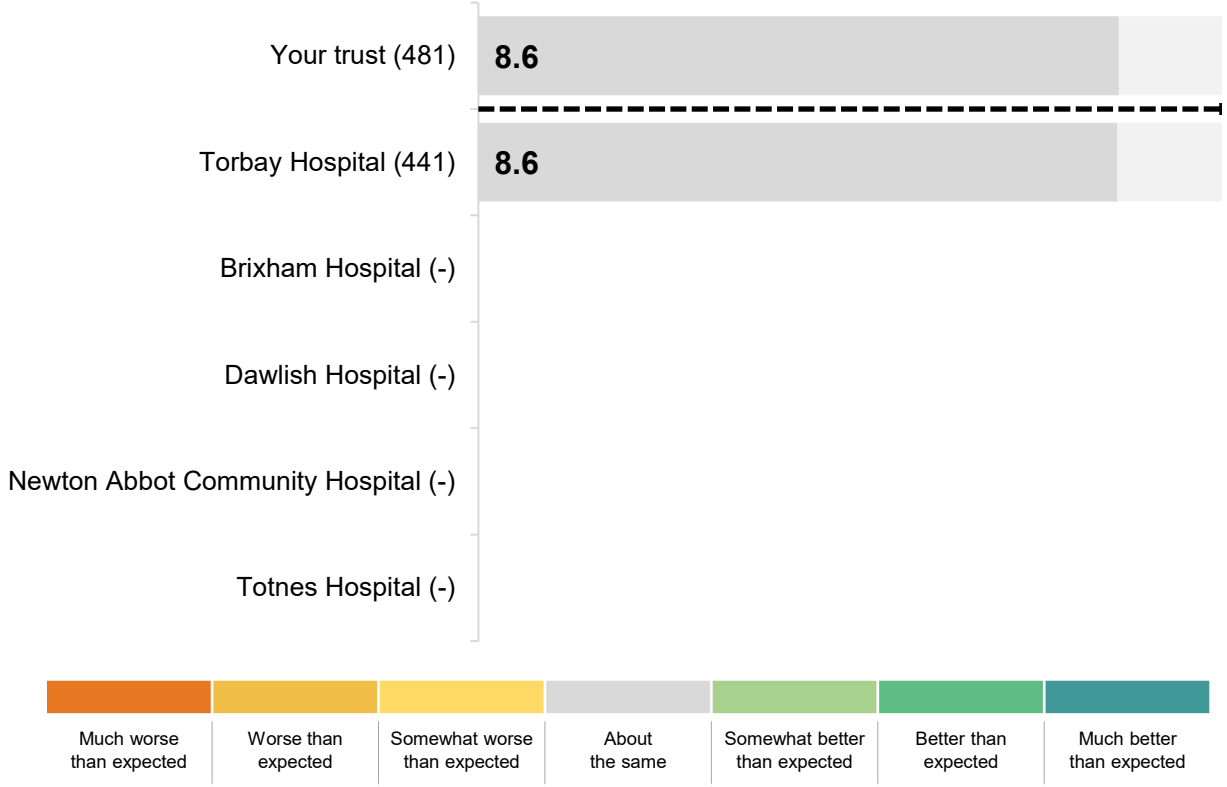
Please note: the number of respondents is shown in brackets next to the site name

Section 2. The hospital and ward

Q7_2. Were you ever prevented from sleeping at night by noise from staff?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



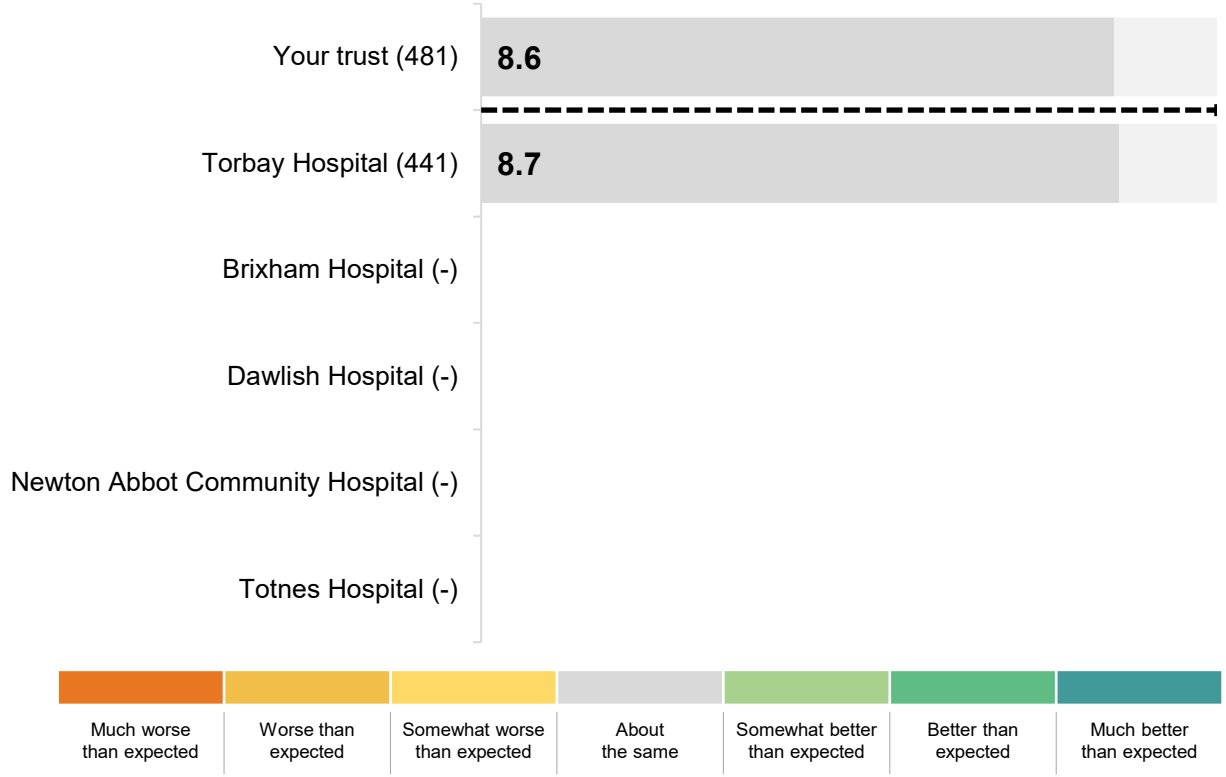
Please note: the number of respondents is shown in brackets next to the site name

Section 2. The hospital and ward

Q7_4. Were you ever prevented from sleeping at night by hospital lighting?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



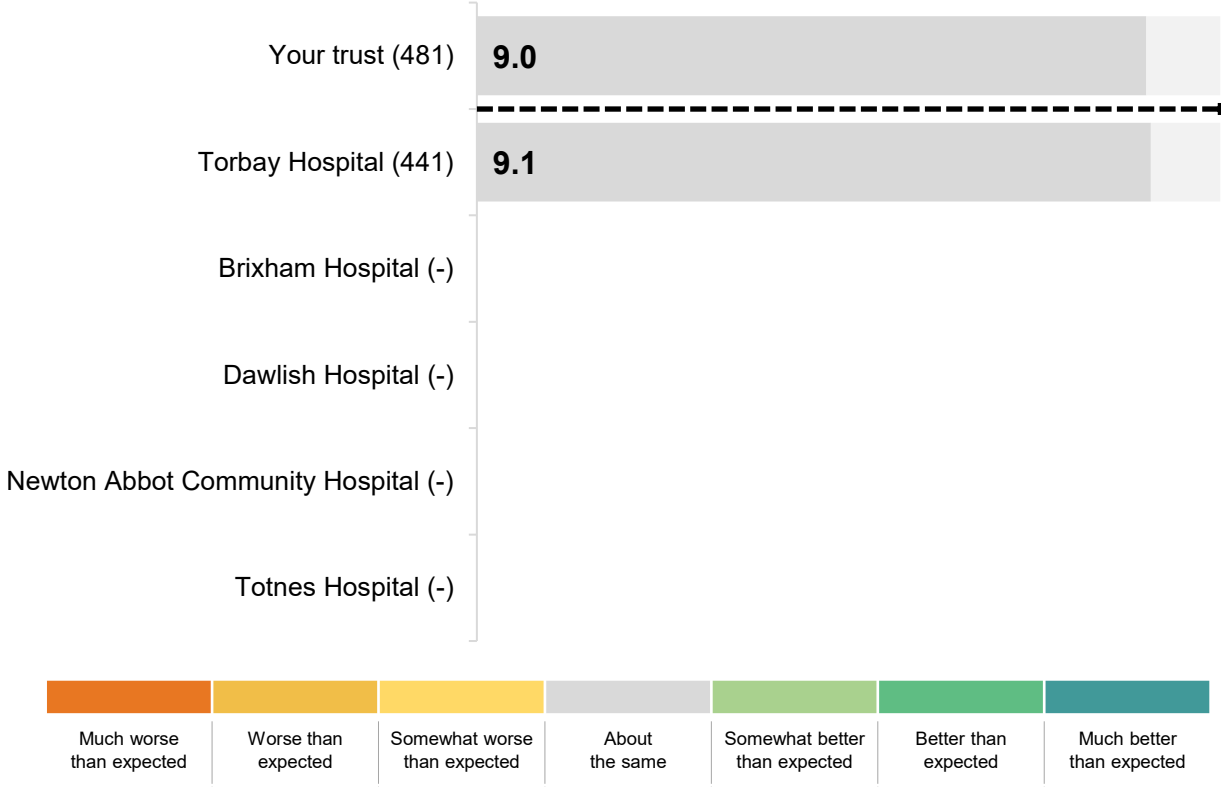
Please note: the number of respondents is shown in brackets next to the site name

Section 2. The hospital and ward

Q7_6. Were you ever prevented from sleeping at night by the room temperature?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



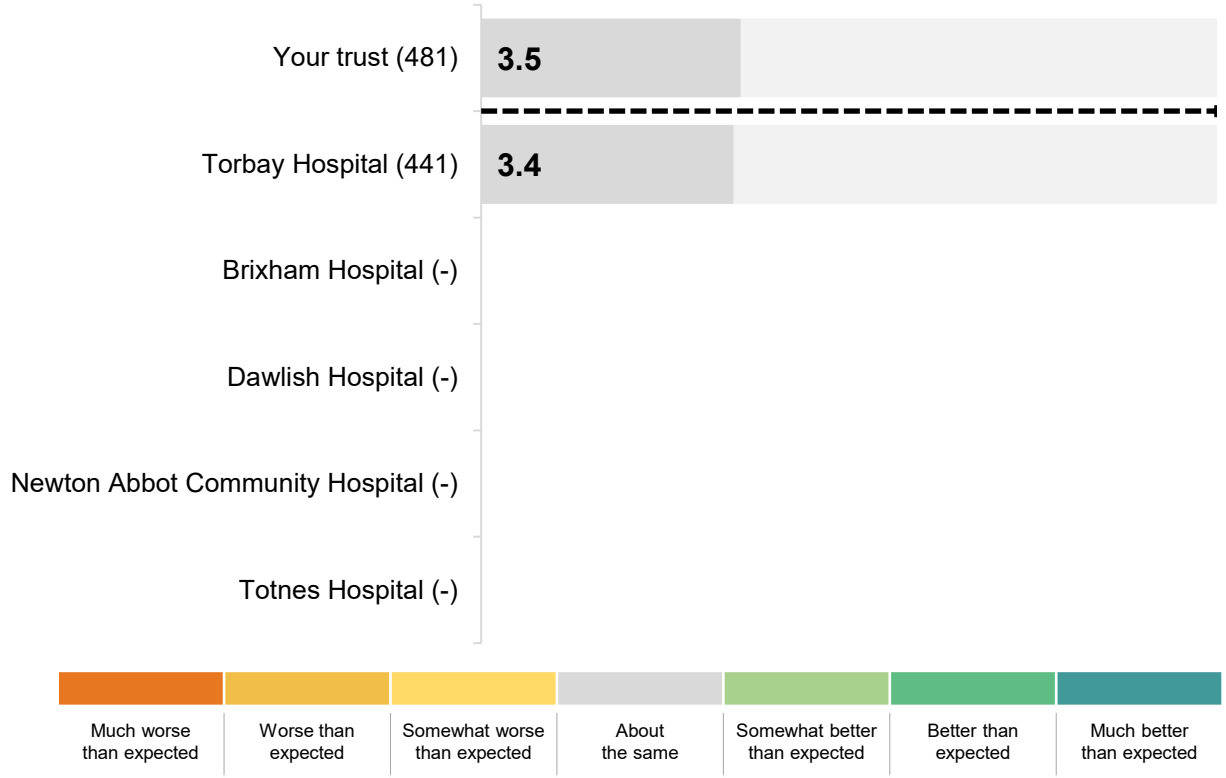
Please note: the number of respondents is shown in brackets next to the site name

Section 2. The hospital and ward

Q7_8. Were you ever prevented from sleeping at night by any of the following? I was not prevented from sleeping

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



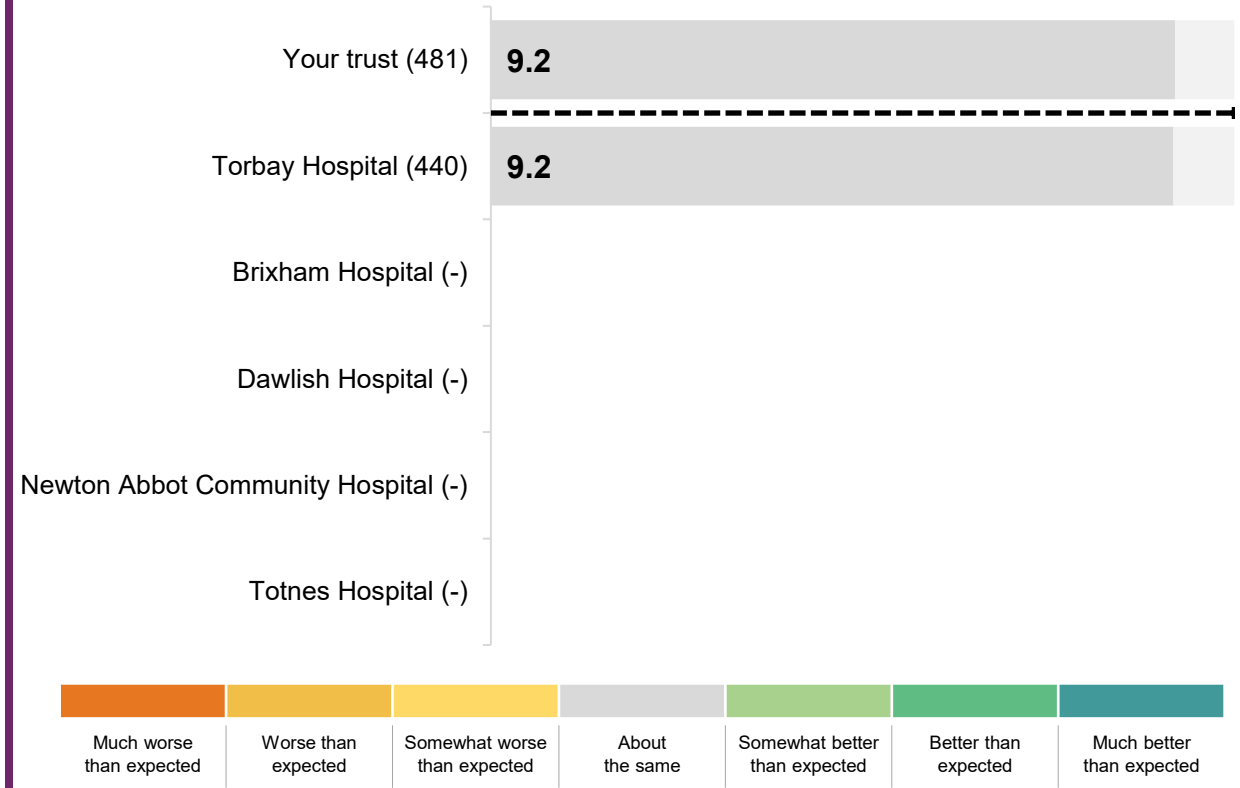
Please note: the number of respondents is shown in brackets next to the site name

Section 2. The hospital and ward

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

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



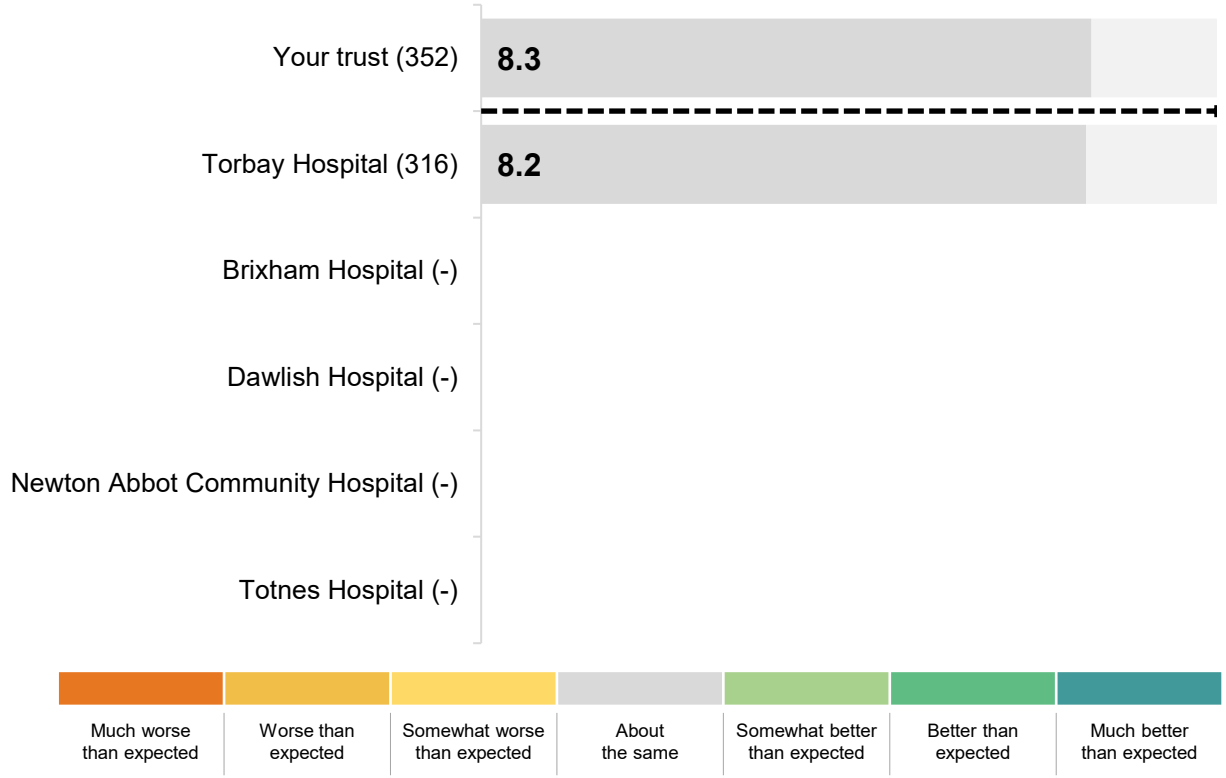
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Basic needs

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

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



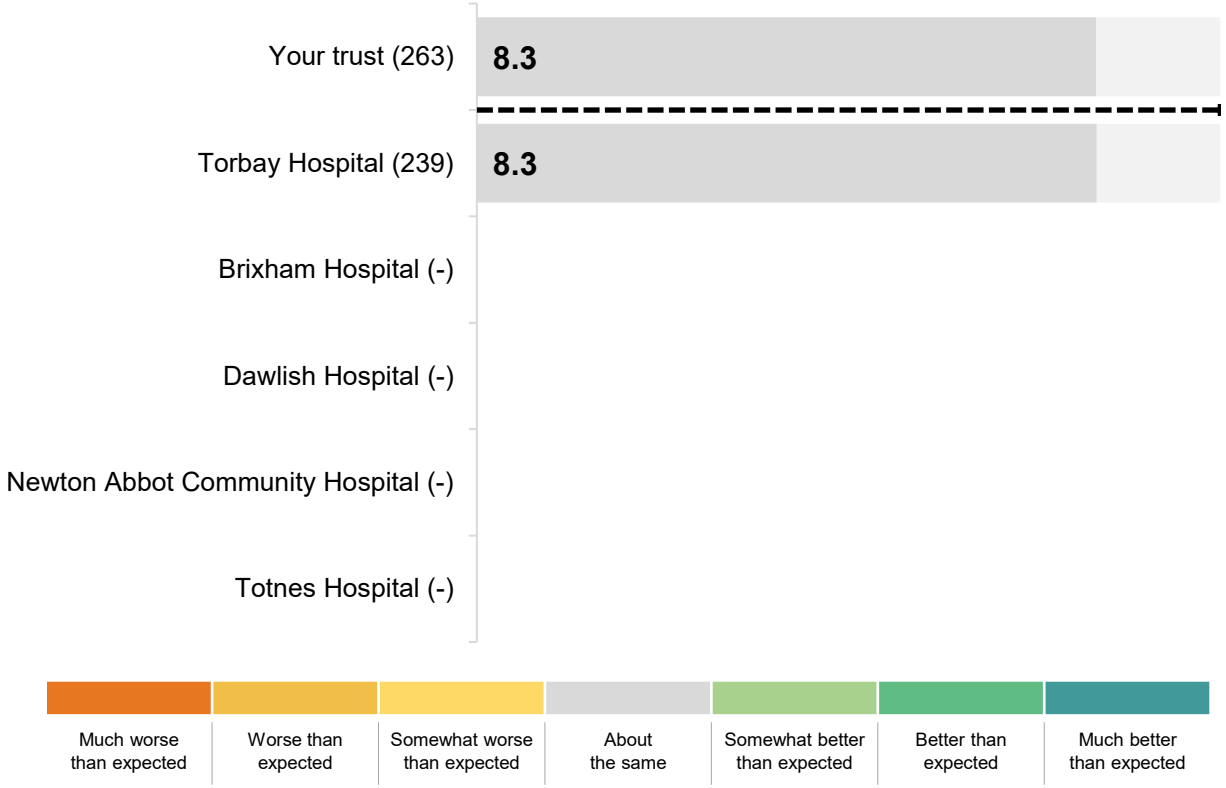
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Basic needs

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

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



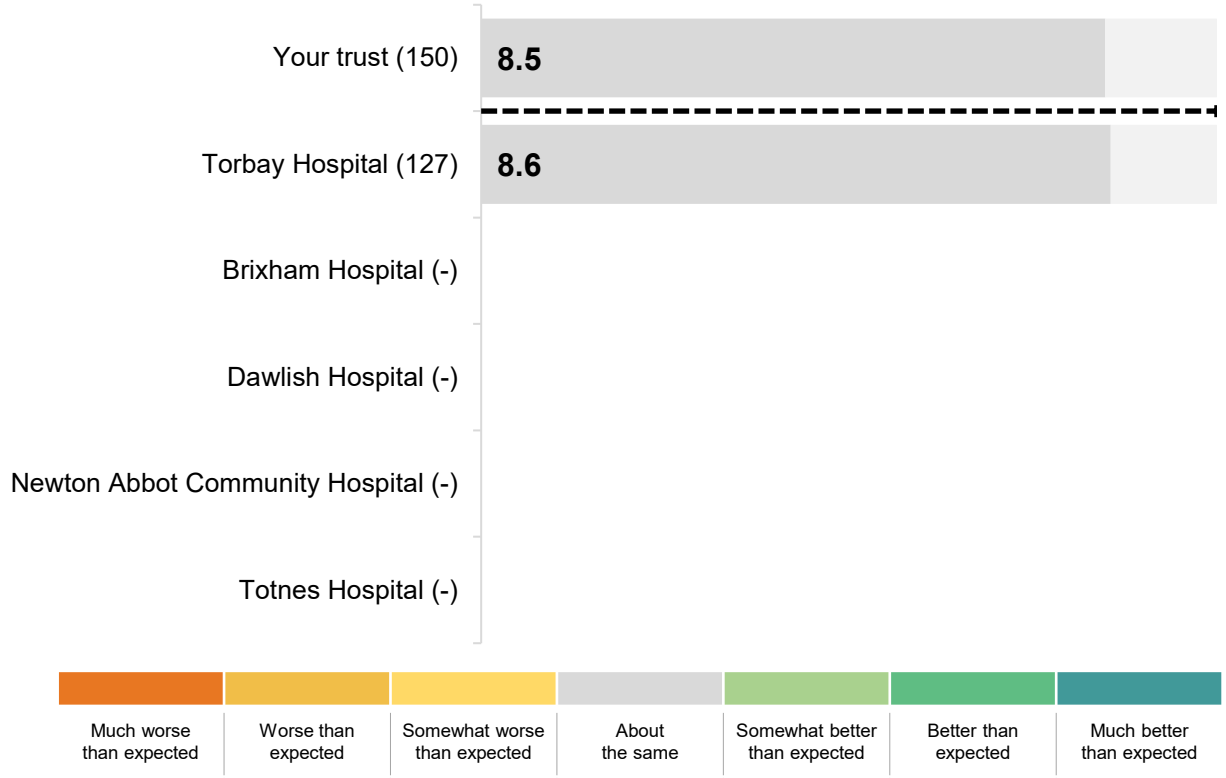
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Basic needs

Q11. Did you get enough help from staff to eat your meals?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



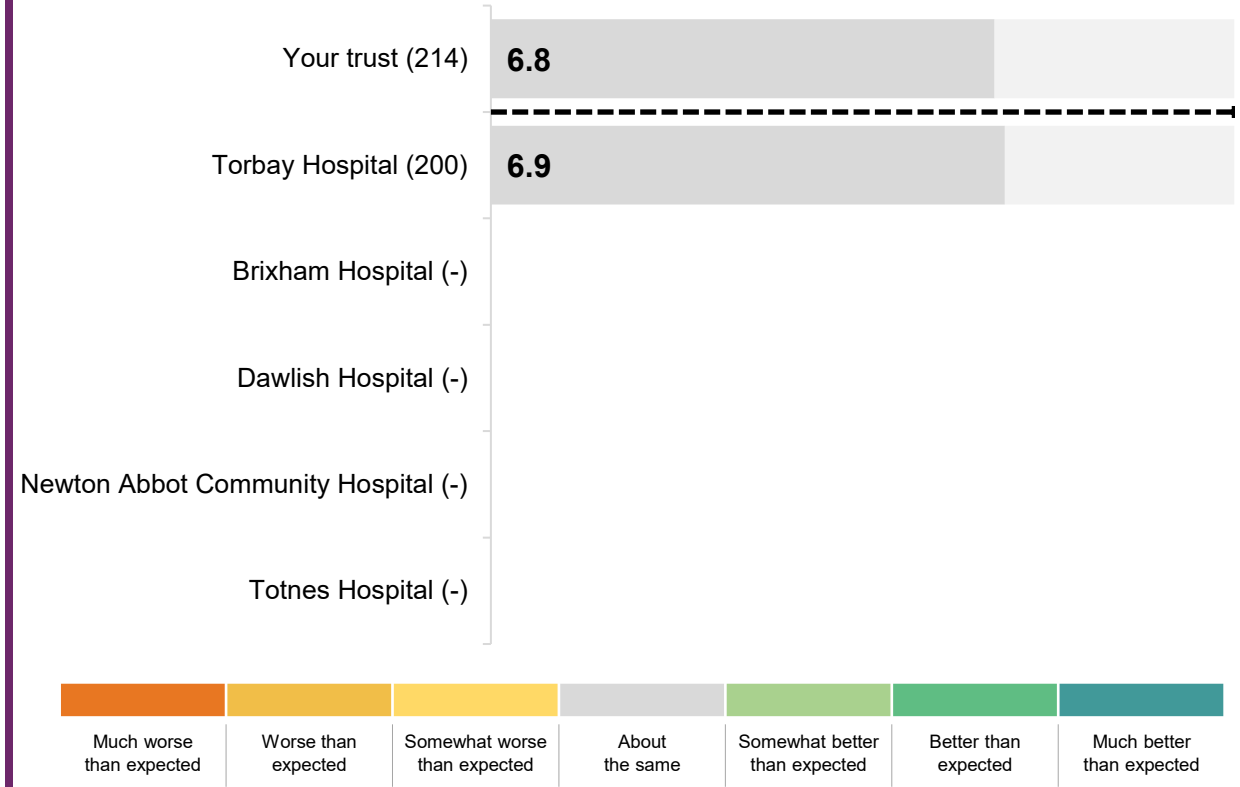
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Basic needs

Q12. Were you able to get hospital food outside of set mealtimes?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



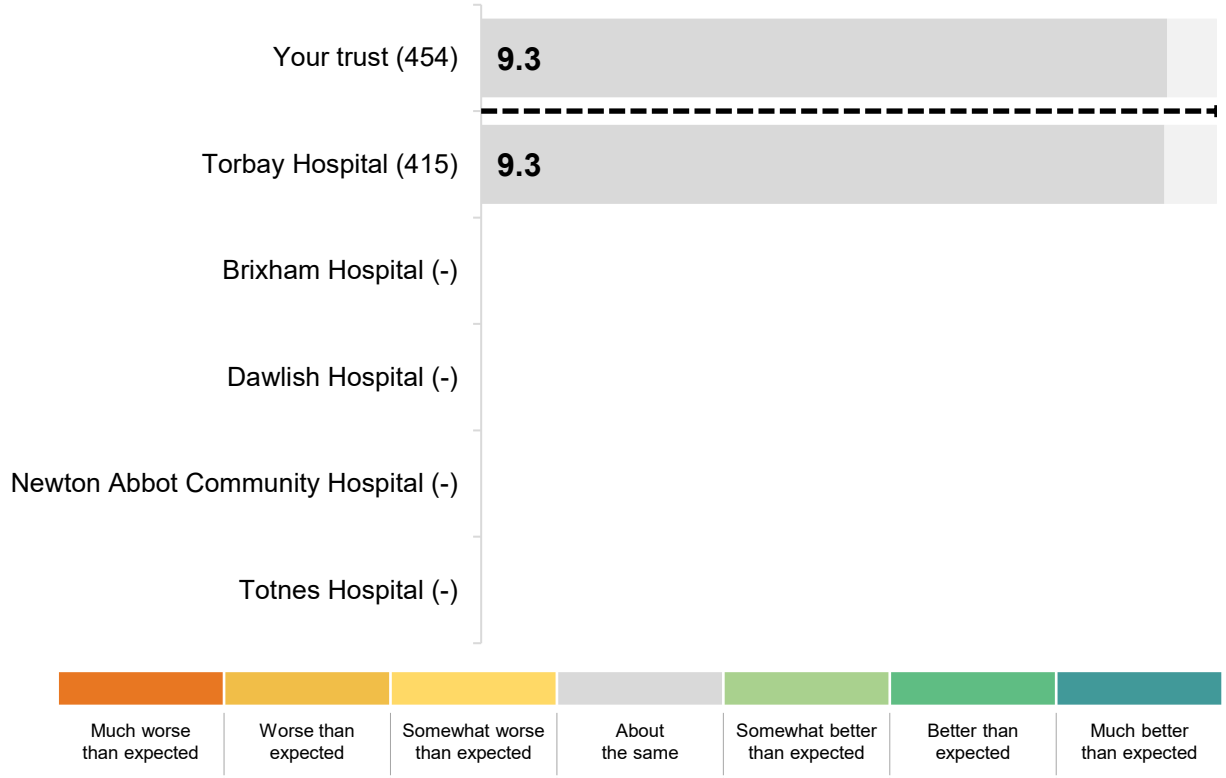
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Basic needs

Q13. During your time in hospital, did you get enough to drink?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



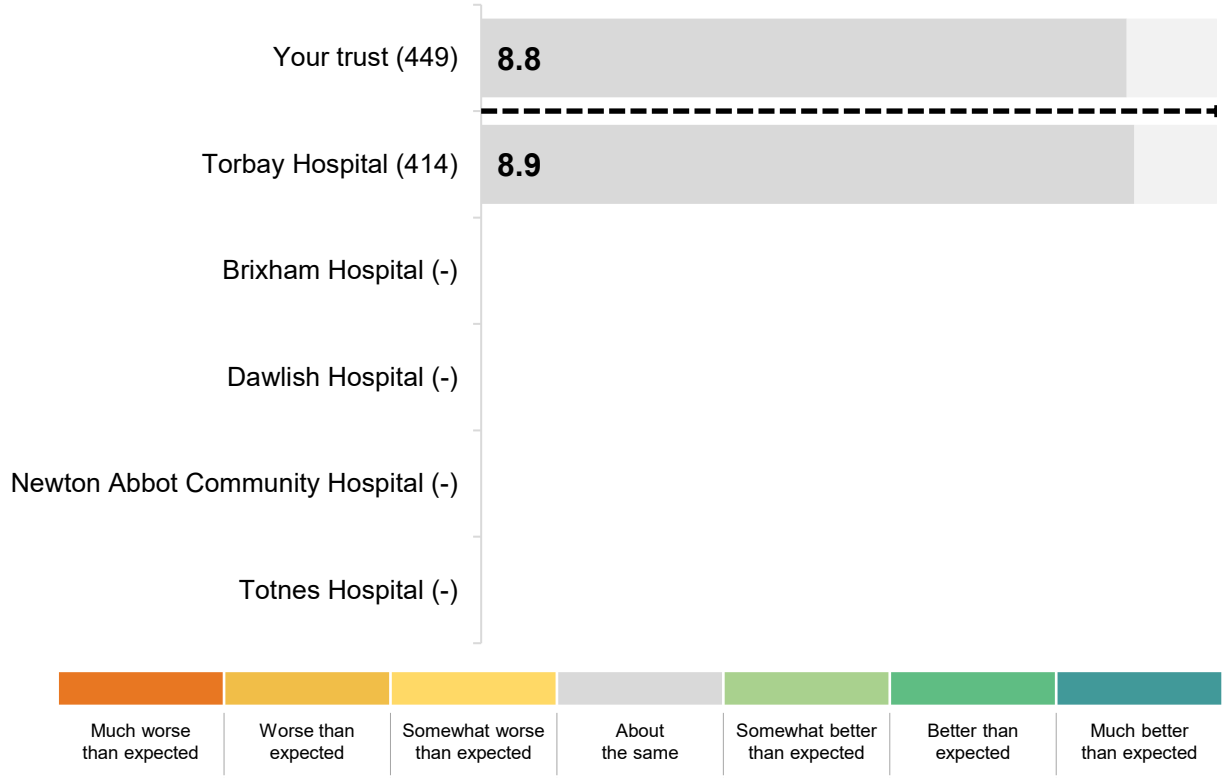
Please note: the number of respondents is shown in brackets next to the site name

Section 4. Doctors

Q14. When you asked doctors questions, did you get answers you could understand?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



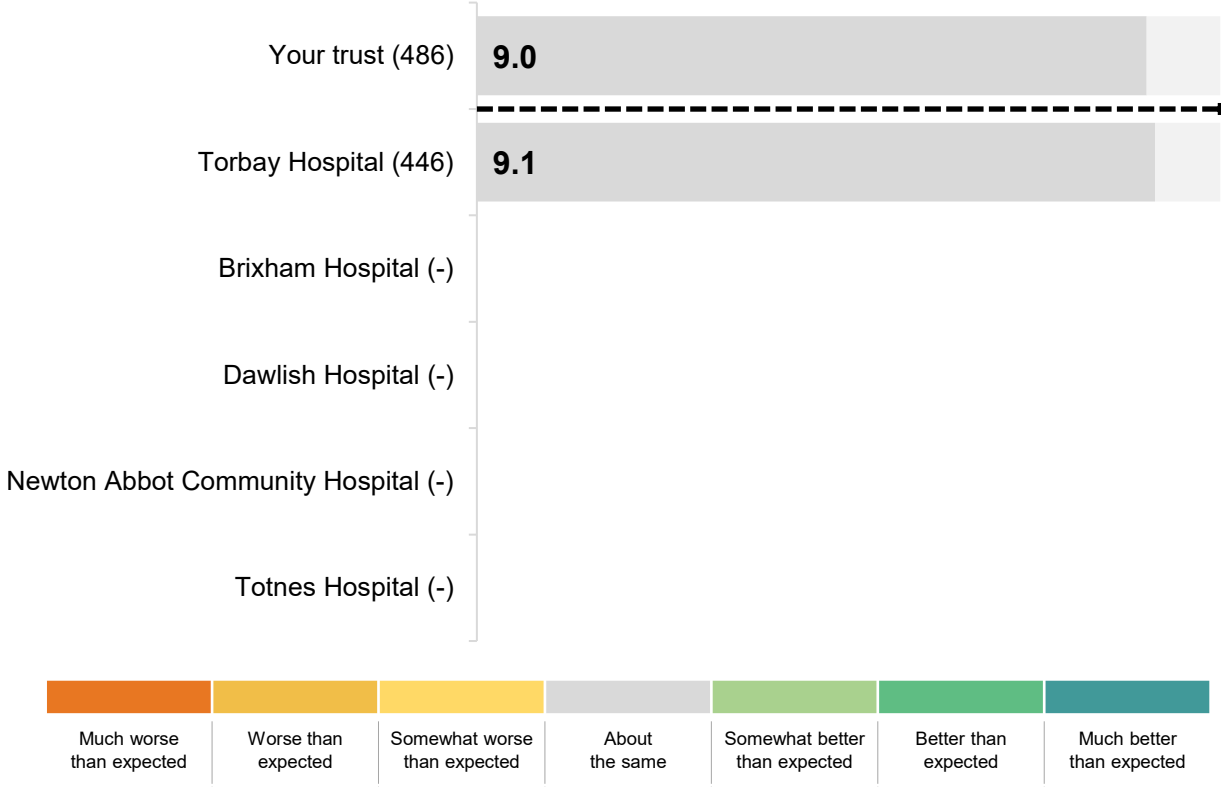
Please note: the number of respondents is shown in brackets next to the site name

Section 4. Doctors

Q15. Did you have confidence and trust in the doctors treating you?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



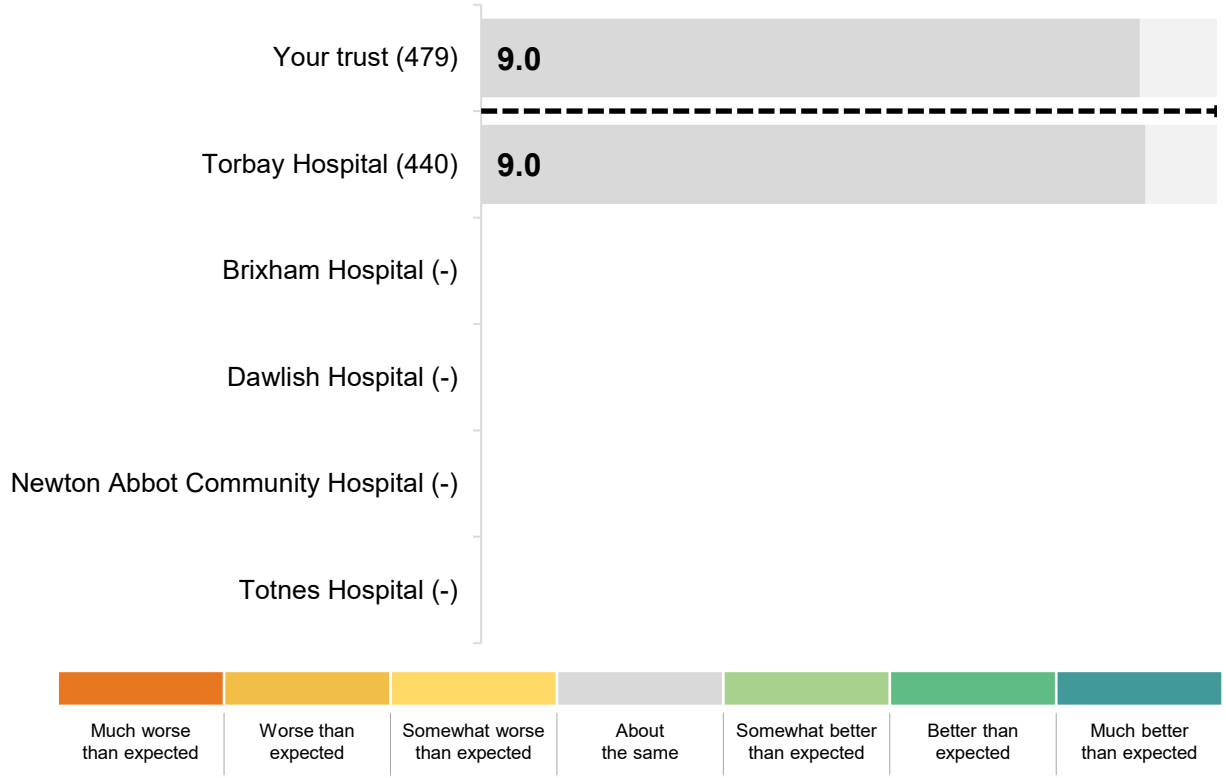
Please note: the number of respondents is shown in brackets next to the site name

Section 4. Doctors

Q16. When doctors spoke about your care in front of you, were you included in the conversation?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



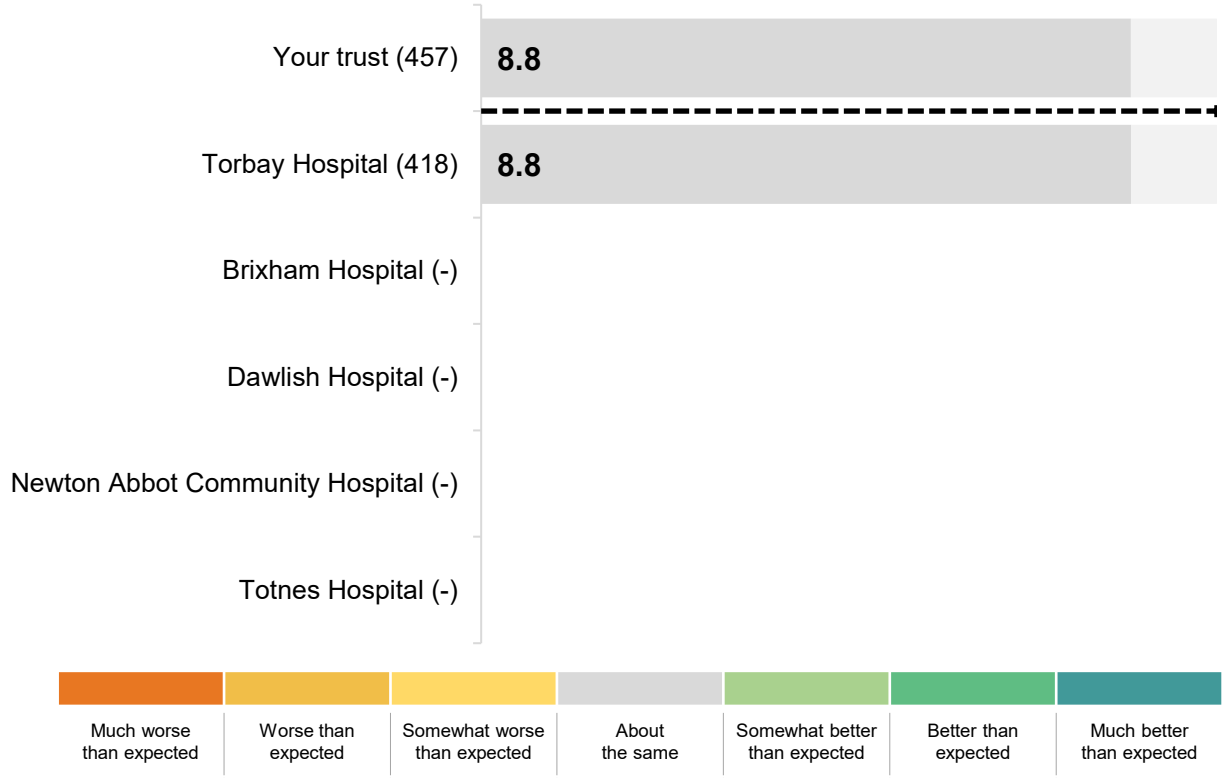
Please note: the number of respondents is shown in brackets next to the site name

Section 5. Nurses

Q17. When you asked nurses questions, did you get answers you could understand?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



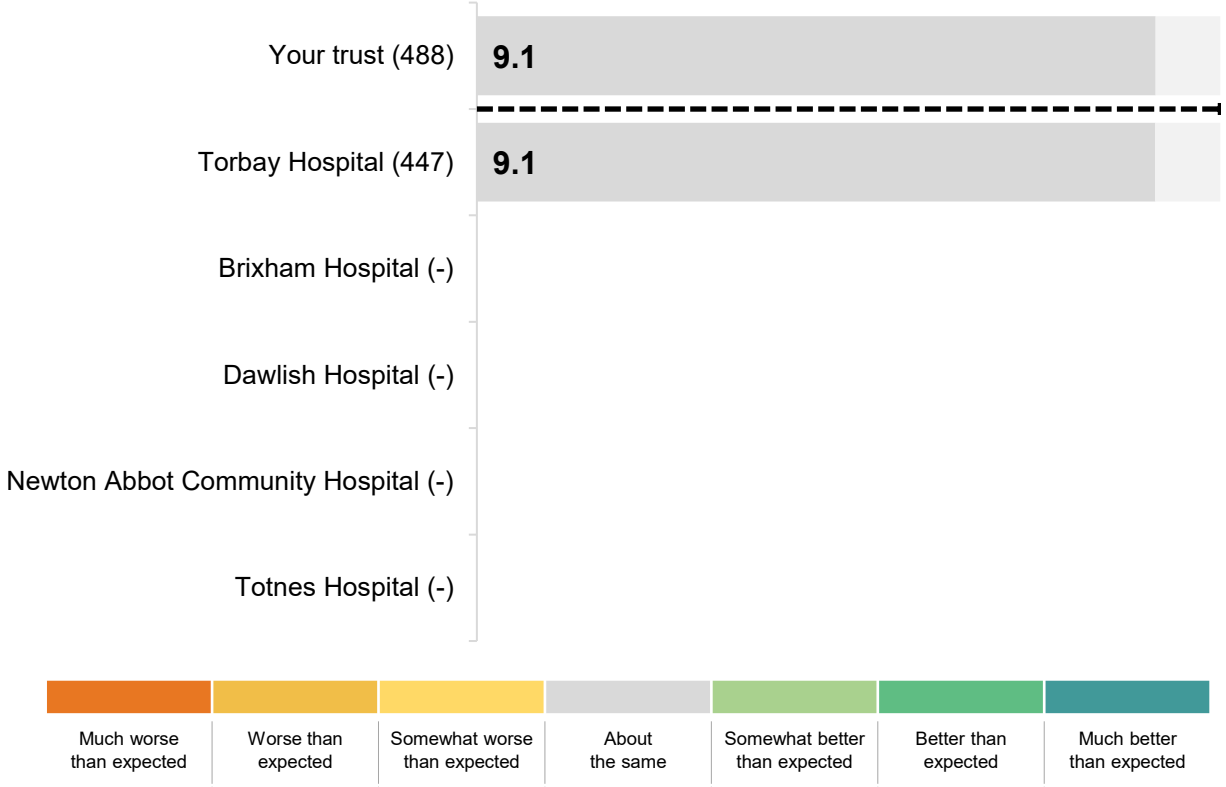
Please note: the number of respondents is shown in brackets next to the site name

Section 5. Nurses

Q18. Did you have confidence and trust in the nurses treating you?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



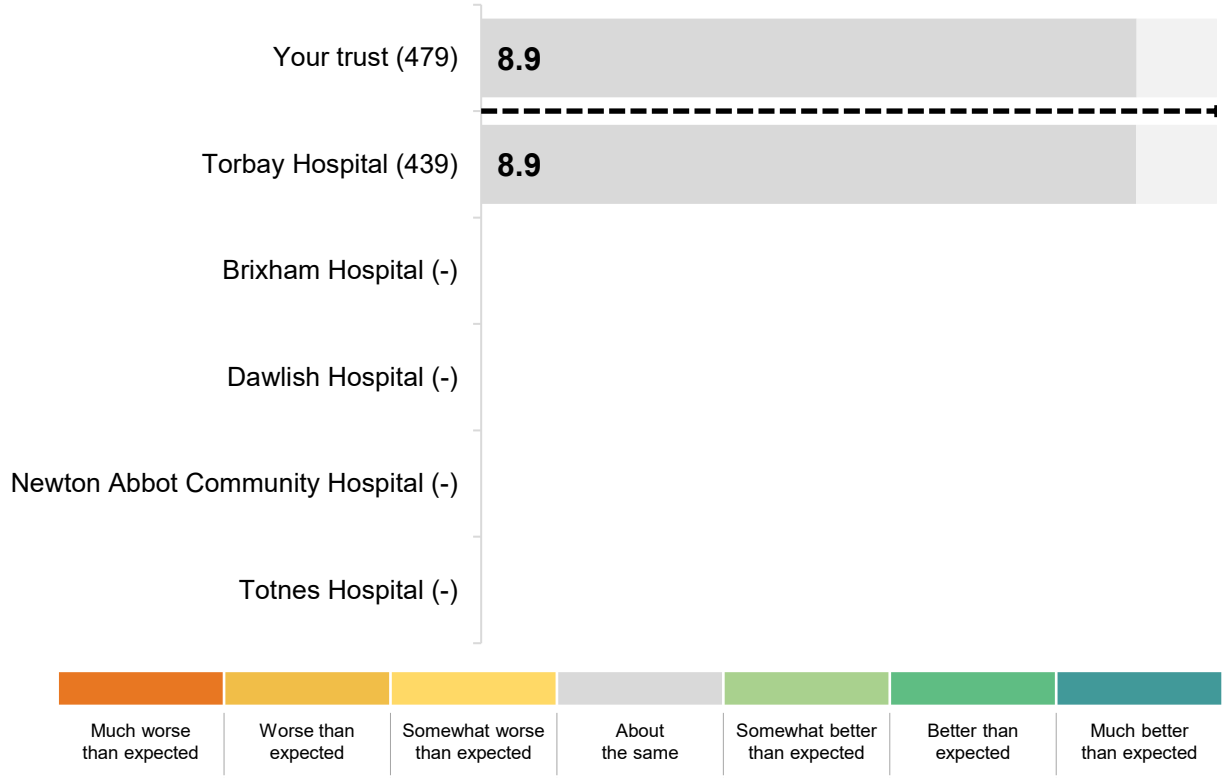
Please note: the number of respondents is shown in brackets next to the site name

Section 5. Nurses

Q19. When nurses spoke about your care in front of you, were you included in the conversation?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



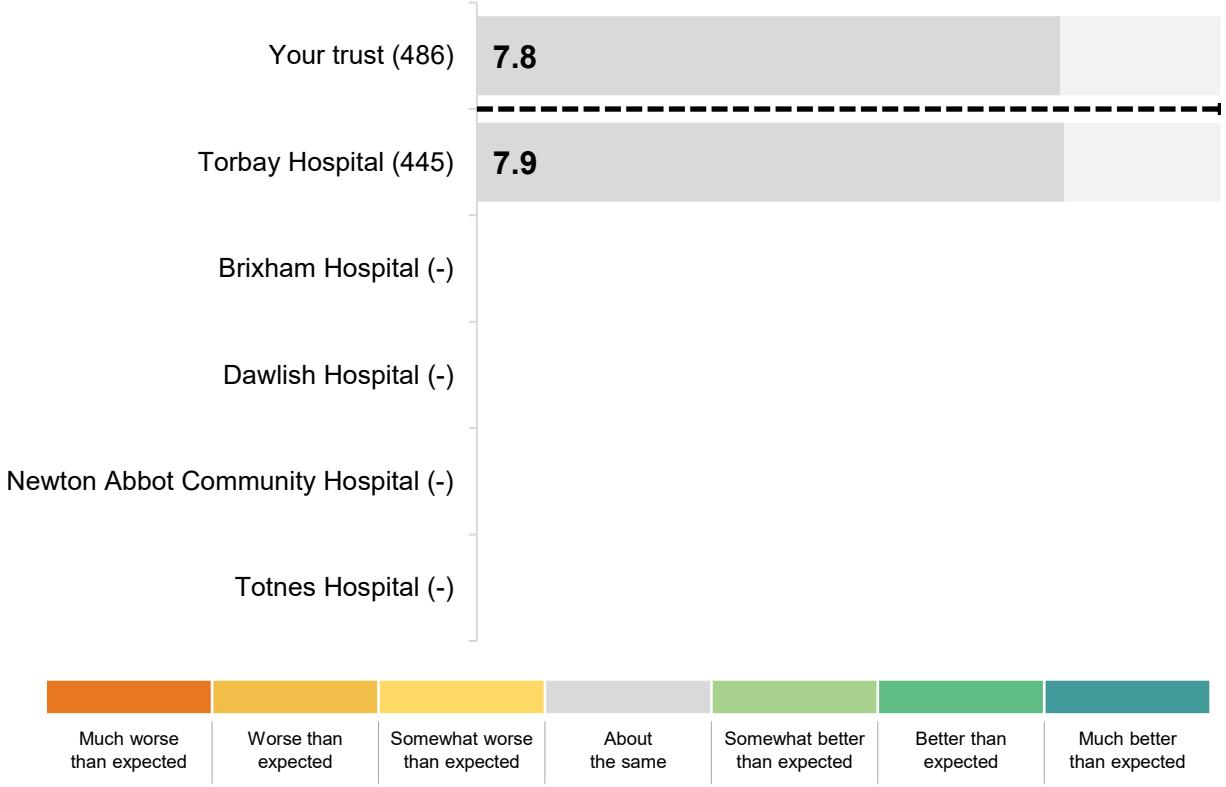
Please note: the number of respondents is shown in brackets next to the site name

Section 5. Nurses

Q20. In your opinion, were there enough nurses on duty to care for you in hospital?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



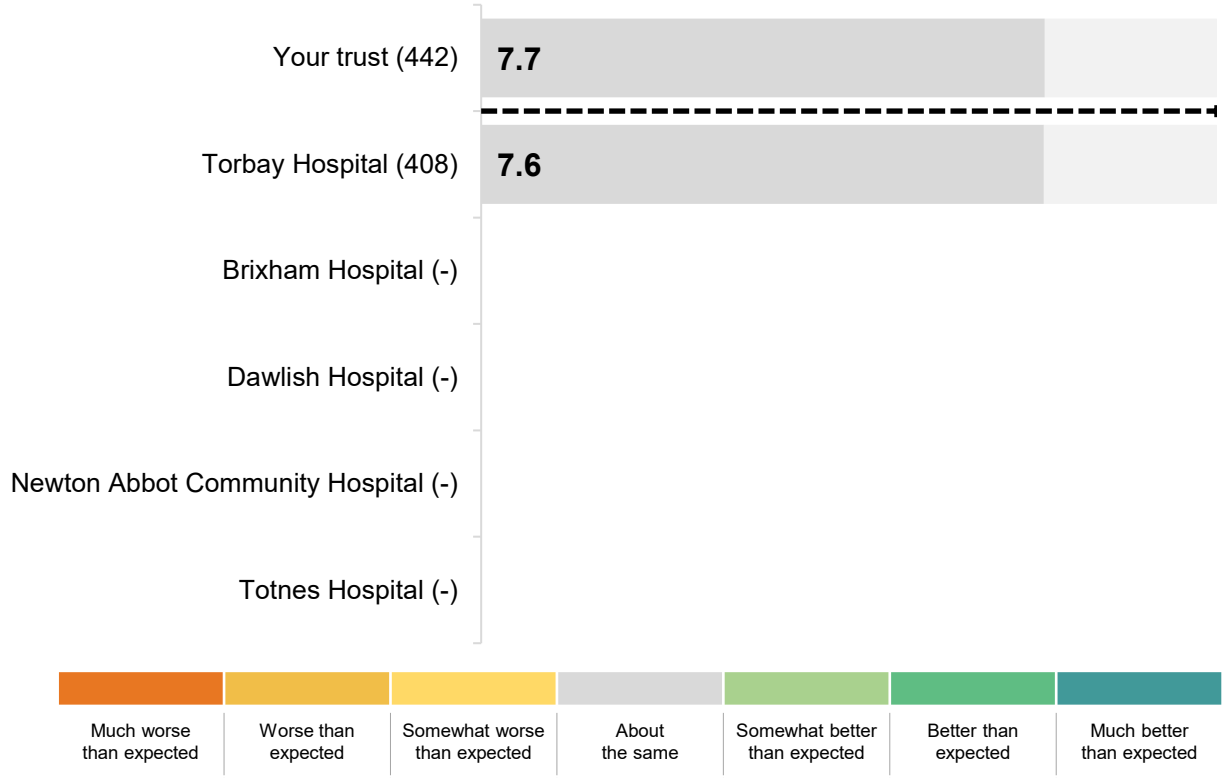
Please note: the number of respondents is shown in brackets next to the site name

Section 6. Your care and treatment

Q21. 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 and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



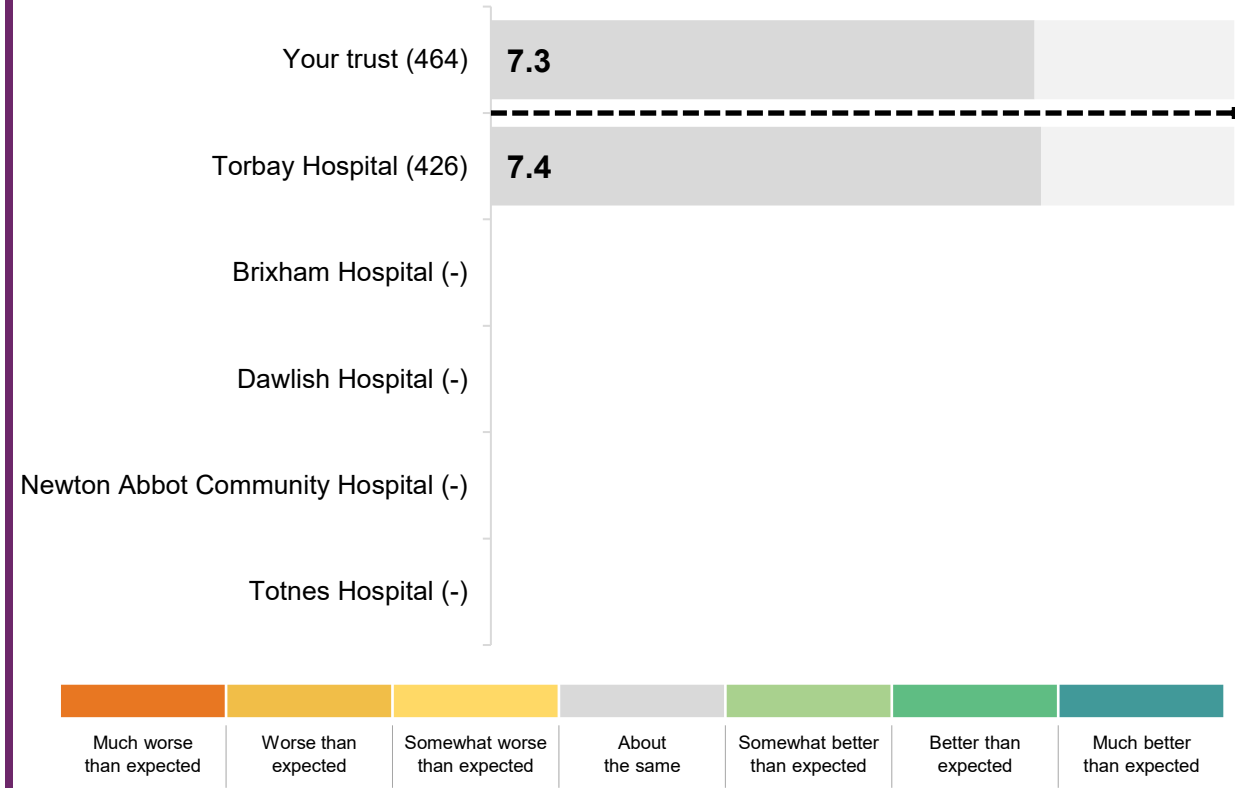
Please note: the number of respondents is shown in brackets next to the site name

Section 6. Your care and treatment

Q22. To what extent did staff looking after you involve you in decisions about your care and treatment?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



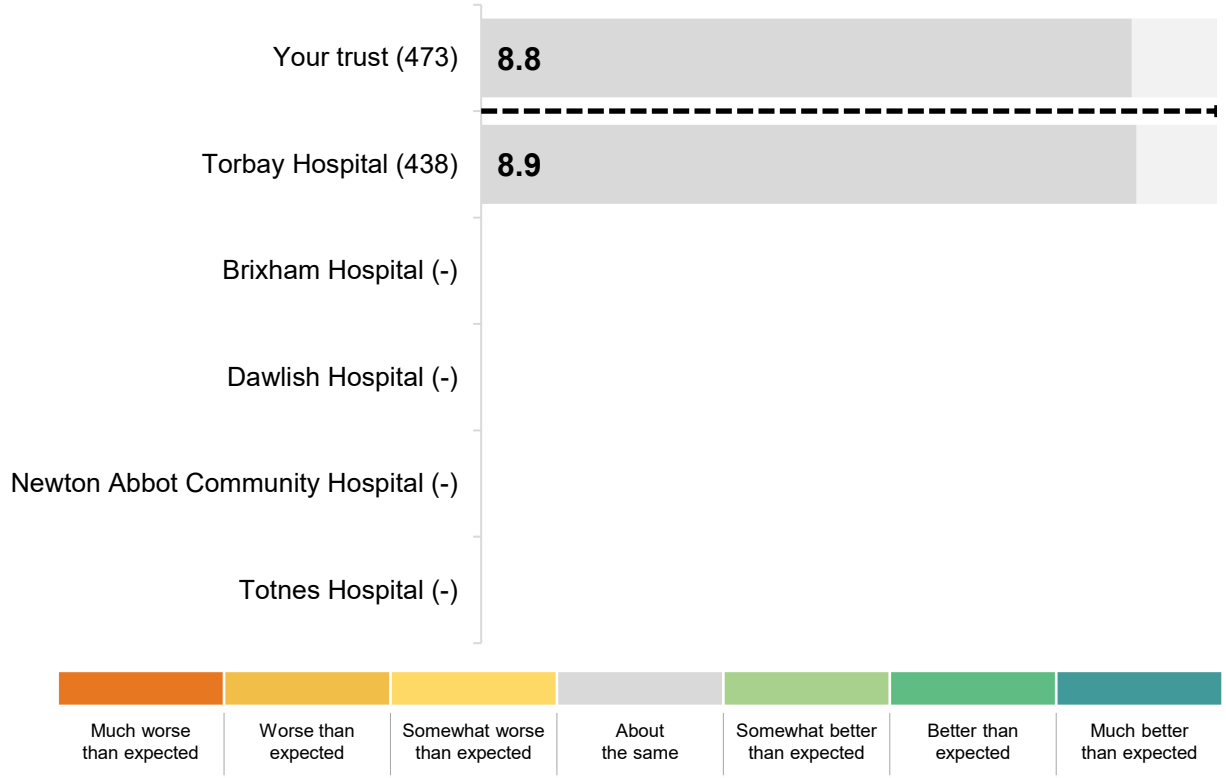
Please note: the number of respondents is shown in brackets next to the site name

Section 6. Your care and treatment

Q23. How much information about your condition or treatment was given to you?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



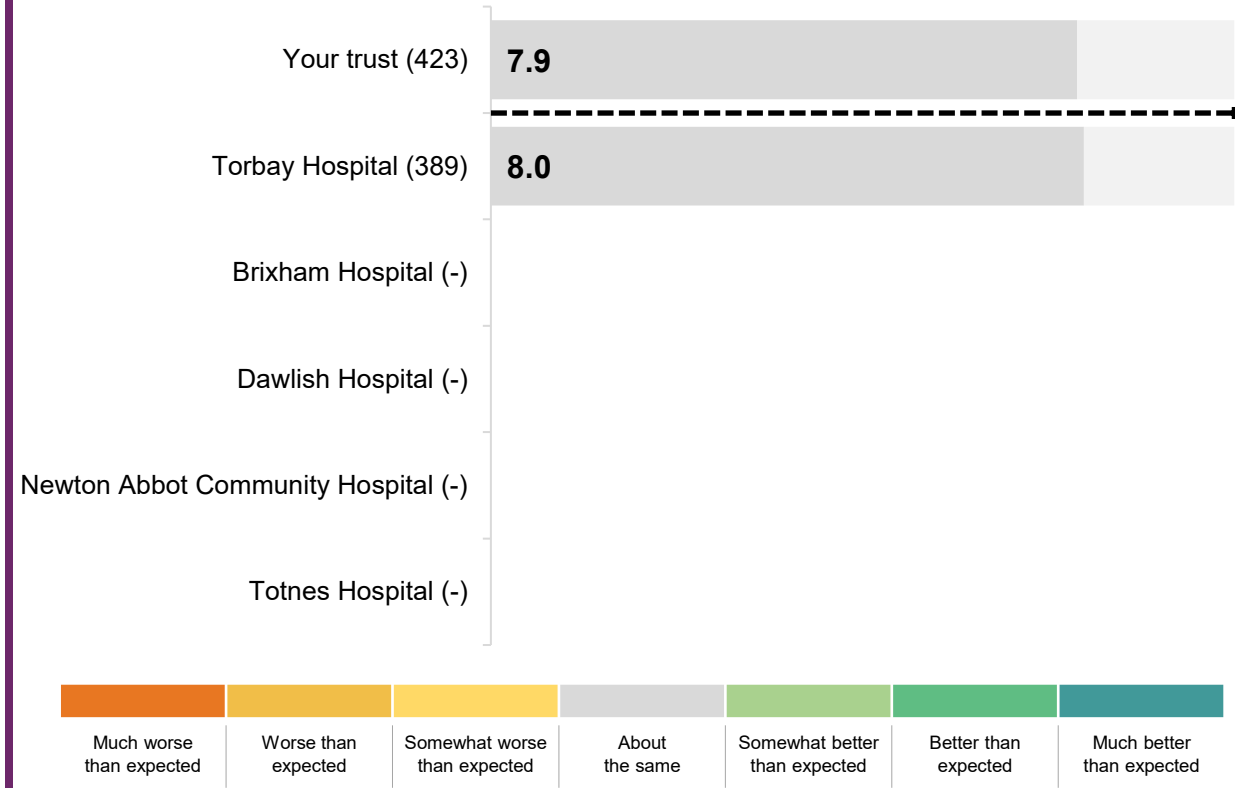
Please note: the number of respondents is shown in brackets next to the site name

Section 6. Your care and treatment

Q24. Did you feel able to talk to members of hospital staff about your worries and fears?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



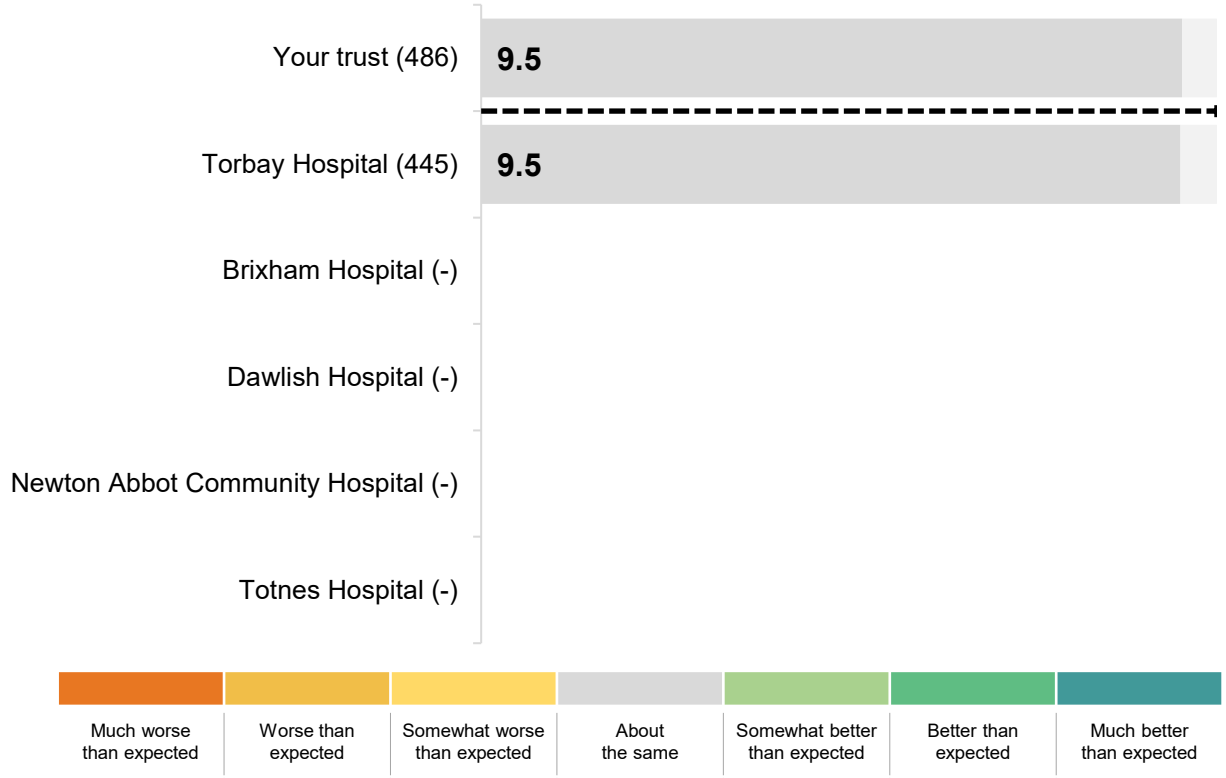
Please note: the number of respondents is shown in brackets next to the site name

Section 6. Your care and treatment

Q25. Were you given enough privacy when being examined or treated?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



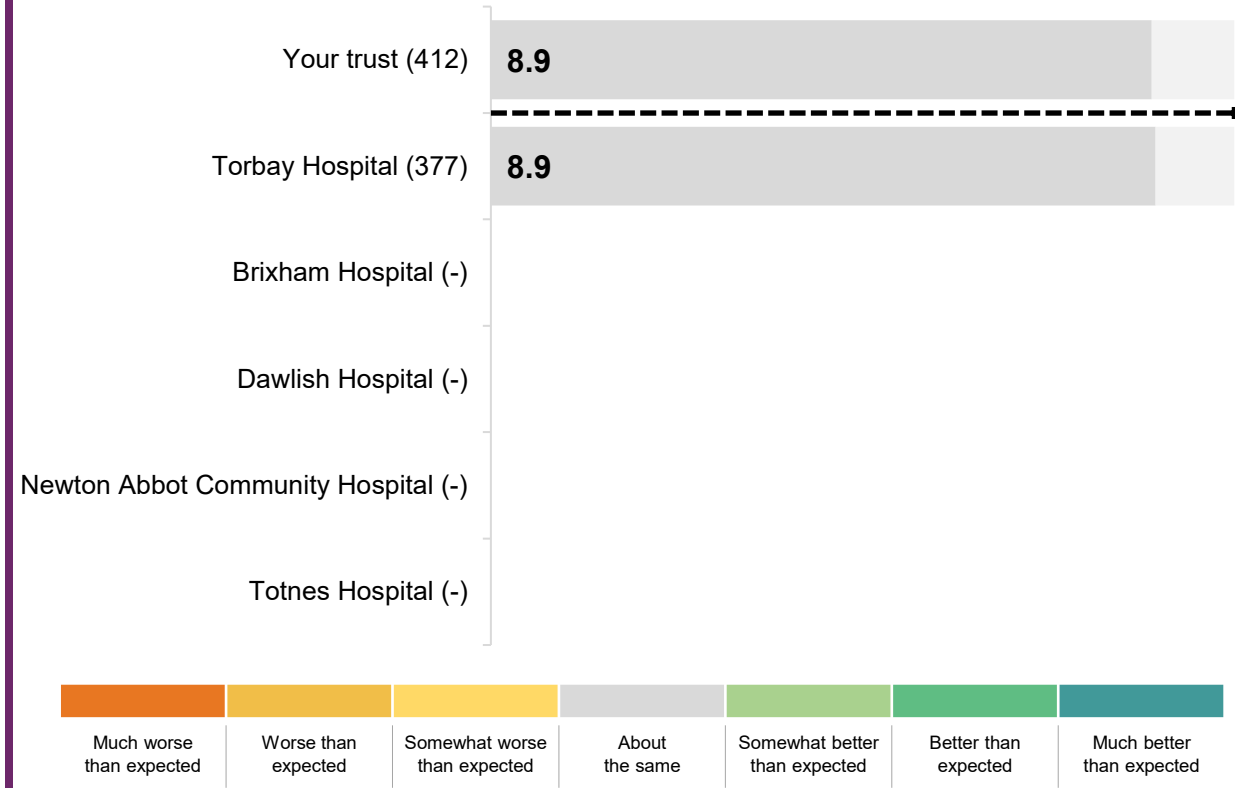
Please note: the number of respondents is shown in brackets next to the site name

Section 6. Your care and treatment

Q26. Do you think the hospital staff did everything they could to help control your pain?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



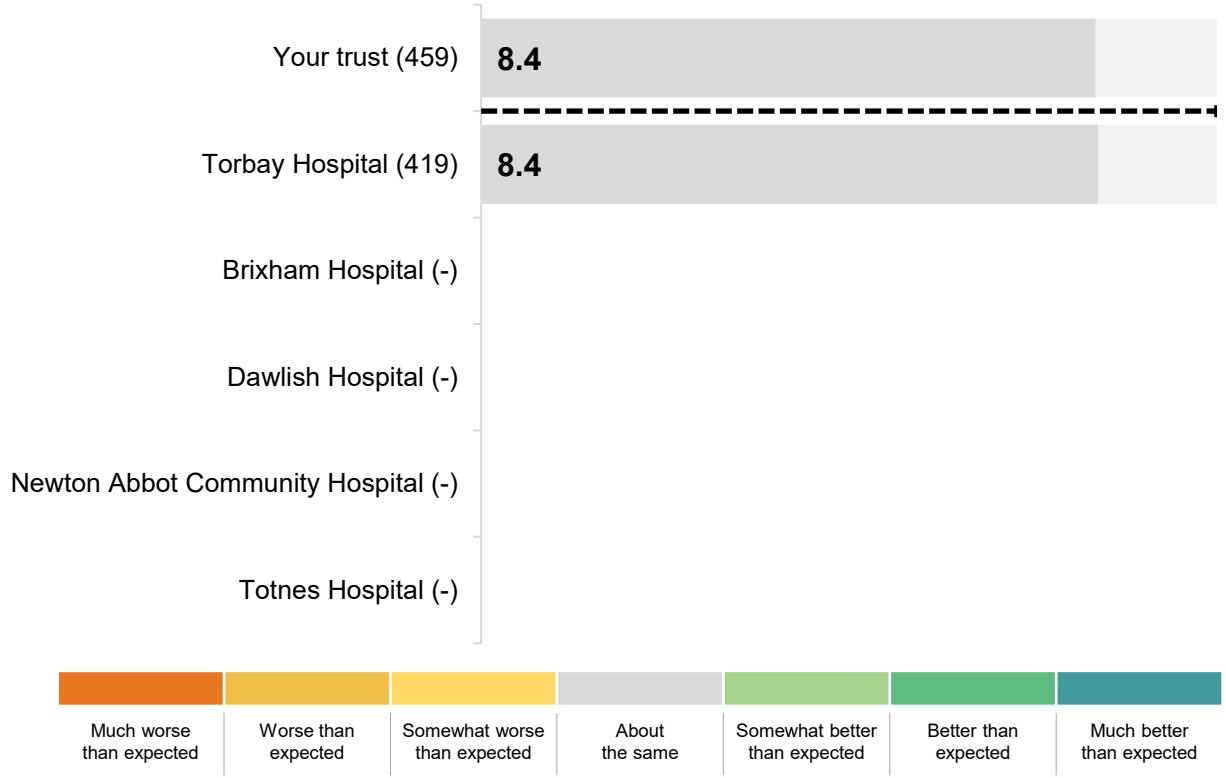
Please note: the number of respondents is shown in brackets next to the site name

Section 6. Your care and treatment

Q27. Were you able to get a member of staff to help you when you needed attention?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



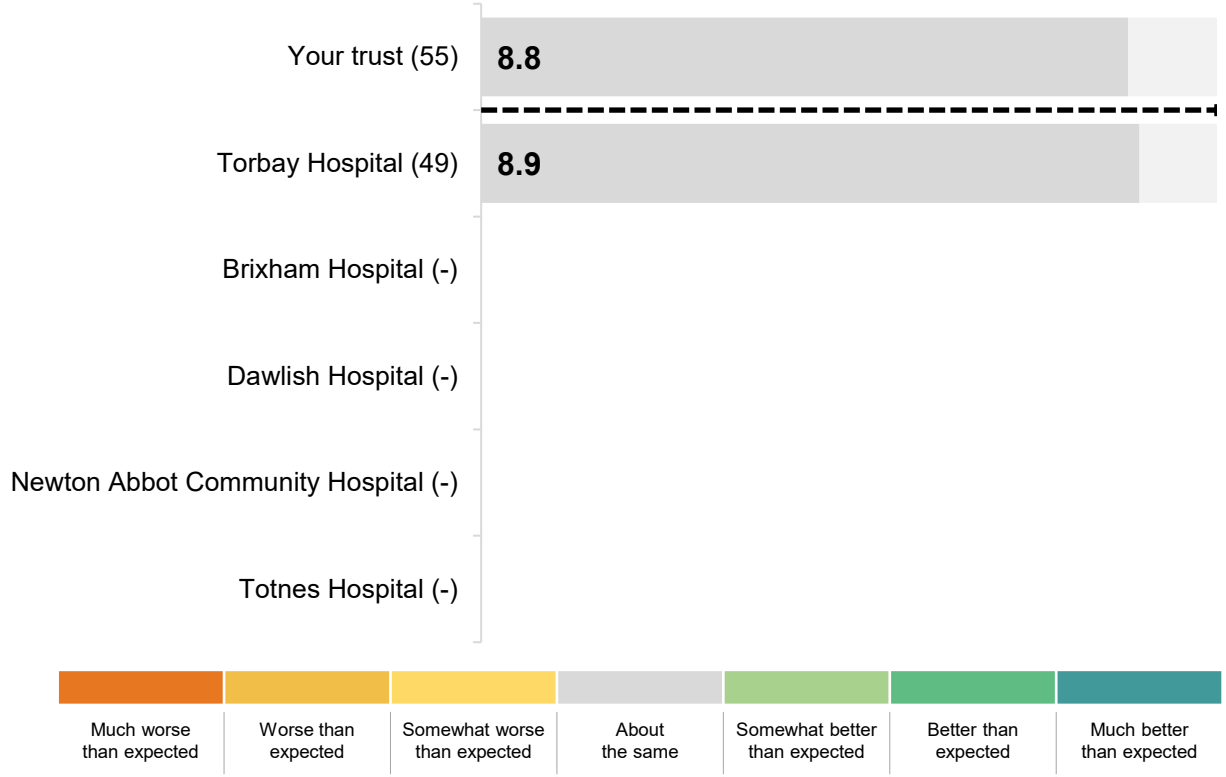
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Individual needs

Q28_1. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Language needs (e.g. translation, braille)

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



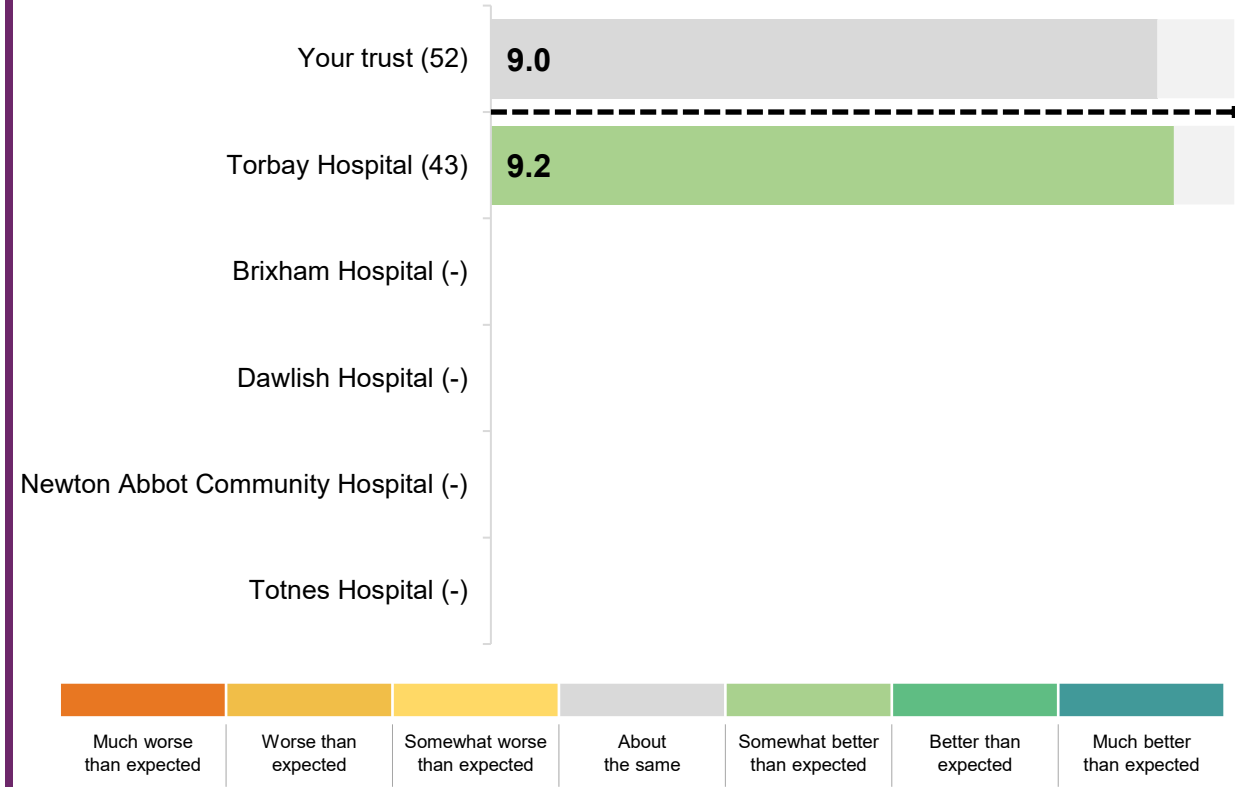
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Individual needs

Q28_2. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Cultural needs (e.g. same gender staff)

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



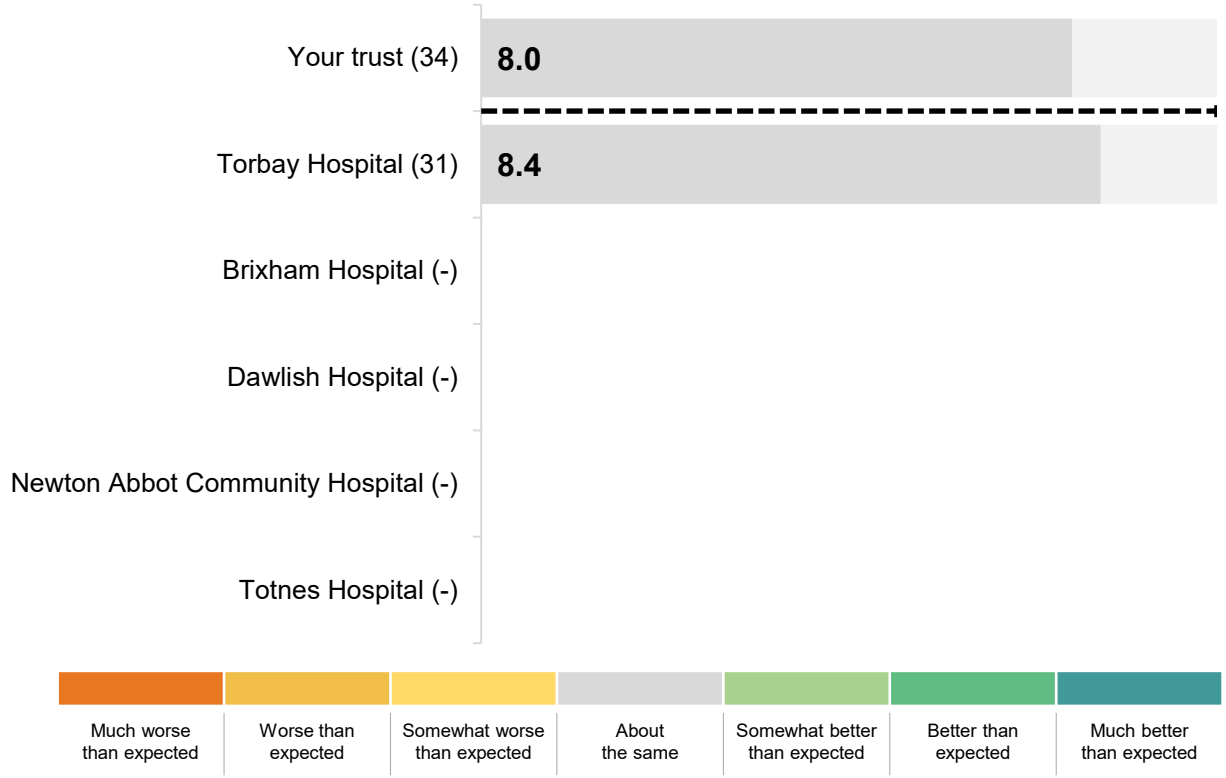
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Individual needs

Q28_3. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Religious needs (e.g. space to pray / meditate)

Results for your trust and sites

A mean score has been produced to enable trusts to monitor their trust and sites performance internally.



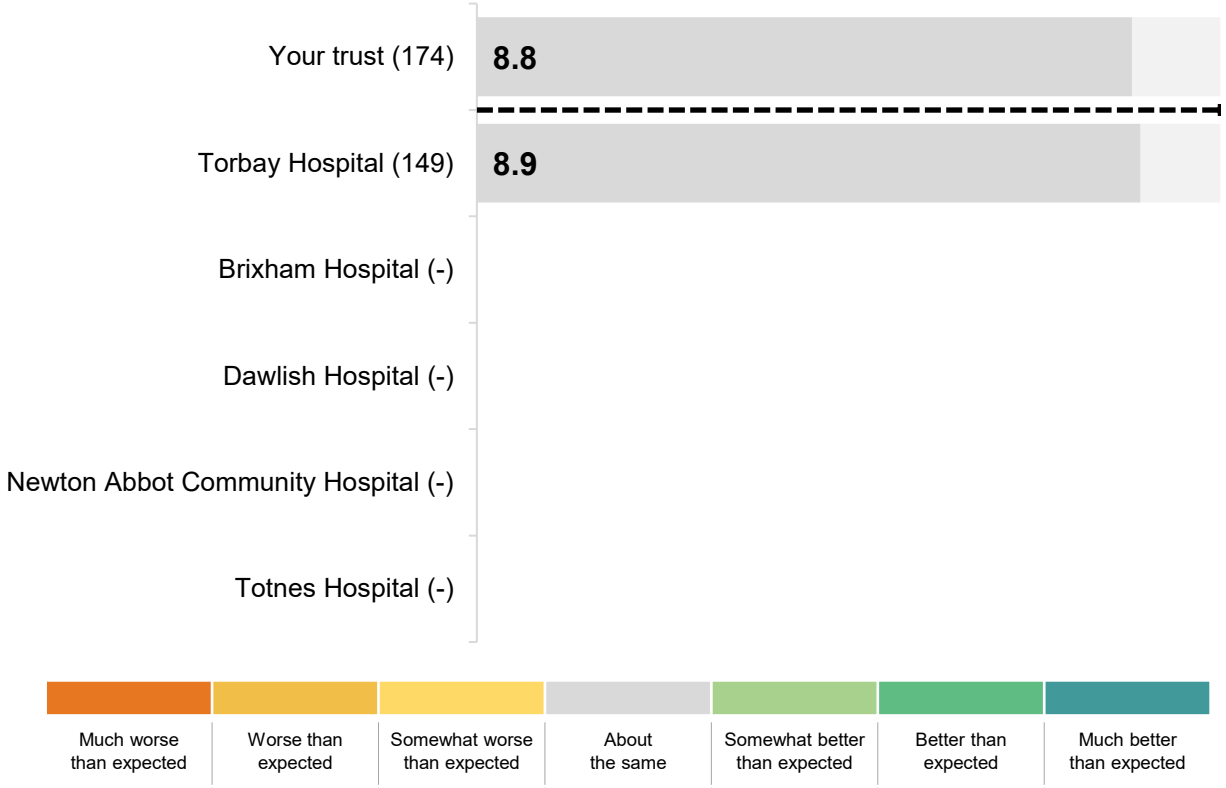
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Individual needs

Q28_4. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Accessibility needs (e.g. mobility needs, room adaptations)

Results for your trust and sites

A mean score has been produced to enable trusts to monitor their trust and sites performance internally.



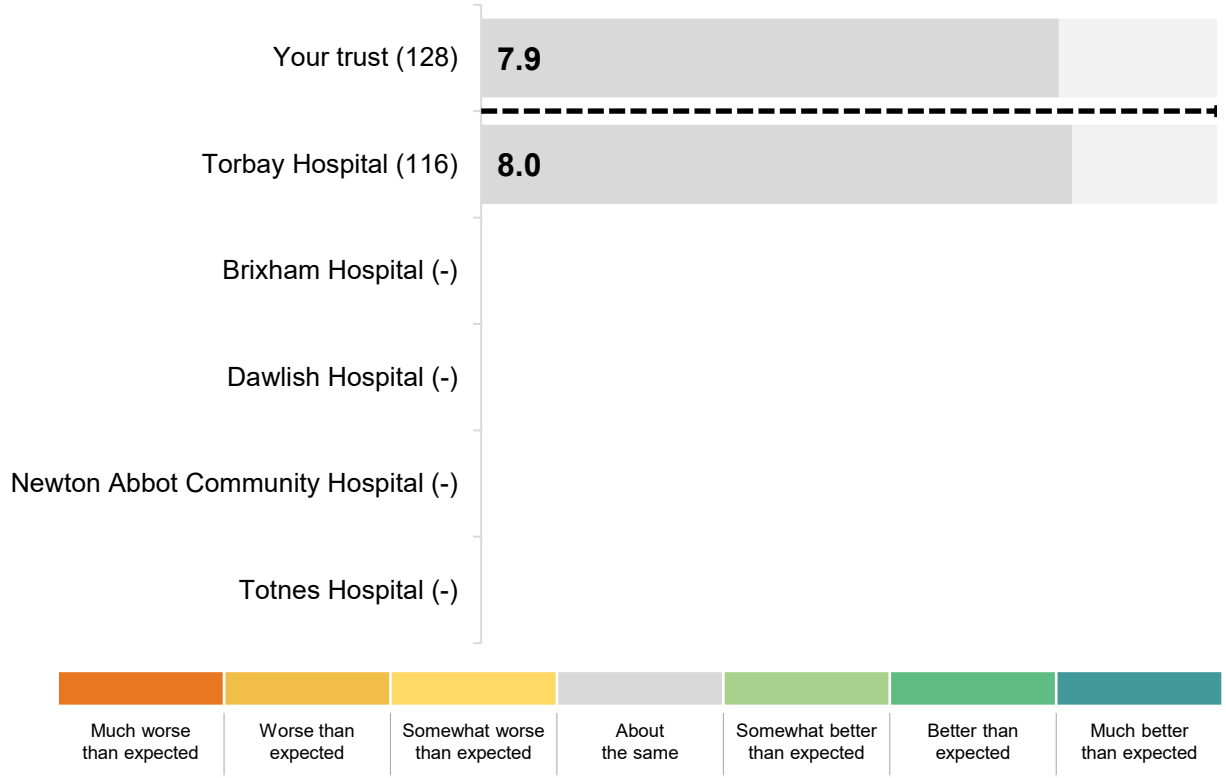
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Individual needs

Q28_5. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Dietary needs (e.g. medical, allergy, vegan)

Results for your trust and sites

A mean score has been produced to enable trusts to monitor their trust and sites performance internally.



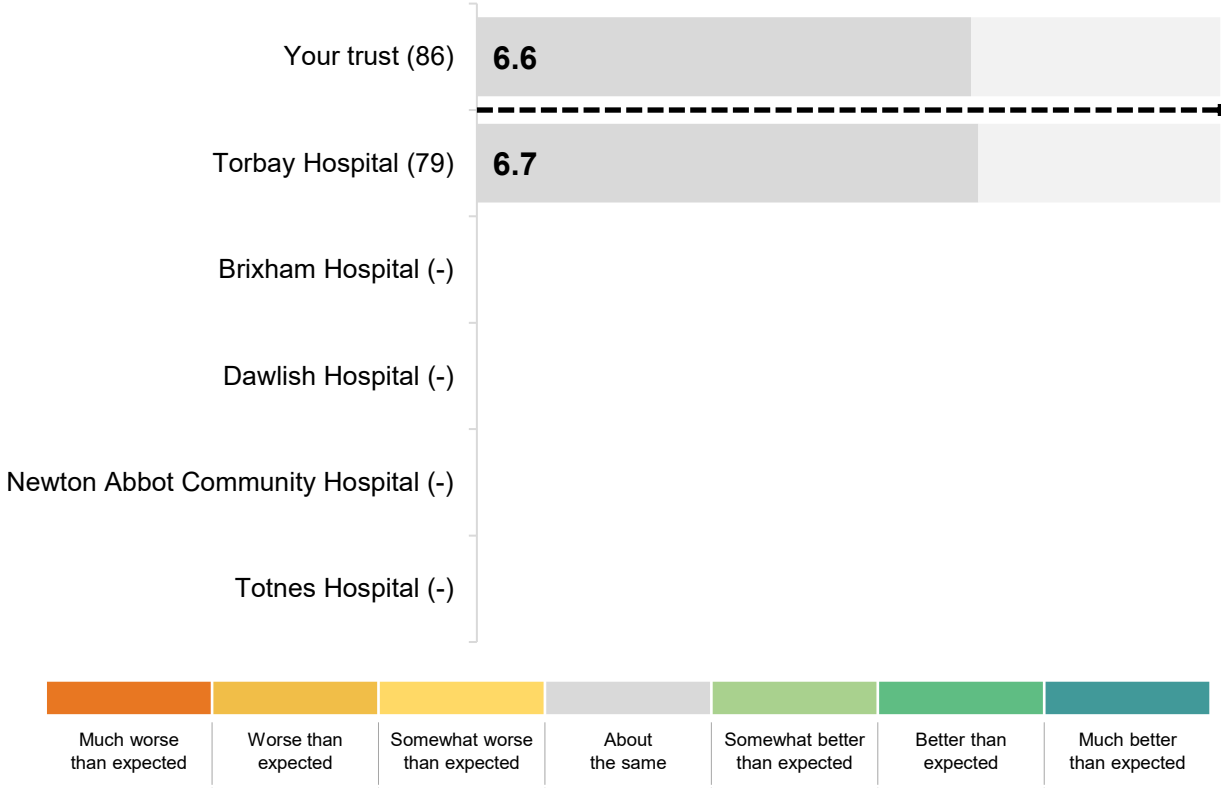
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Individual needs

Q28_6. Thinking about your care and treatment, did hospital staff take into account the following individual needs? Mental health needs (e.g. a quiet space, emotional support)

Results for your trust and sites

A mean score has been produced to enable trusts to monitor their trust and sites performance internally.



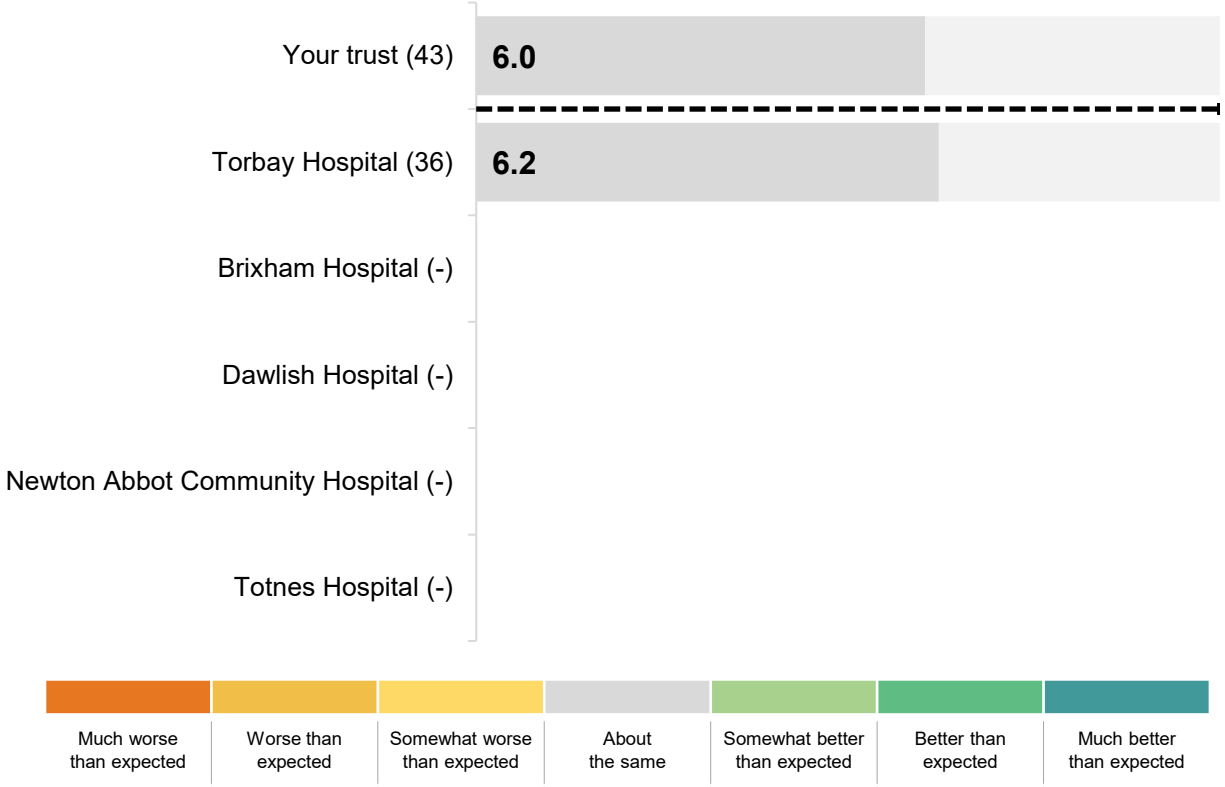
Please note: the number of respondents is shown in brackets next to the site name

Section 8. Virtual wards

Q30. Before being admitted onto a virtual ward, did hospital staff give you information about the risks and benefits of continuing your treatment on a virtual ward?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



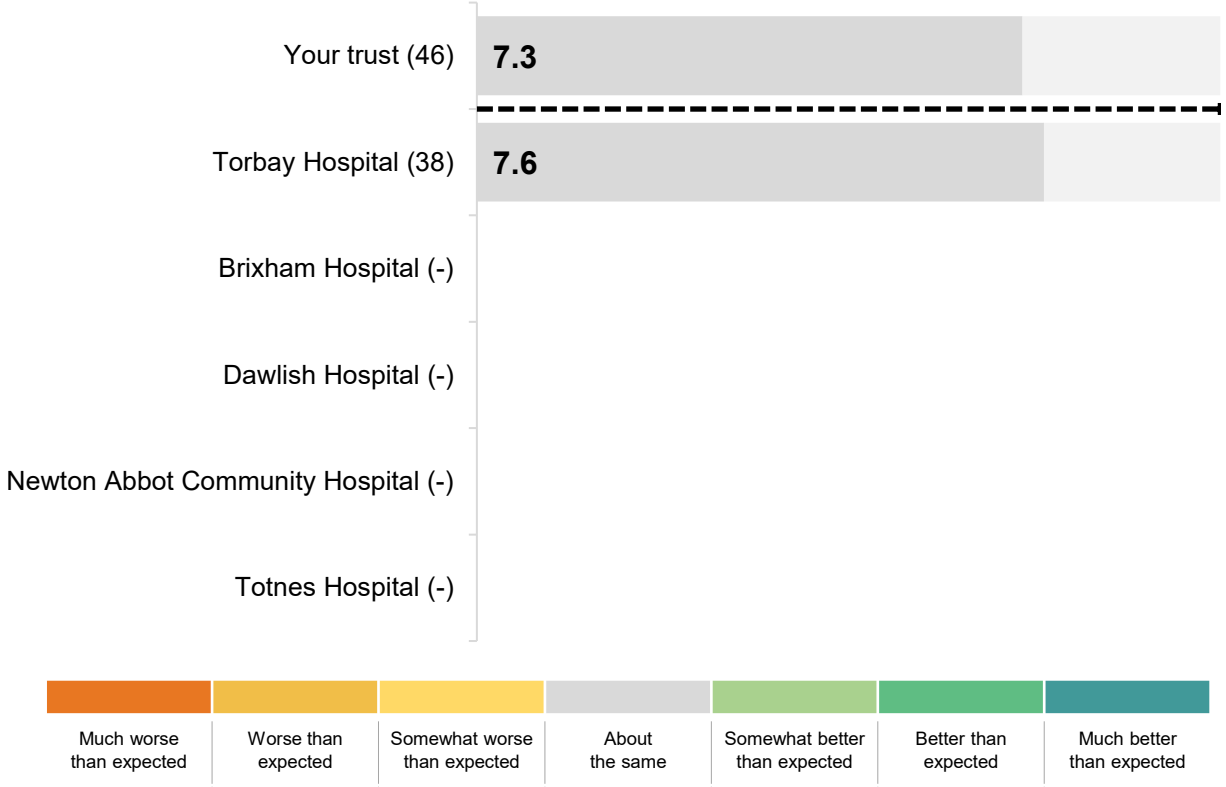
Please note: the number of respondents is shown in brackets next to the site name

Section 8. Virtual wards

Q31. Were you given enough information about the care and treatment you would receive while on a virtual ward?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



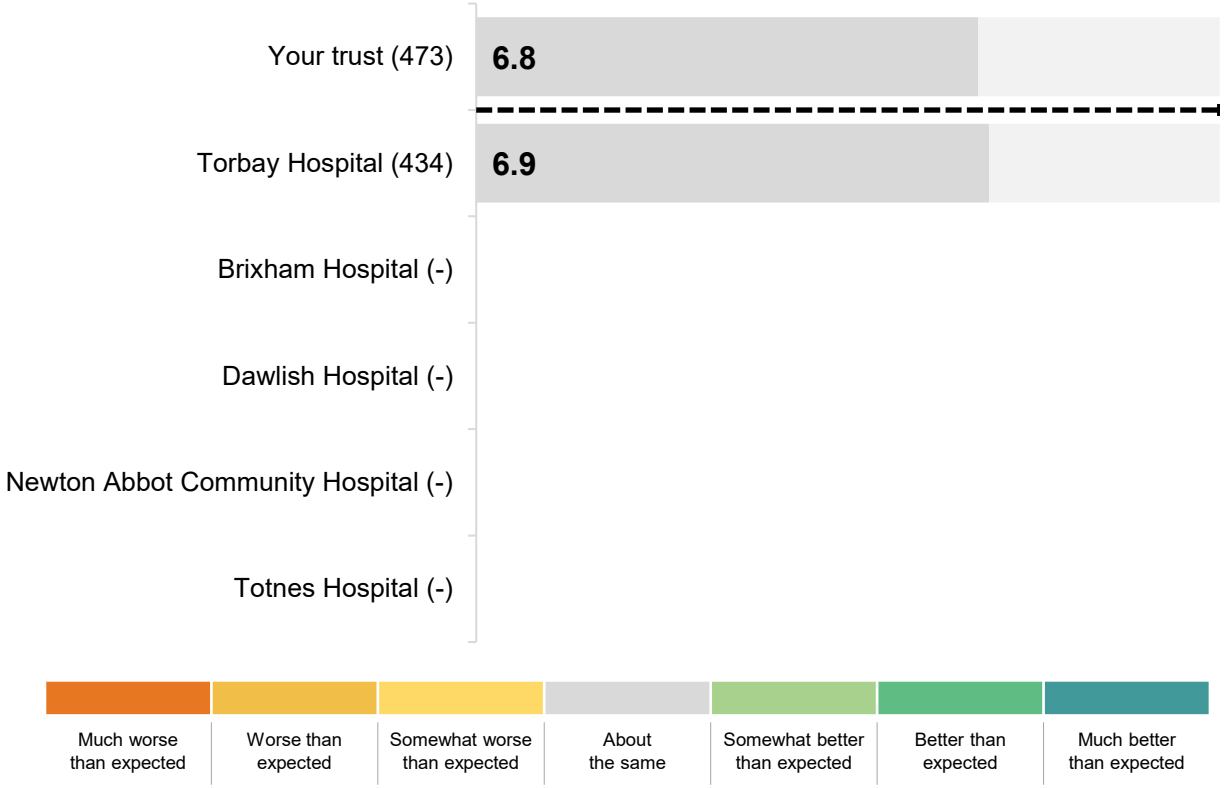
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

Q32. To what extent did staff involve you in decisions about leaving the hospital?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



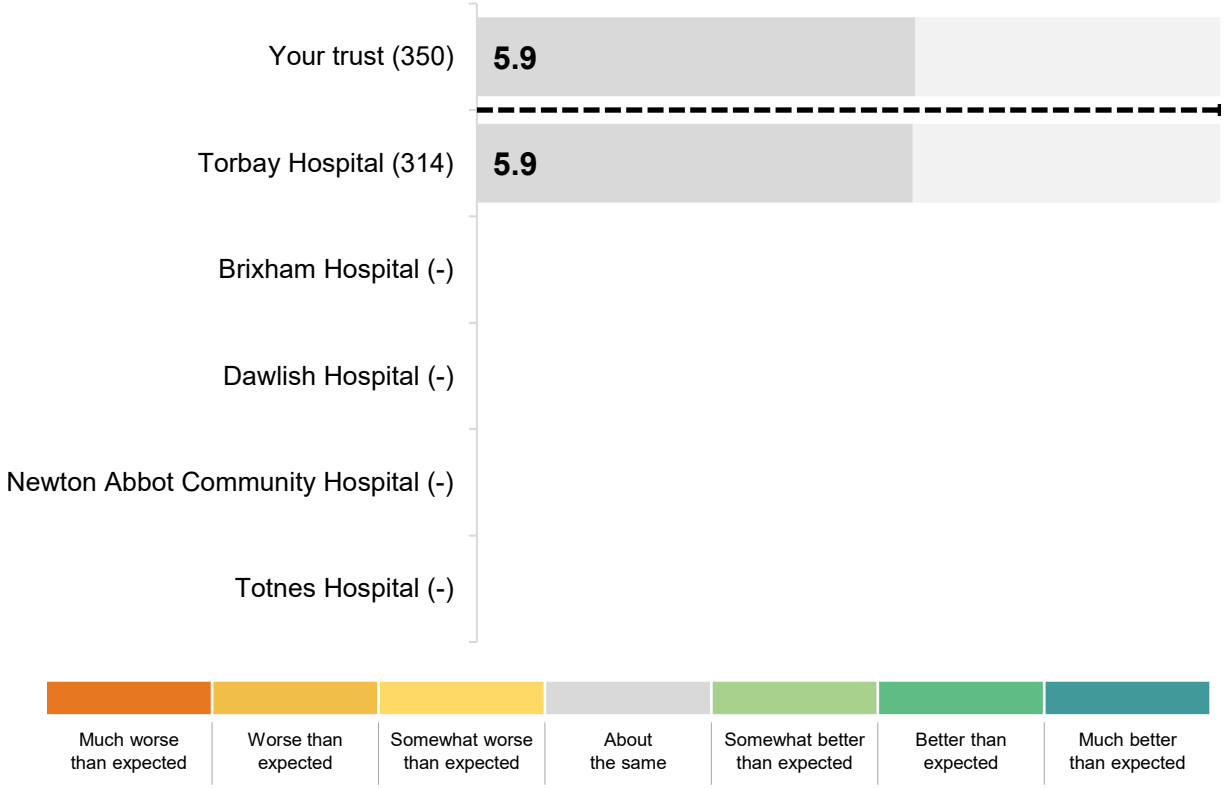
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

Q33. To what extent did hospital staff involve your family or carers in decisions about you leaving the hospital?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



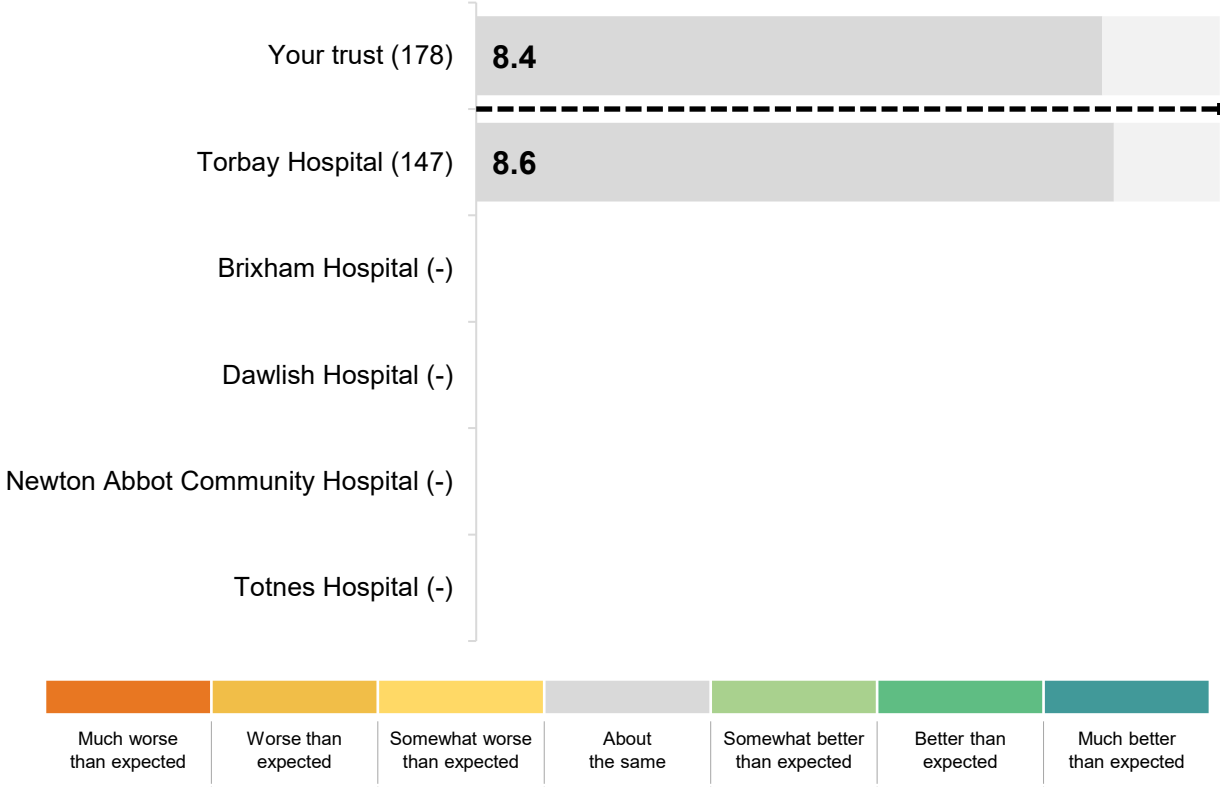
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

Q34. 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 and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



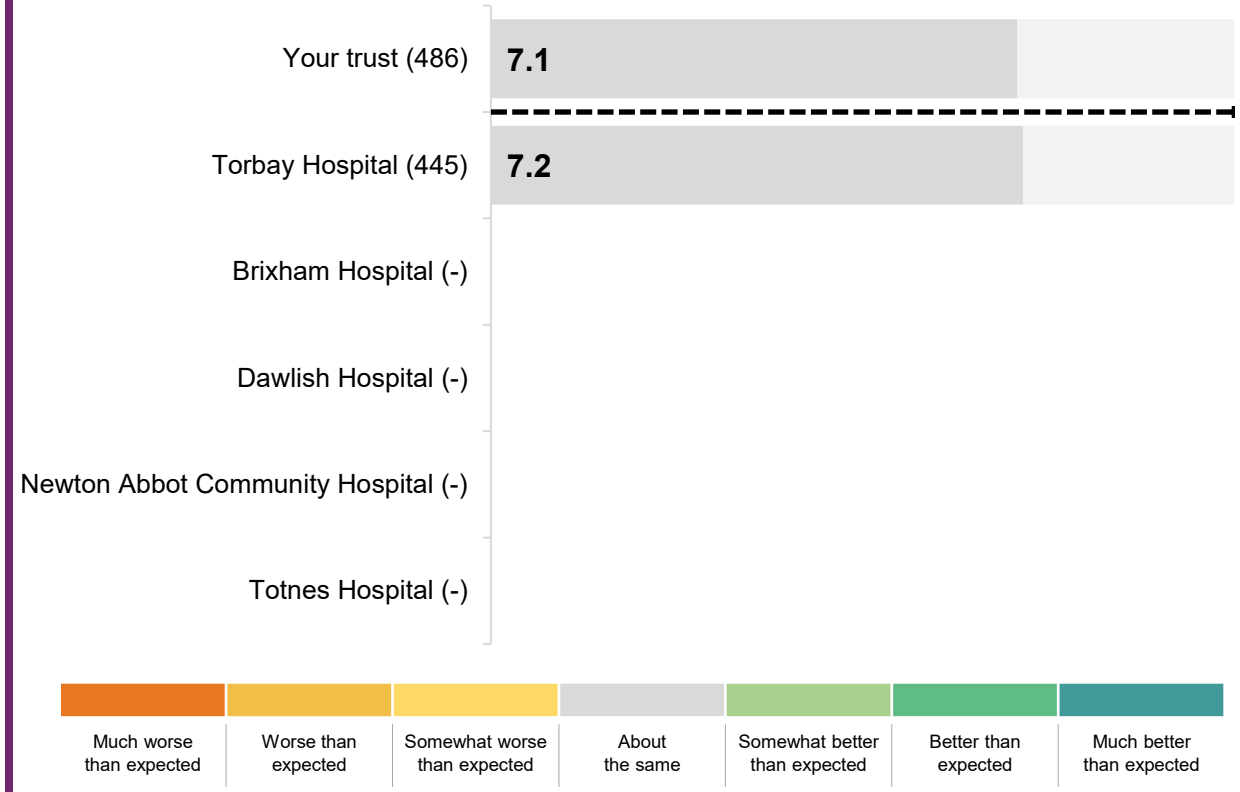
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

Q35. Were you given enough notice about when you were going to leave hospital?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



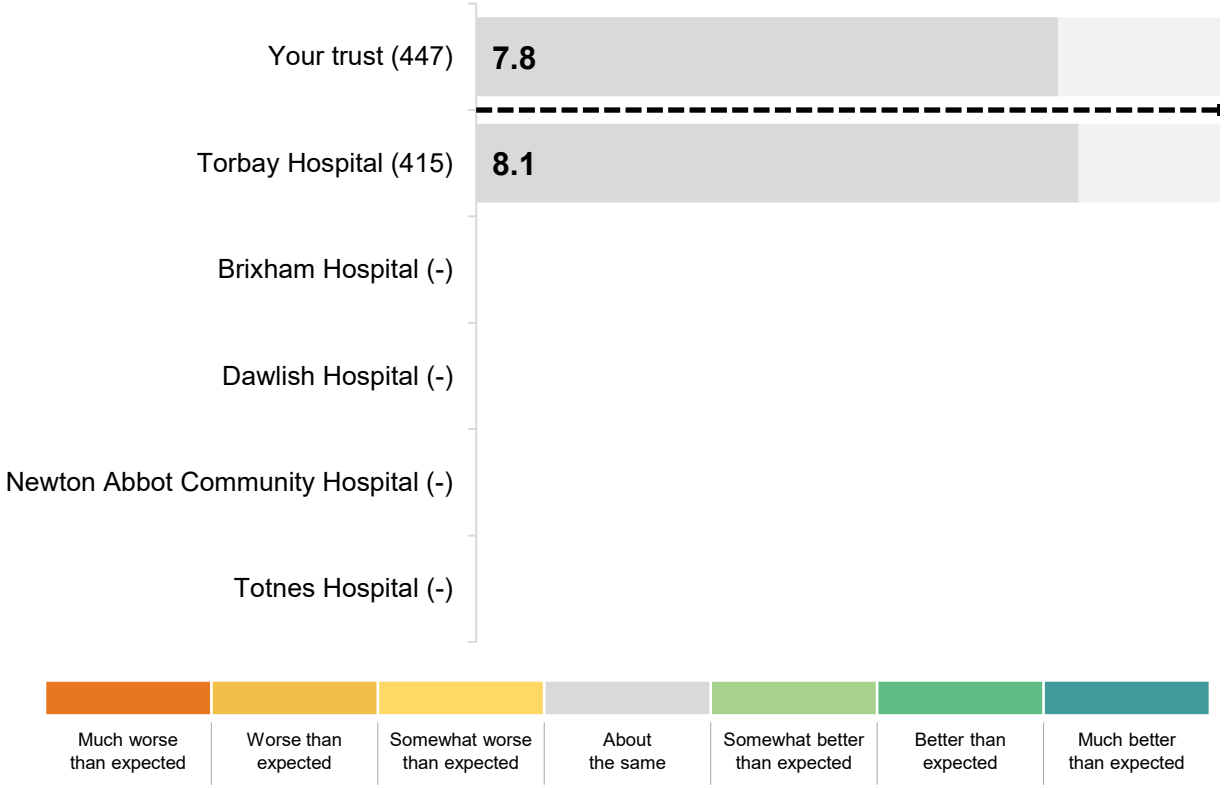
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

Q36. Before you left the hospital, were you given any information about what you should or should not do after leaving the hospital?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



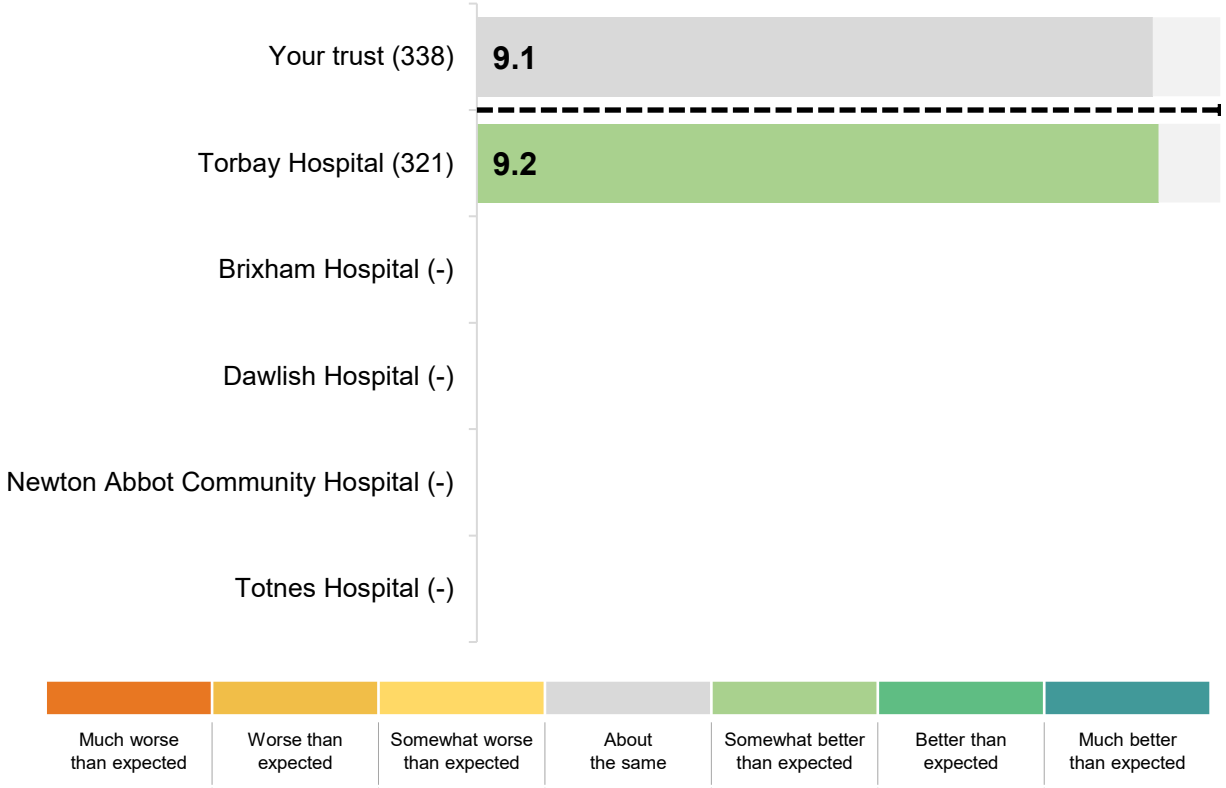
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

Q37. To what extent did you understand the information you were given about what you should or should not do after leaving the hospital?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



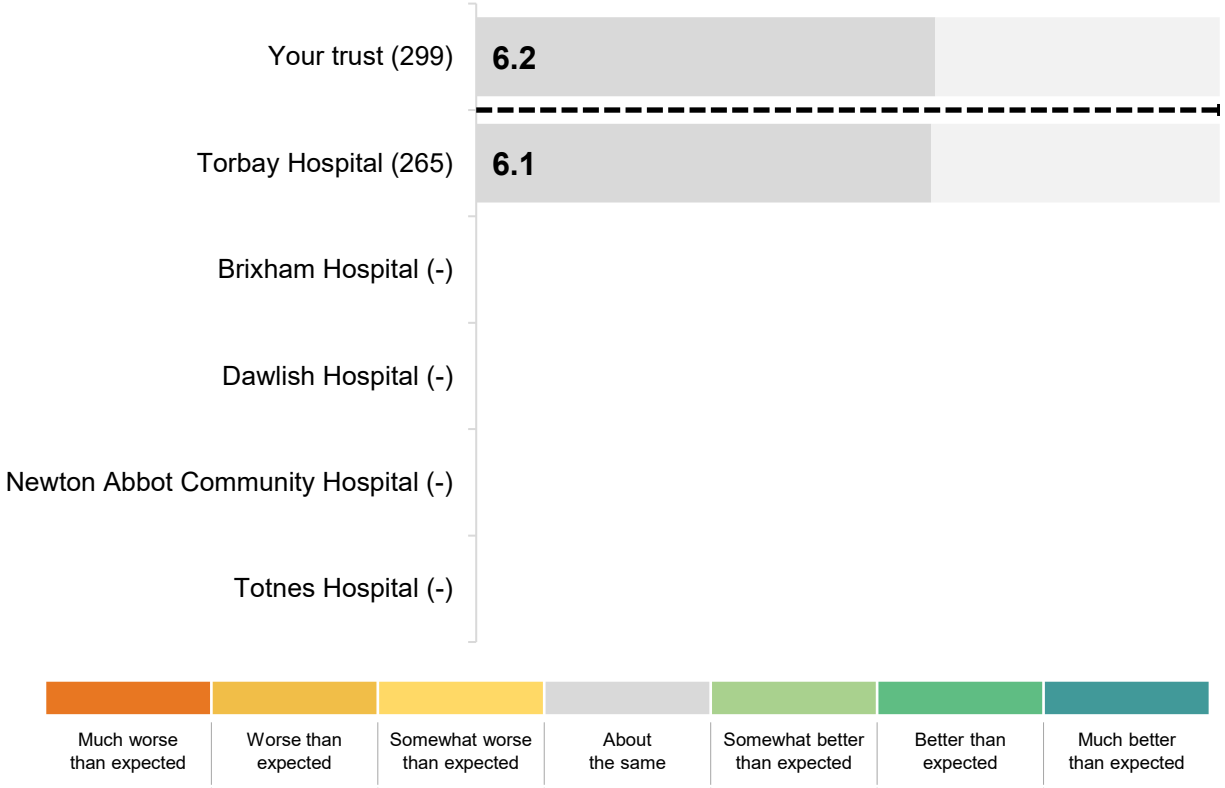
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

Q38. Before you left the hospital, were your family or carers given the information they needed to care for you at home?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



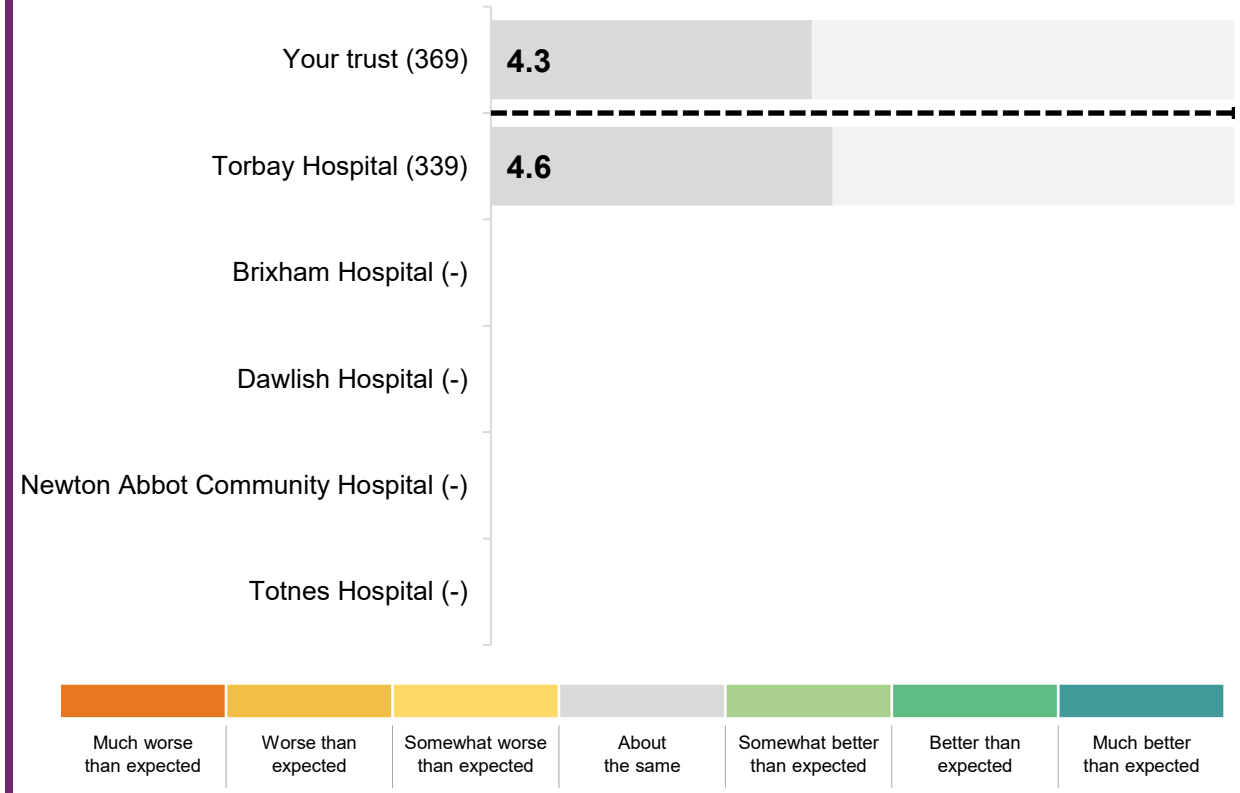
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

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

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



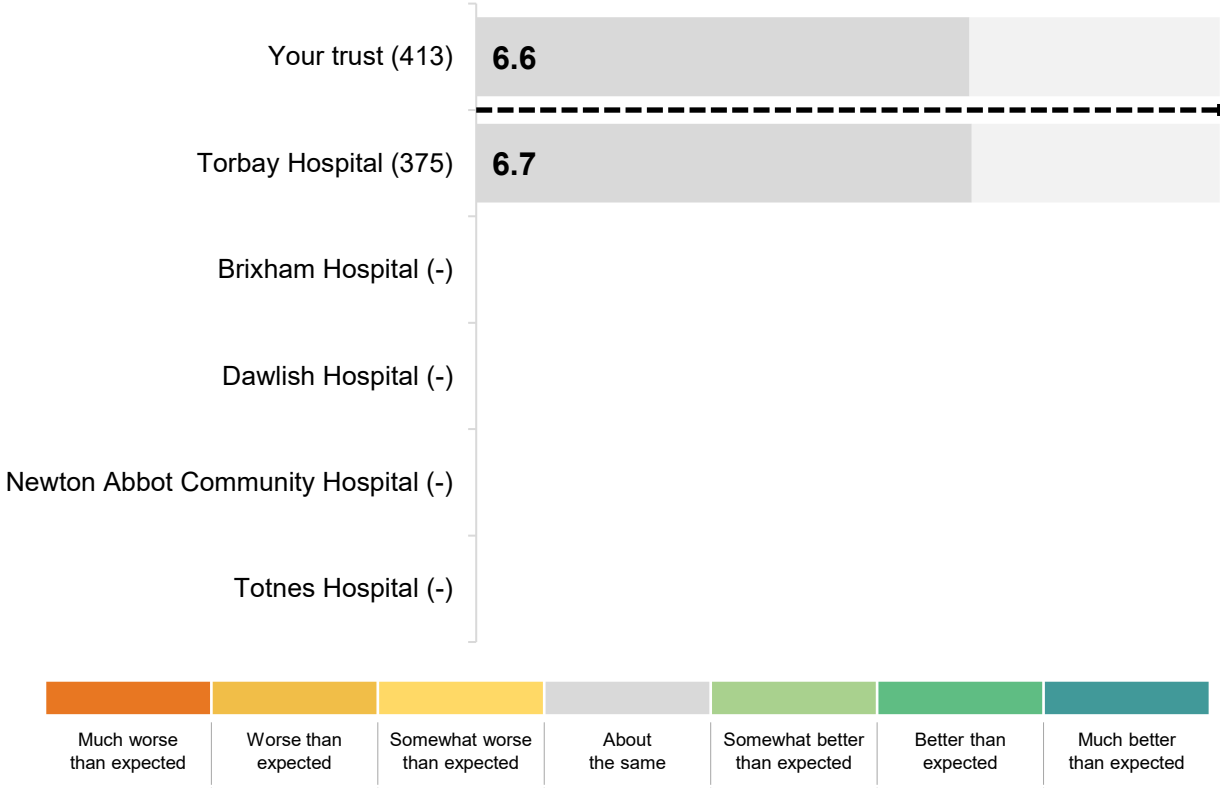
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

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

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



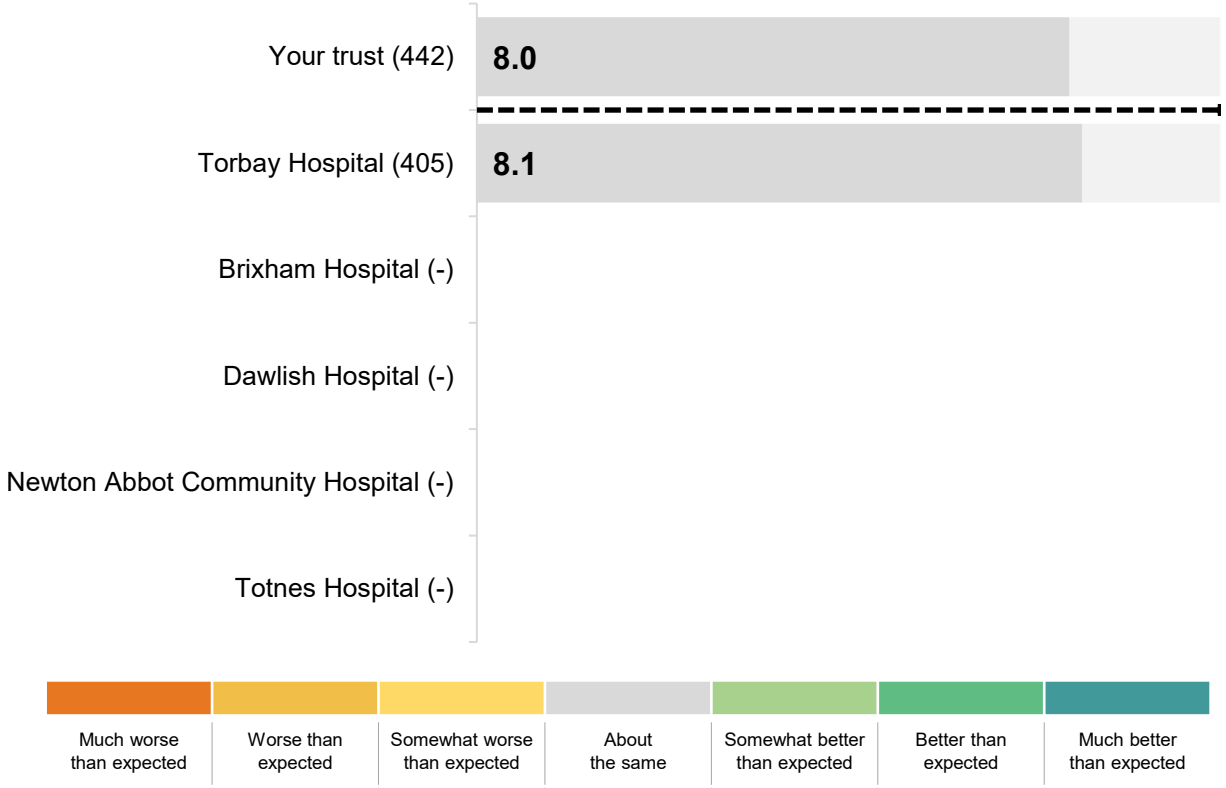
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

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

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



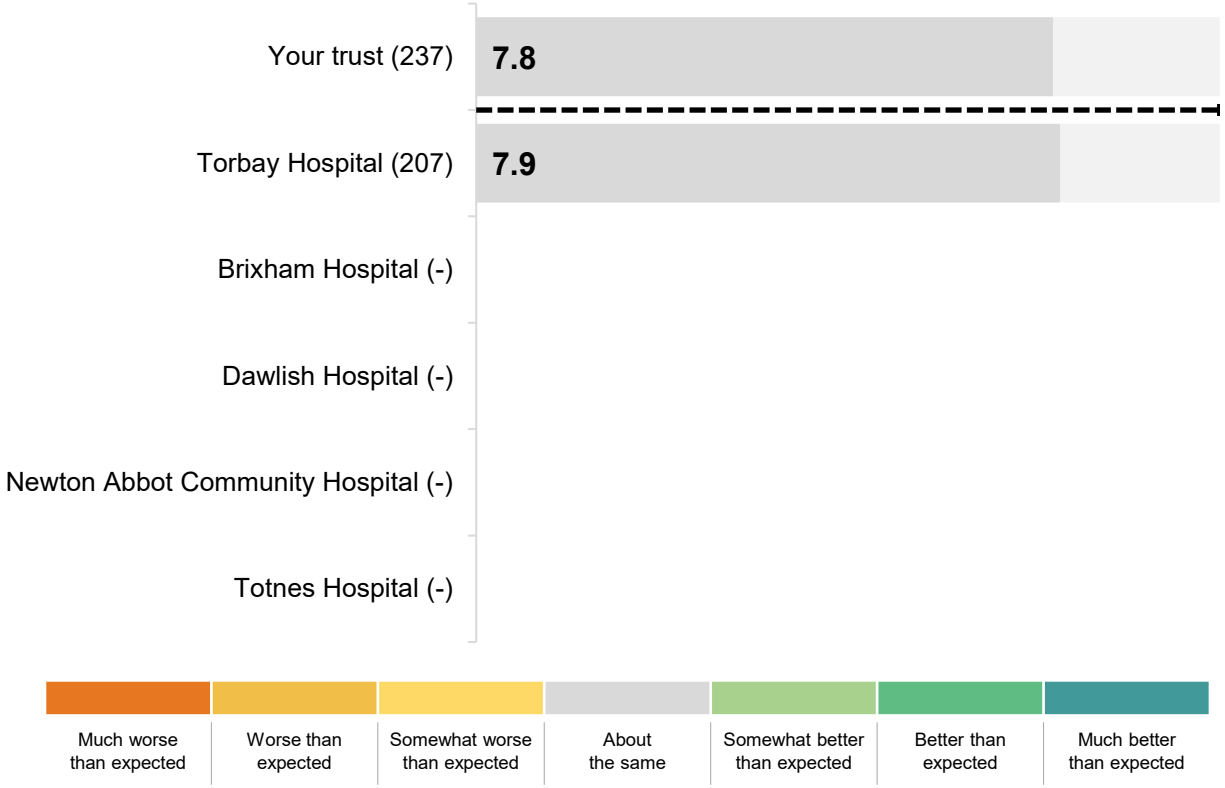
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

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

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



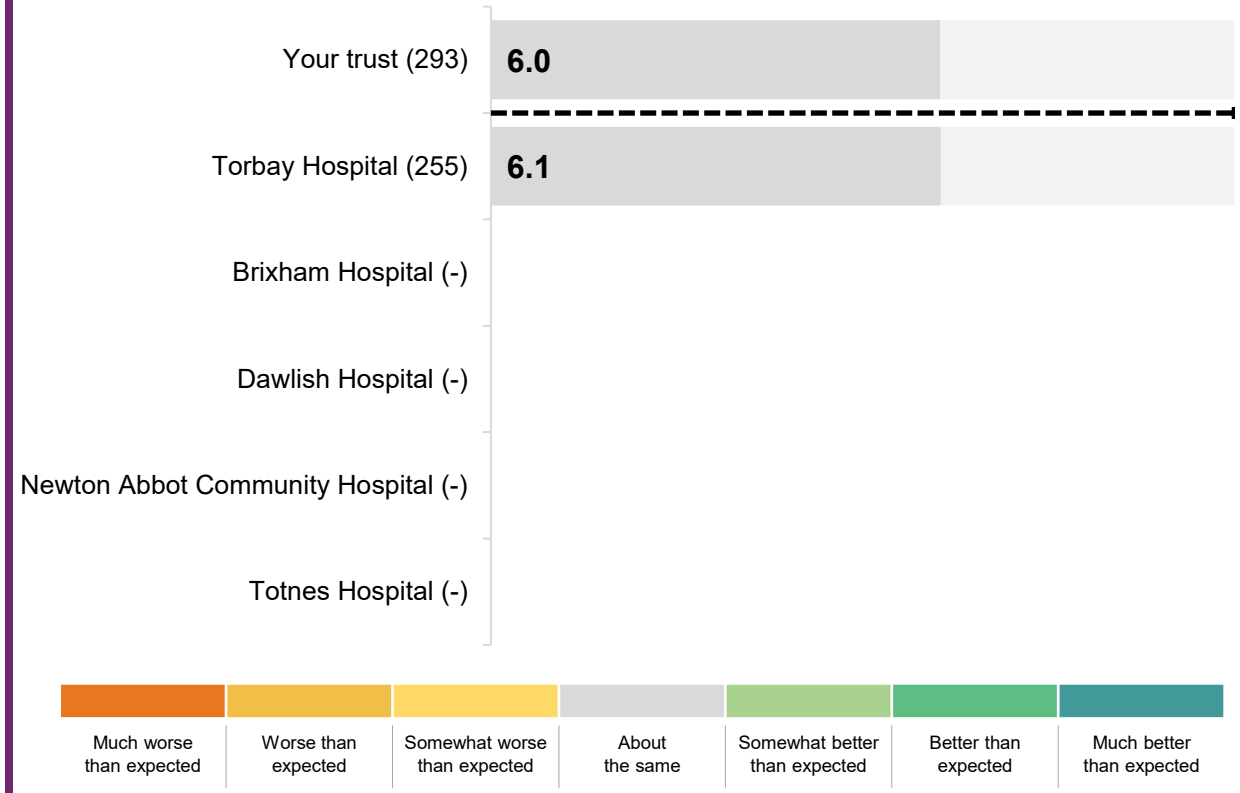
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Leaving hospital

Q43. After leaving the hospital, did you get enough support from health or social care services to help you recover or manage your condition?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



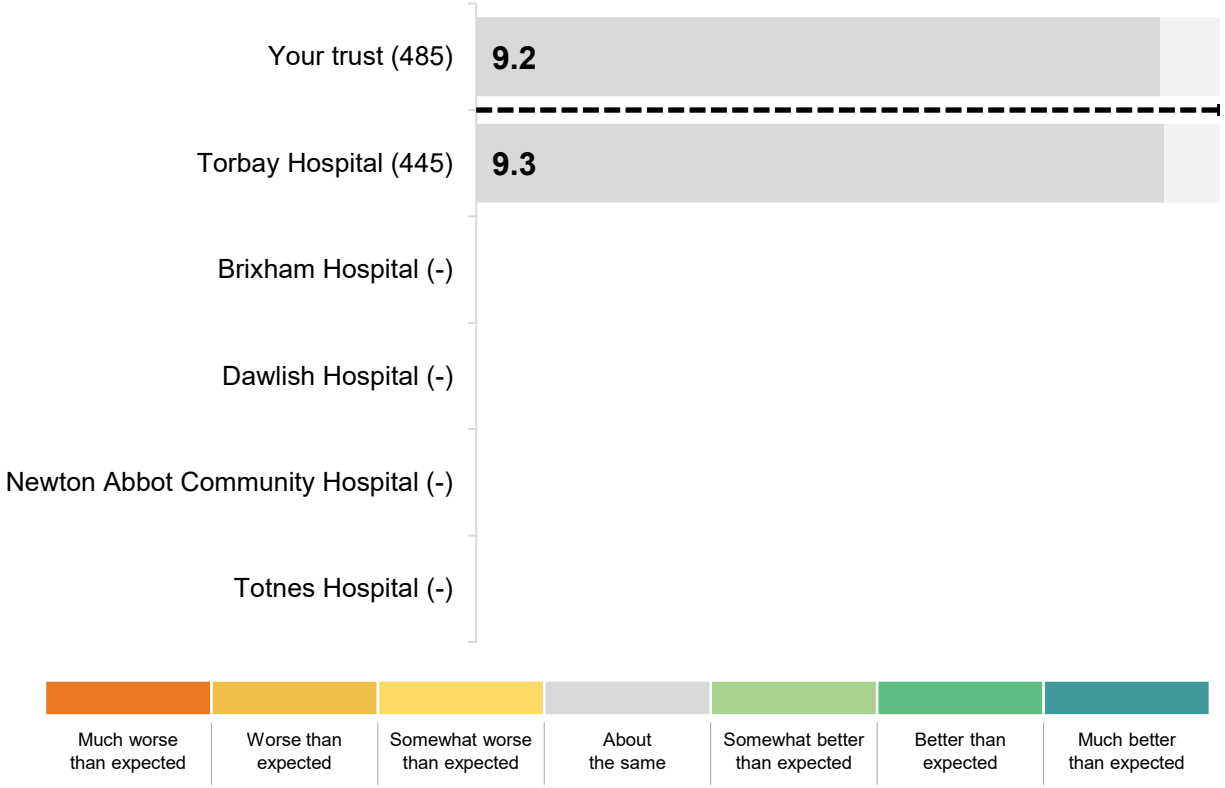
Please note: the number of respondents is shown in brackets next to the site name

Section 10. Kindness and compassion

Q44. Overall, did you feel you were treated with kindness and compassion while you were in the hospital?

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



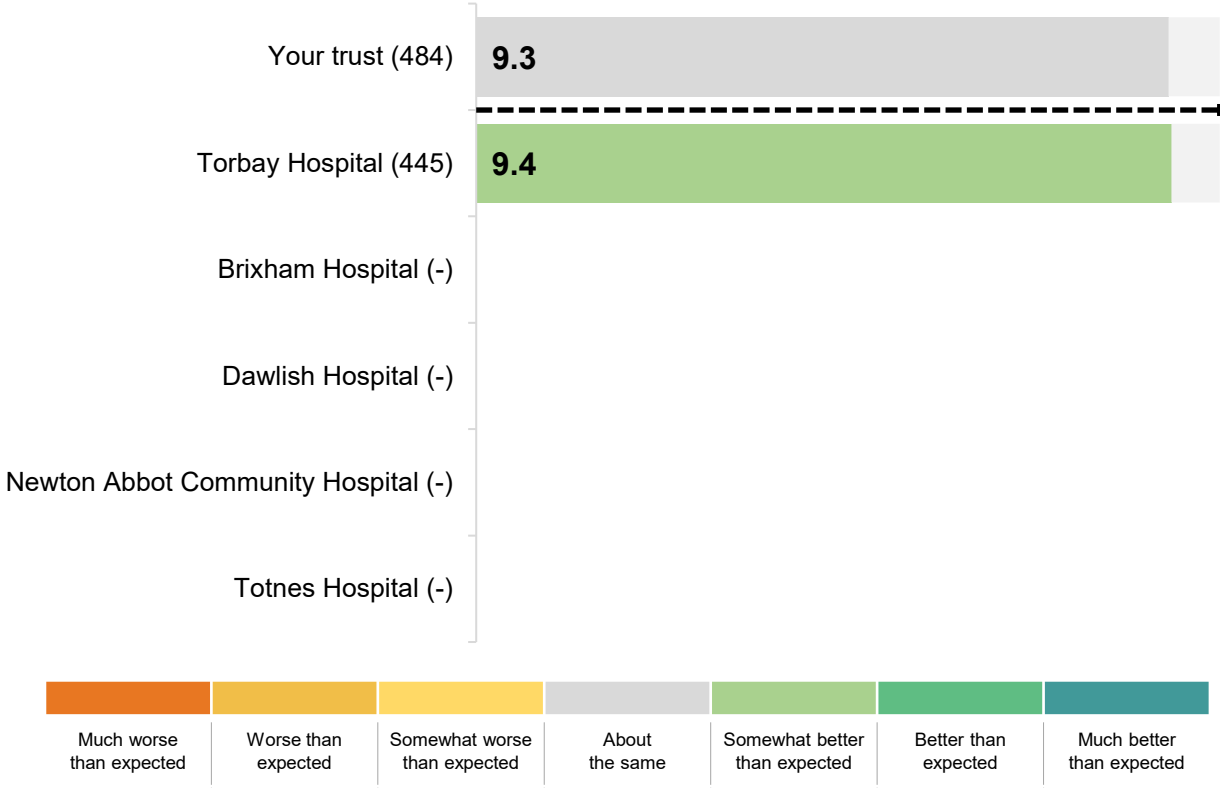
Please note: the number of respondents is shown in brackets next to the site name

Section 11. Respect and dignity

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

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



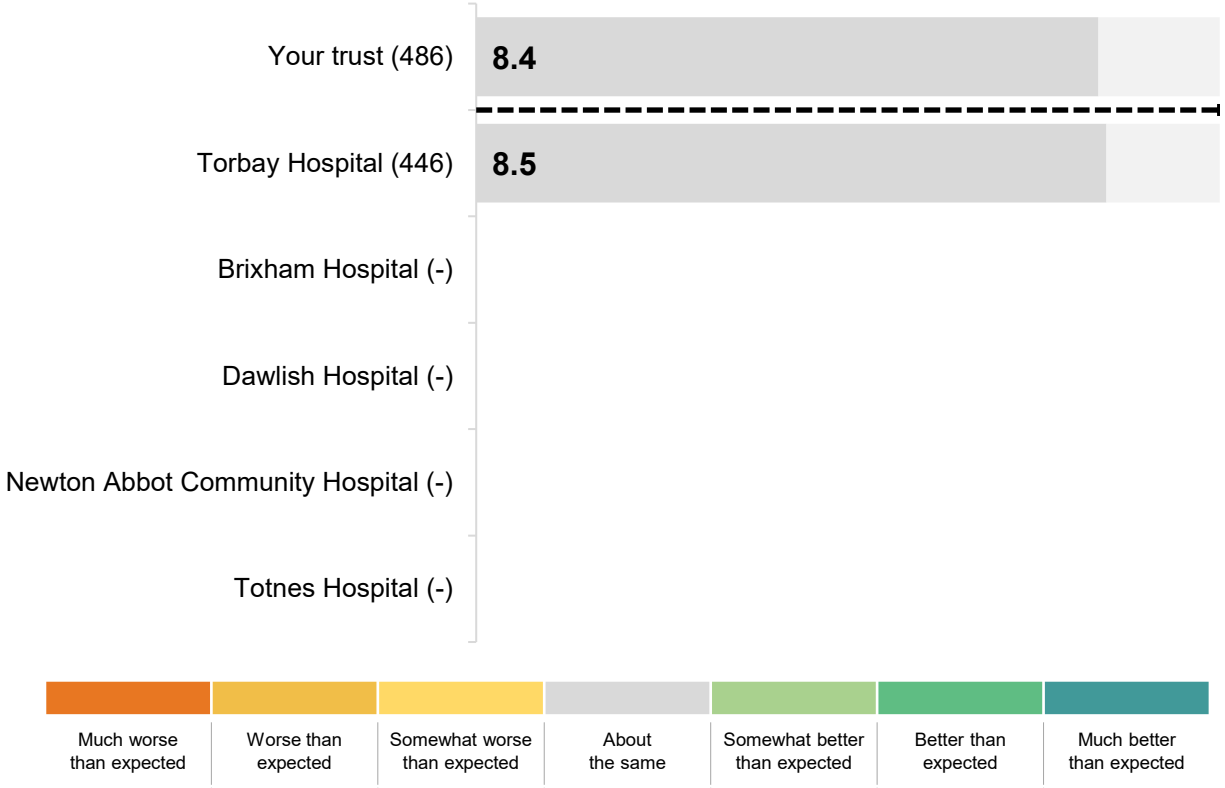
Please note: the number of respondents is shown in brackets next to the site name

Section 12. Overall experience

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

Results for your trust and sites

This benchmarking compares the question score for your trust against all other trusts, and the score for your trust's sites against all other sites across all trusts.



Please note: the number of respondents is shown in brackets next to the site name

Change over time

This section includes:

- guidance on how to interpret the data for change over time
- 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 2024 and 2023 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.
- the following scored questions were new or changed for 2025 and therefore are not included in this section: Q28_6, Q38.
- the following questions are non-comparable and therefore are not included in this section: Q28_1 – Q28_5, Q33.

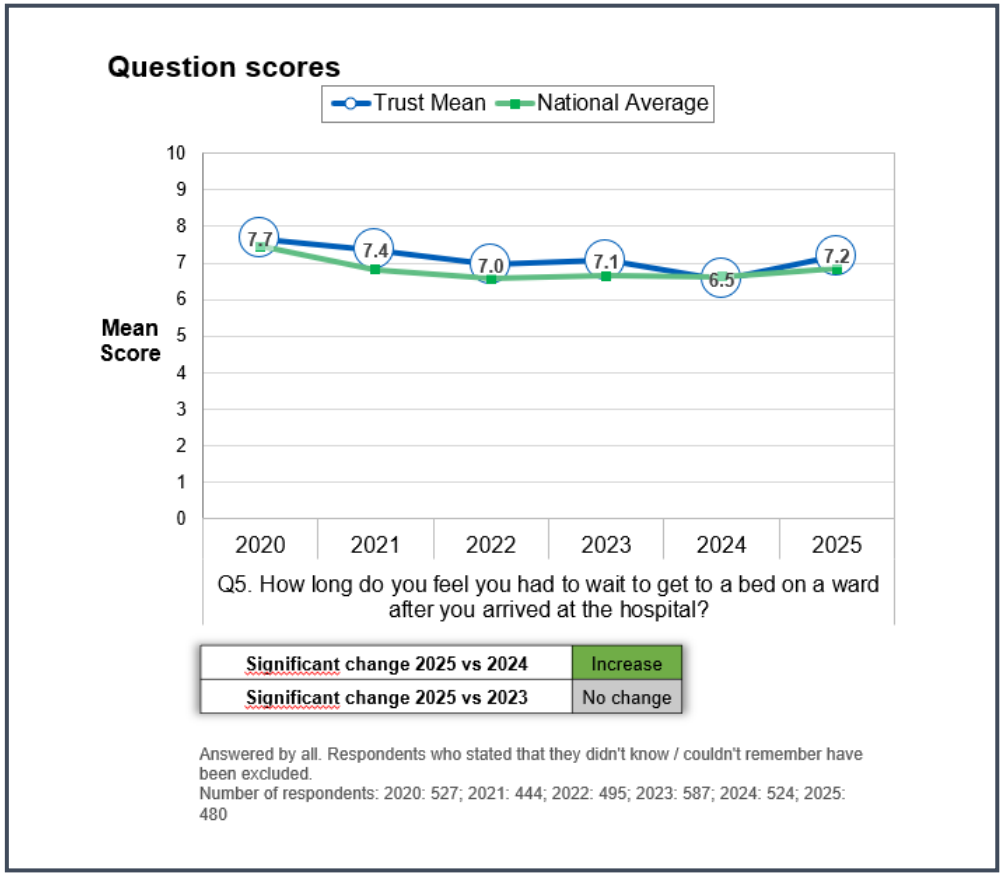
Please note: If data is missing for a survey year, this is due to a low number of responses, or because the trust data was not included in the survey that year, due to sampling errors or ineligibility.

How to interpret change over time in this report

The charts in the 'change over time' section show how your trust scored in each Inpatient survey iteration. Where available, trend data from 2020 to 2025 is shown. If a question only has one data point, this question is not shown. Questions that are not historically comparable, are also not shown.

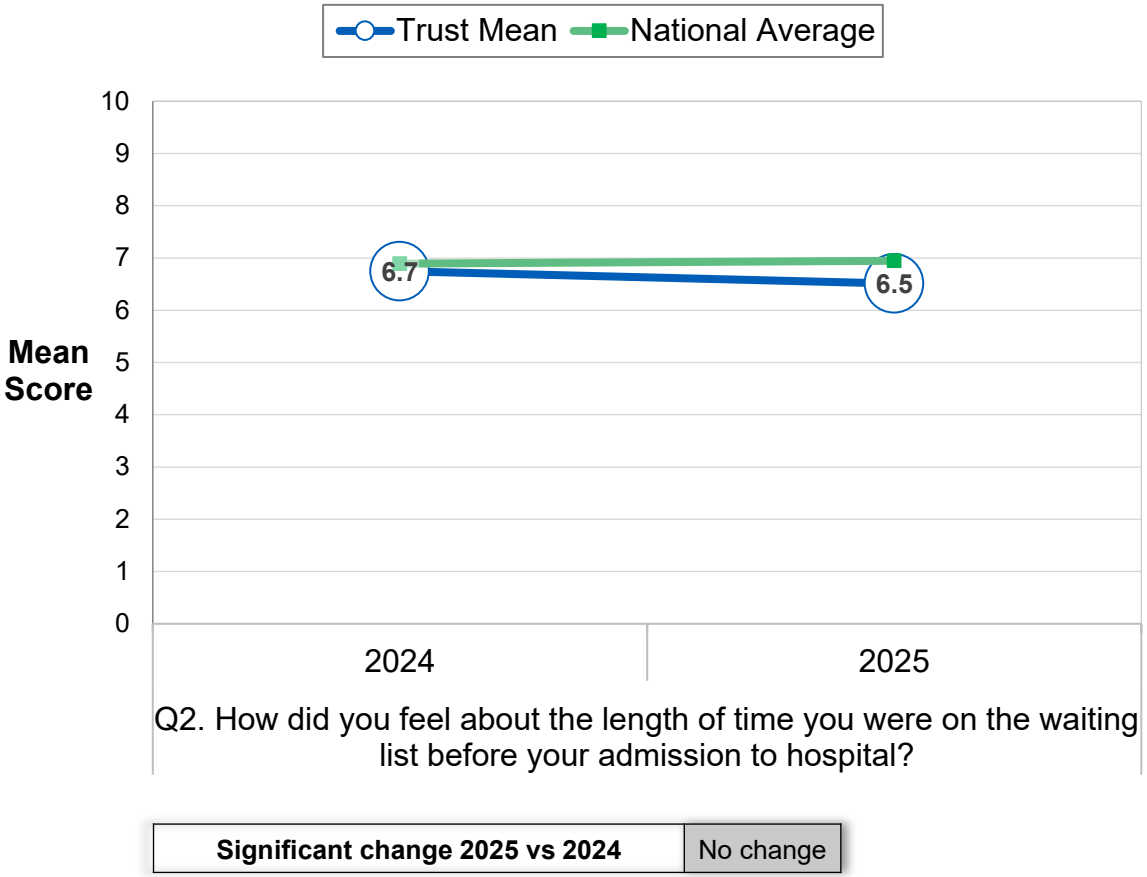
Each question is displayed in a line chart. These charts show your trust mean score for each survey year (blue line). The national average is also shown across survey years, this is the average score for that question across all NHS trusts with Adult Inpatient services in England (green line). This enables you to see how your trust compares to the national average. If there is data missing for a survey year, this may be due to either a low number of responses, because the trust was not included in the survey that year, sampling errors or ineligibility.

Statistically significant changes are also displayed in tables underneath the charts, showing significant differences between this year (2025) and the previous years (2024 and 2023). Two sample t-tests with a 95% significance level were used to compare data between 2025 and 2024, and 2024 and 2022. A statistically significant difference means it is unlikely that we would have obtained this result if there was no real difference.



Section 1. Admission to hospital

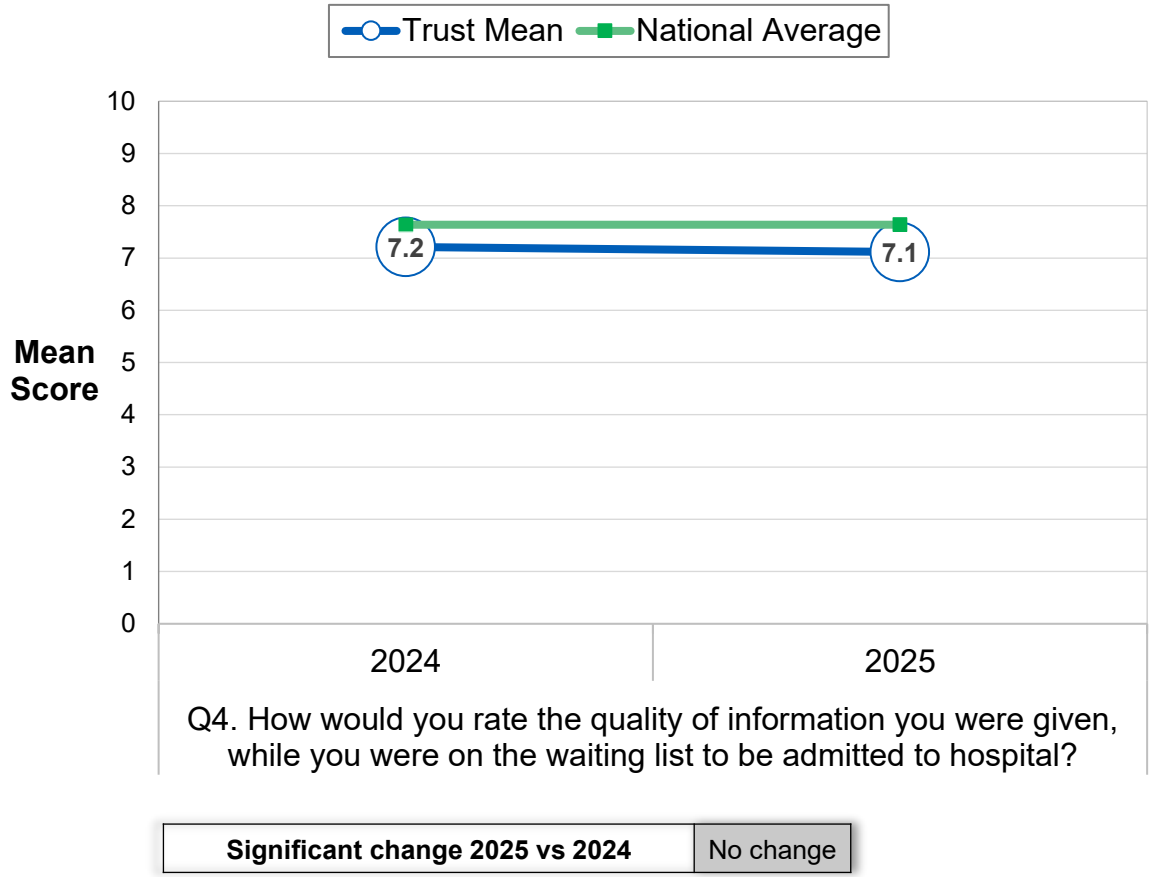
Question scores



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

Significant change 2025 vs 2024	No change

Answered by those whose most recent hospital admission was waiting list or planned in advance.
Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2024: 97; 2025: 83



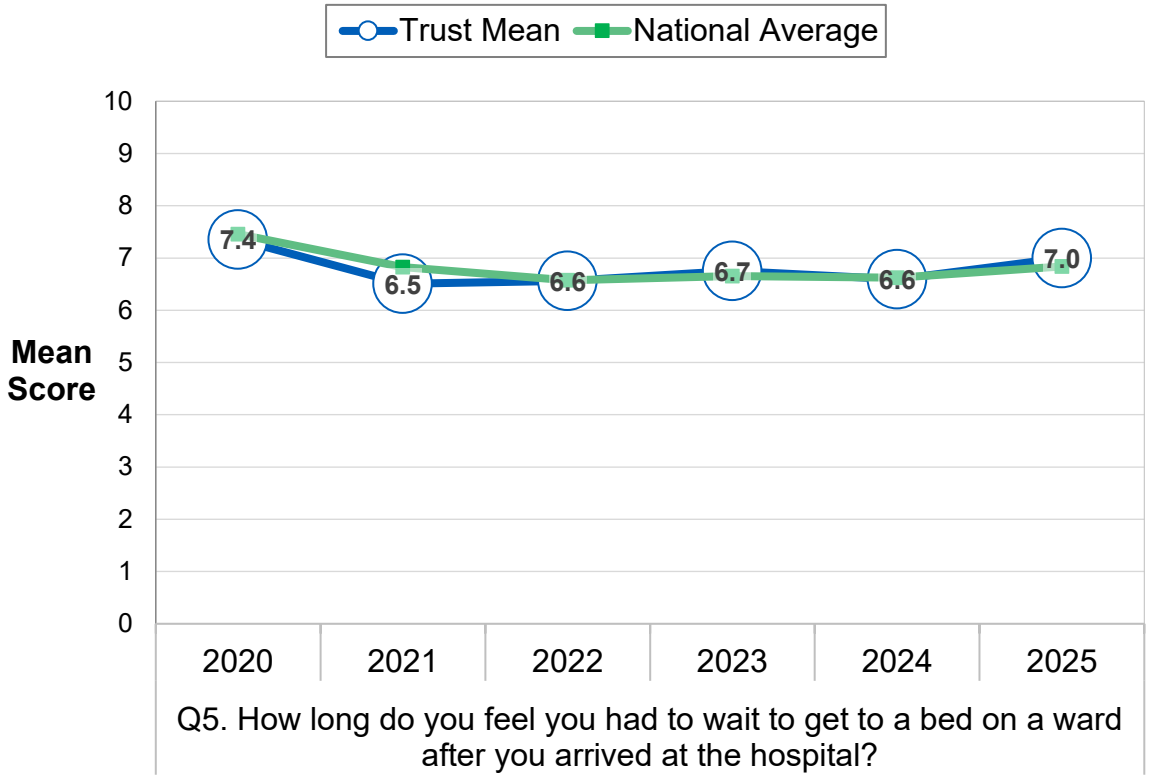
Q4. How would you rate the quality of information you were given, while you were on the waiting list to be admitted to hospital?

Significant change 2025 vs 2024	No change

Answered by those whose most recent hospital admission was waiting list or planned in advance.
Number of respondents: 2024: 100; 2025: 88

Section 1. Admission to hospital

Question scores

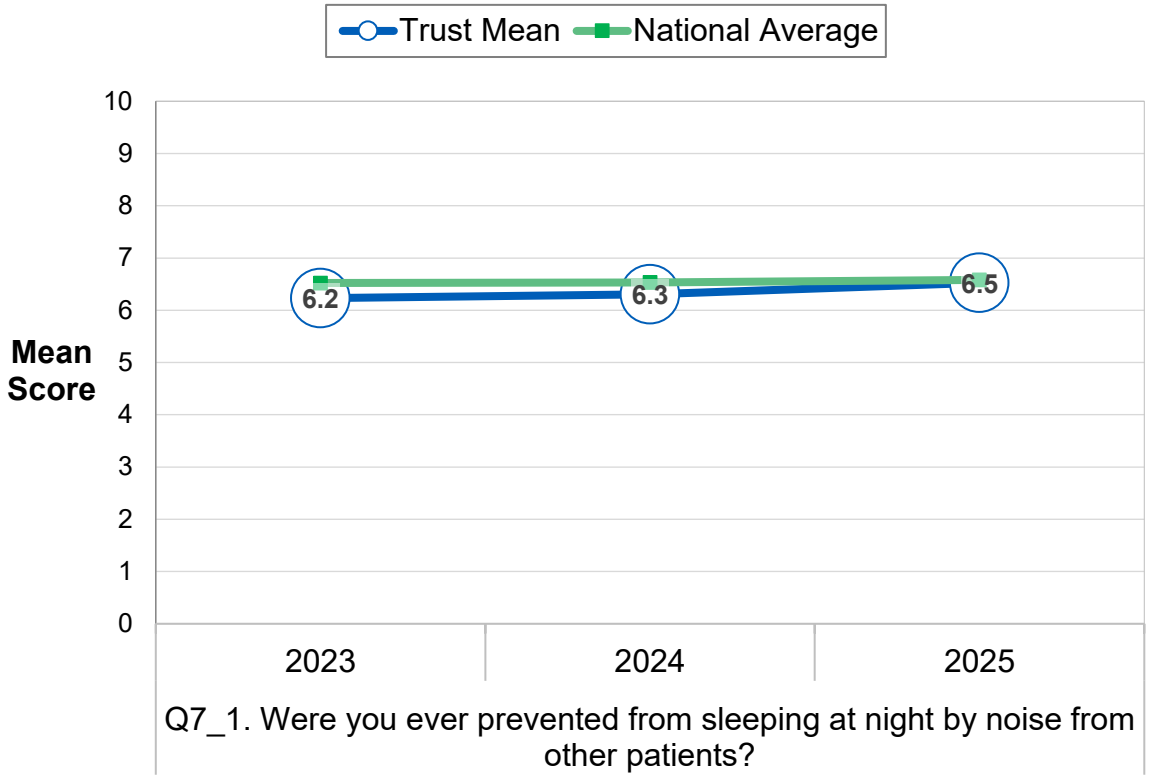


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.
Number of respondents: 2020: 585; 2021: 535; 2022: 524; 2023: 514; 2024: 507; 2025: 472

Section 2. The hospital and ward

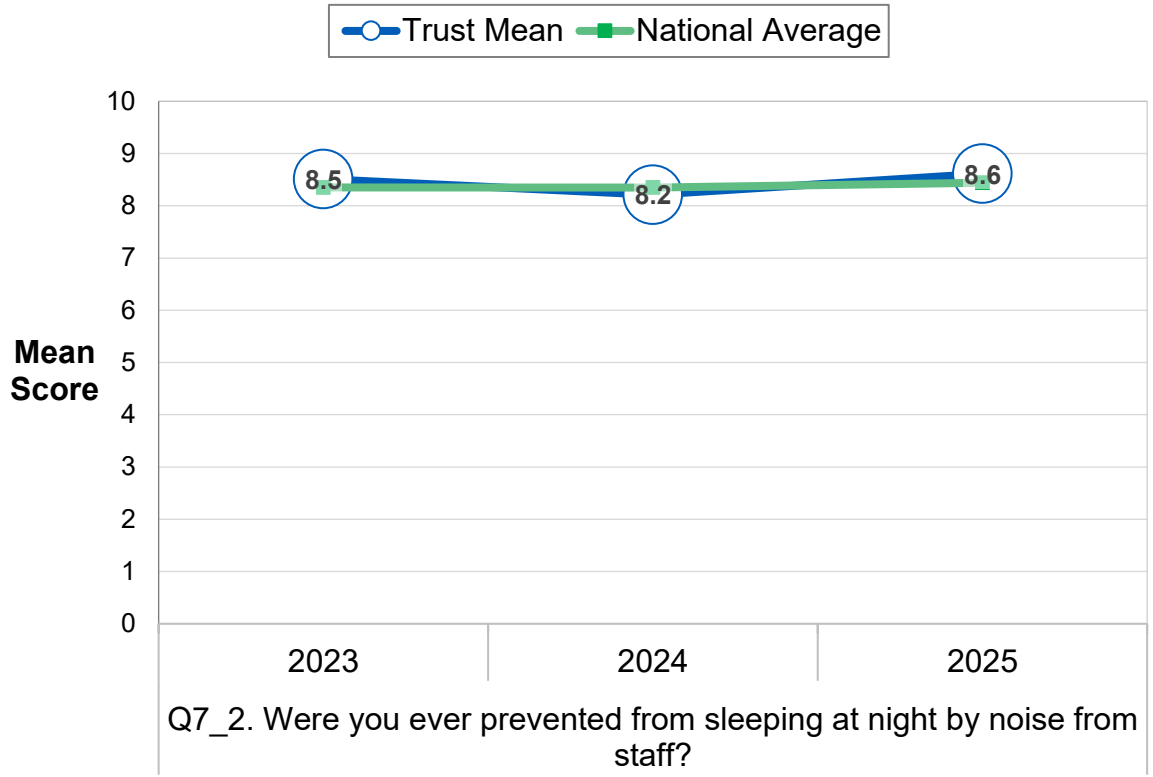
Question scores



Q7_1. Were you ever prevented from sleeping at night by noise from other patients?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2023: 518; 2024: 513; 2025: 481



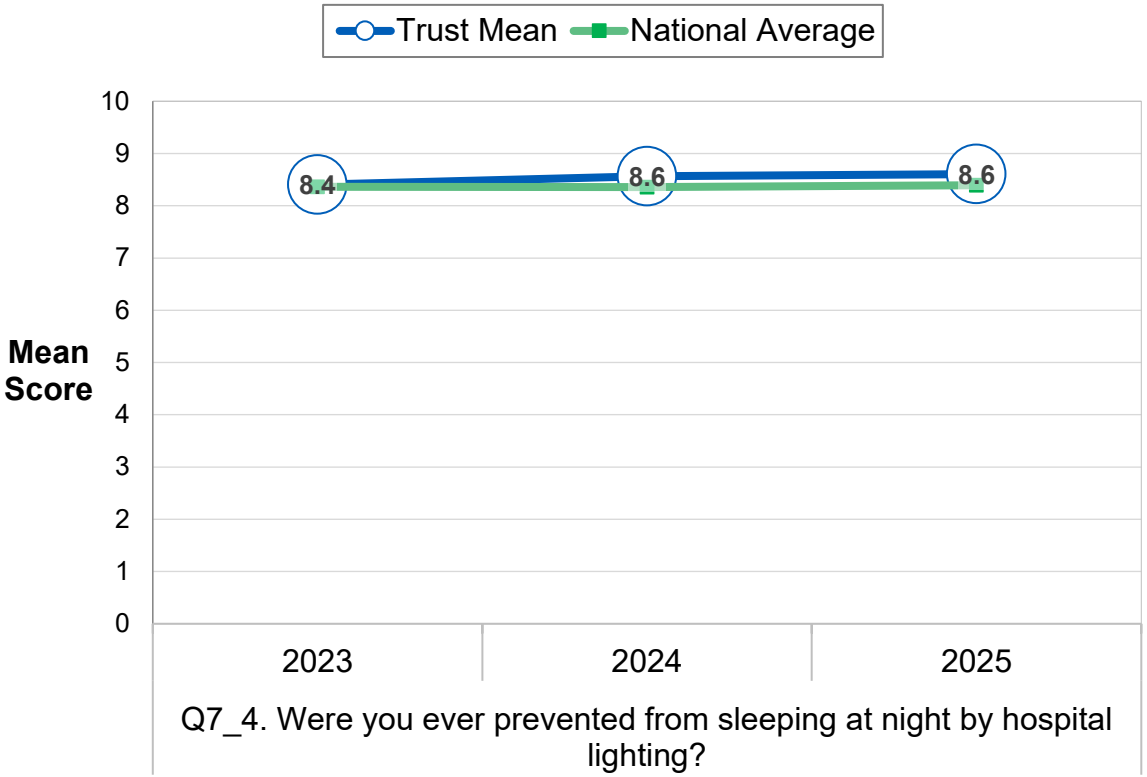
Q7_2. Were you ever prevented from sleeping at night by noise from staff?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2023: 518; 2024: 513; 2025: 481

Section 2. The hospital and ward (continued)

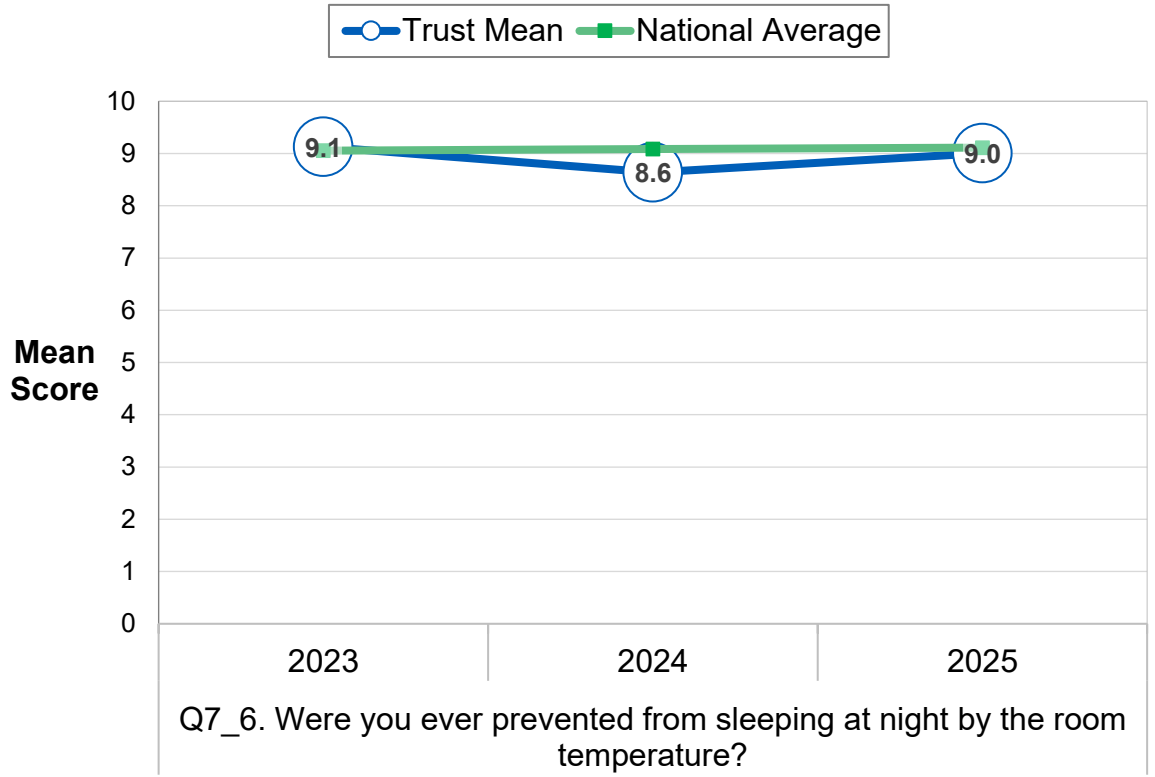
Question scores



Q7_4. Were you ever prevented from sleeping at night by hospital lighting?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2023: 518; 2024: 513; 2025: 481



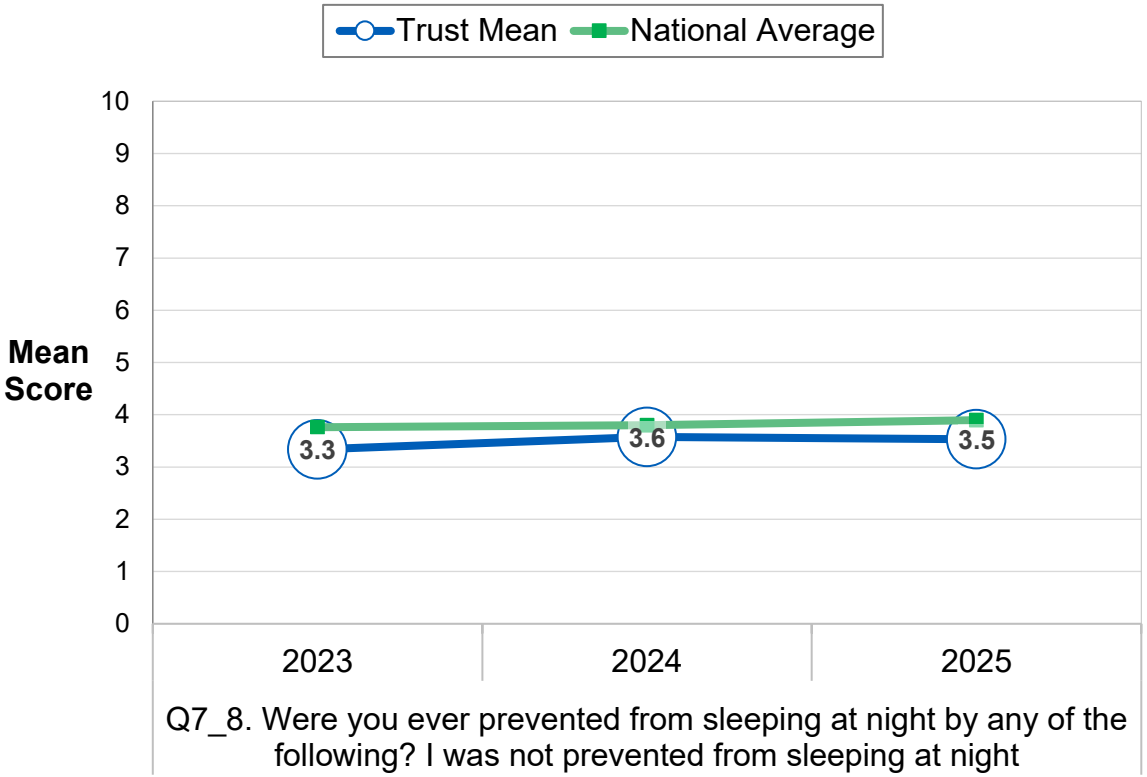
Q7_6. Were you ever prevented from sleeping at night by the room temperature?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2023: 518; 2024: 513; 2025: 481

Section 2. The hospital and ward (continued)

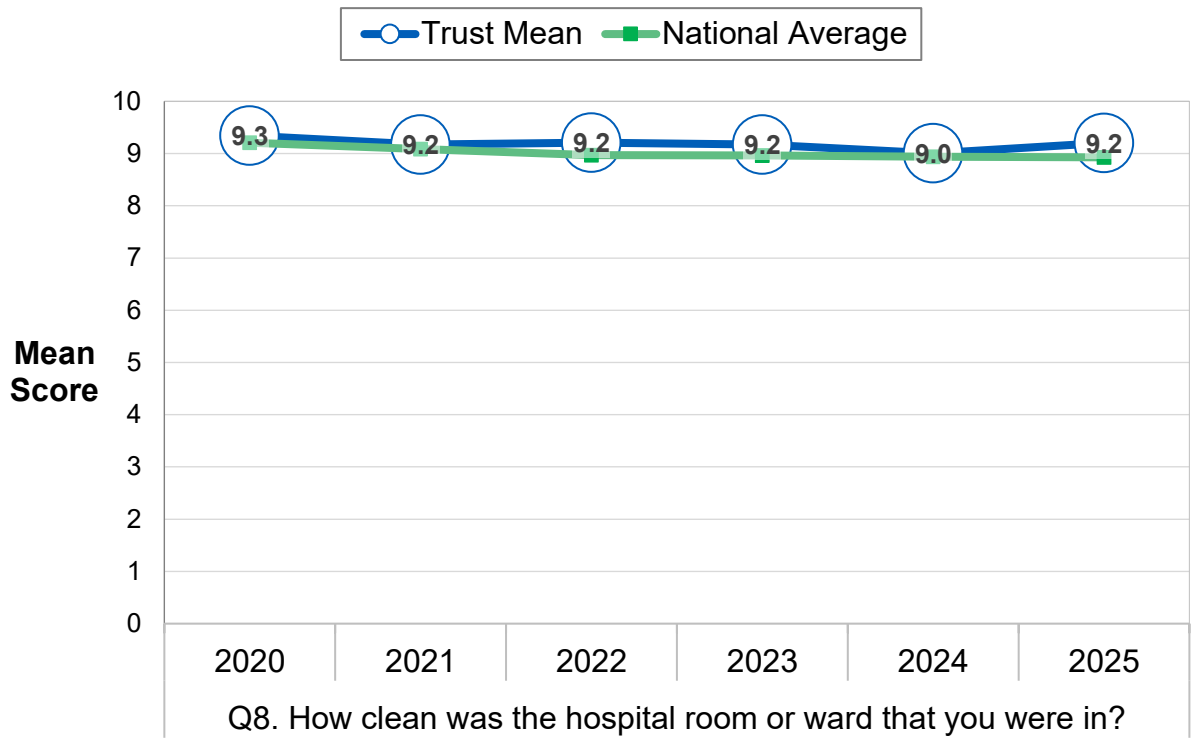
Question scores



Q7_8. Were you ever prevented from sleeping at night by any of the following? I was not prevented from sleeping at night

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2023: 518; 2024: 513; 2025: 481



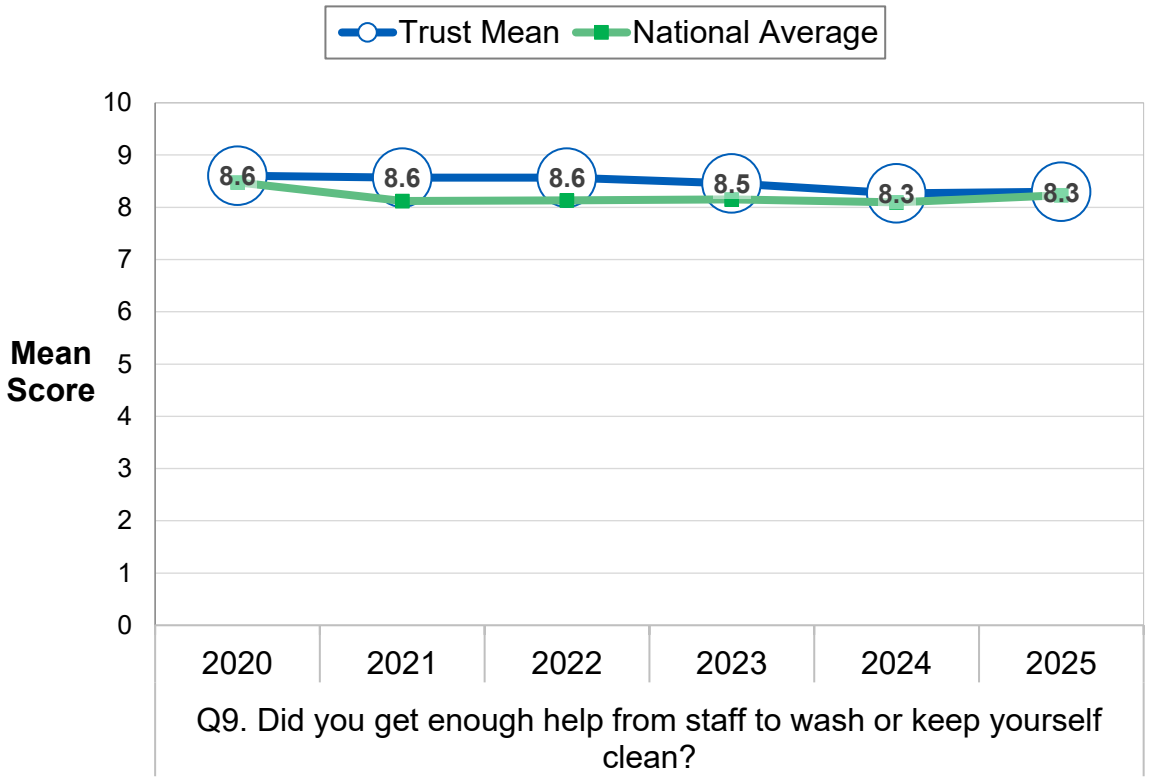
Q8. How clean was the hospital room or ward that you were in?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2020: 606; 2021: 554; 2022: 532; 2023: 524; 2024: 519; 2025: 481

Section 3. Basic needs

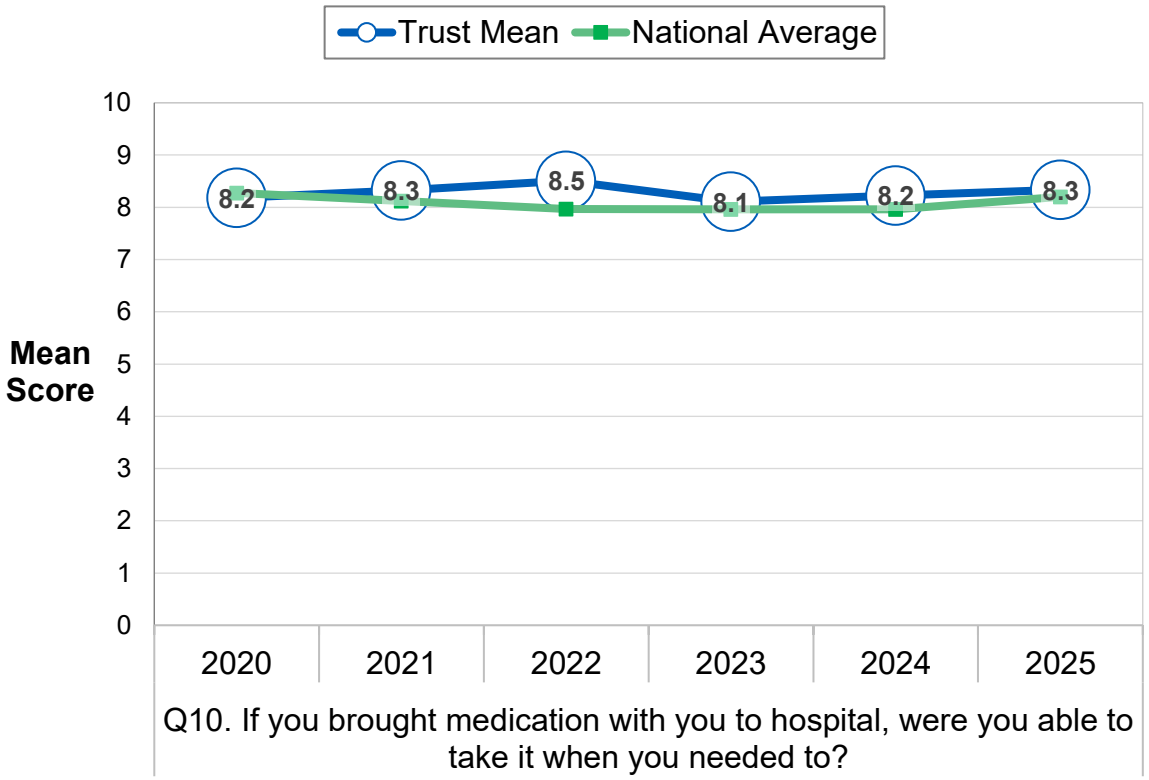
Question scores



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

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they did not need help have been excluded.
Number of respondents: 2020: 441; 2021: 411; 2022: 381; 2023: 374; 2024: 384; 2025: 352



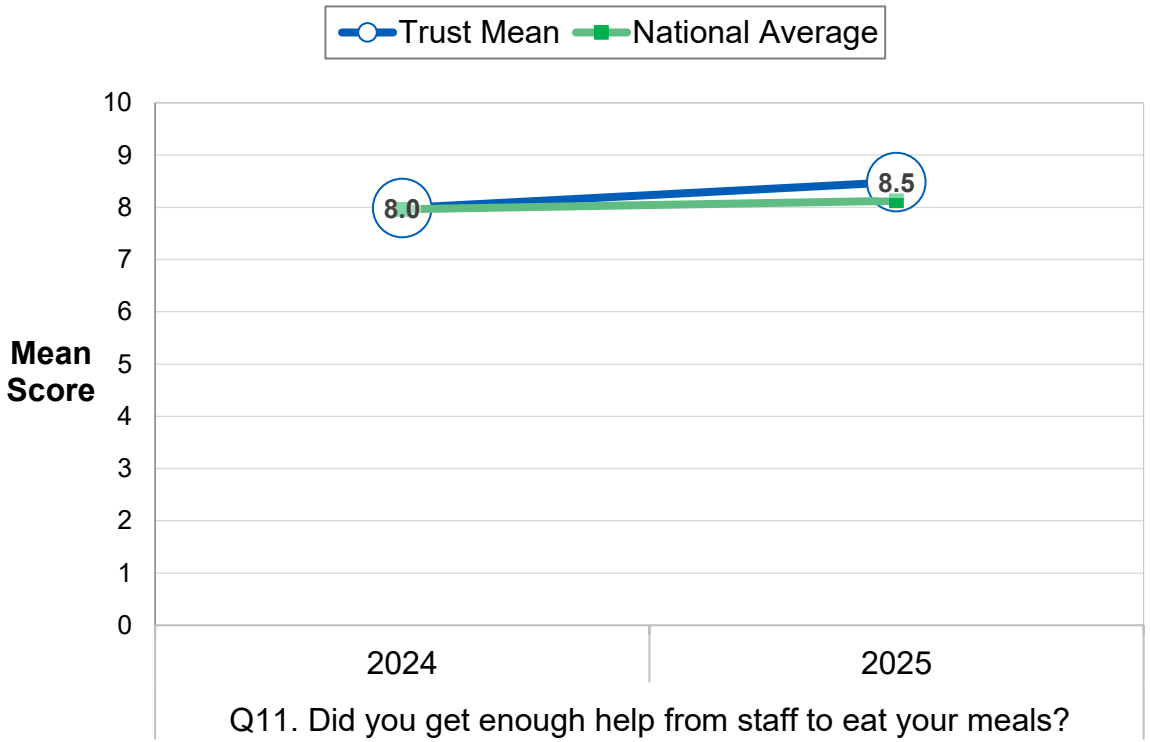
Q10. If you brought medication with you to hospital, were you able to take it when you needed to?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated that they had to stop taking medication as part of their treatment or did not bring medication with them to hospital have been excluded.
Number of respondents: 2020: 327; 2021: 289; 2022: 275; 2023: 243; 2024: 260; 2025: 263

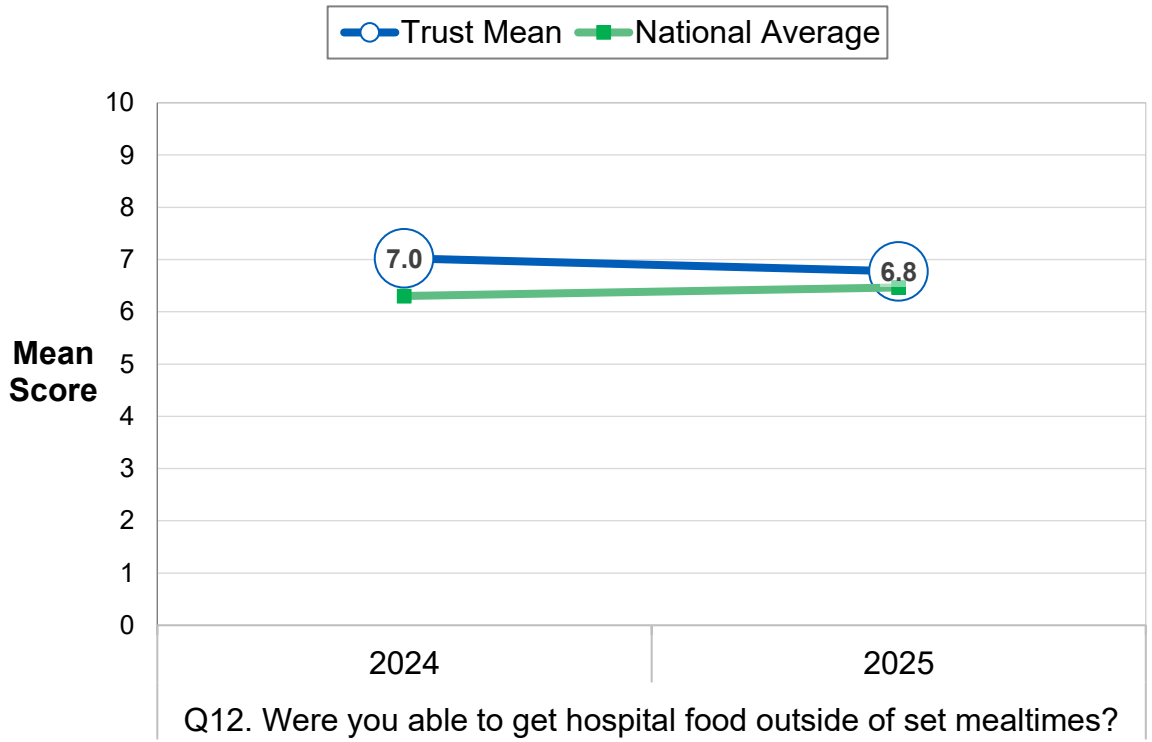
Section 3. Basic needs (continued)

Question scores



Significant change 2025 vs 2024	No change

Answered by all. Respondents who stated they did not need help have been excluded.
Number of respondents: 2024: 154; 2025: 150

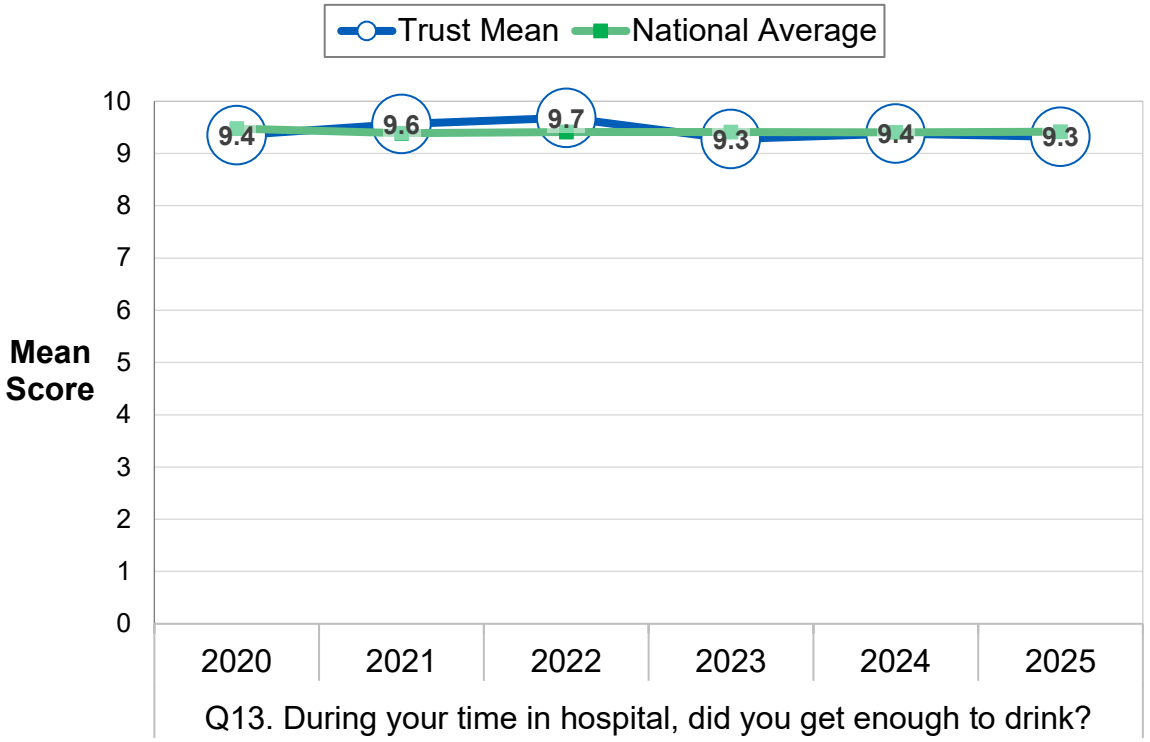


Significant change 2025 vs 2024	No change

Answered by all. Respondents who stated they did not need this, didn't know, or couldn't remember have been excluded.
Number of respondents: 2024: 217; 2025: 214

Section 3. Basic needs (continued)

Question scores

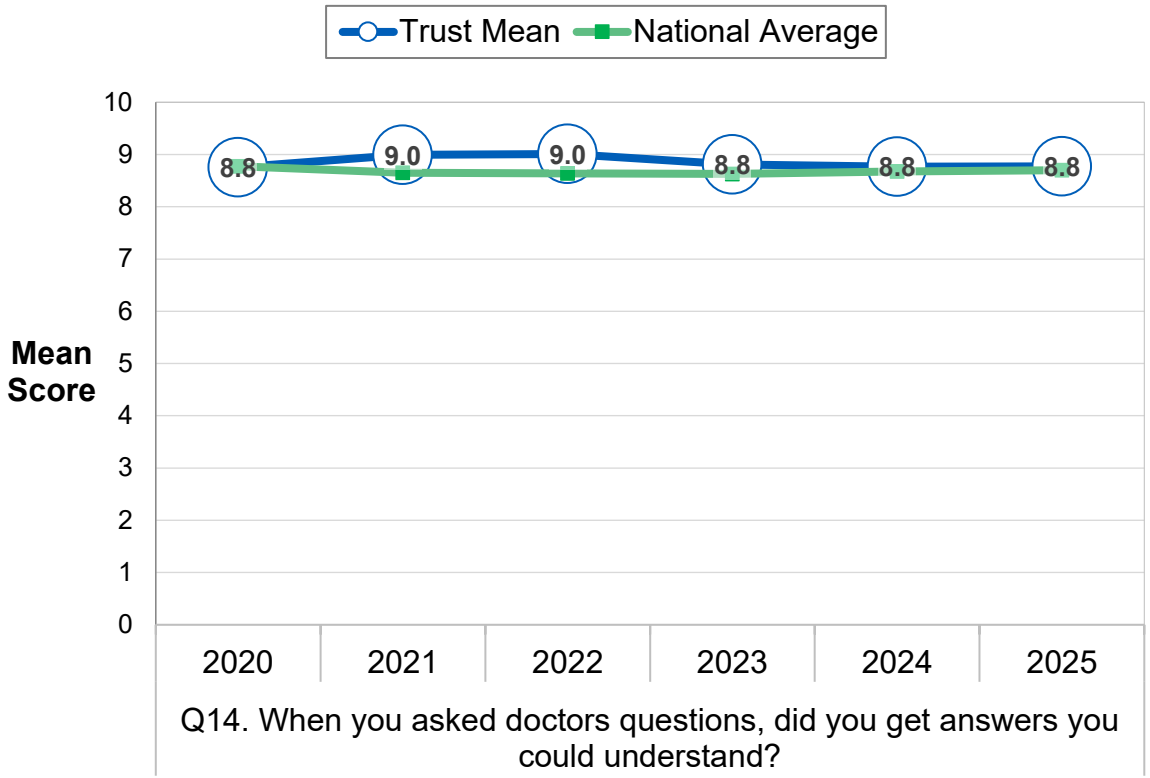


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2020: 572; 2021: 531; 2022: 514; 2023: 498; 2024: 491; 2025: 454

Section 4. Doctors

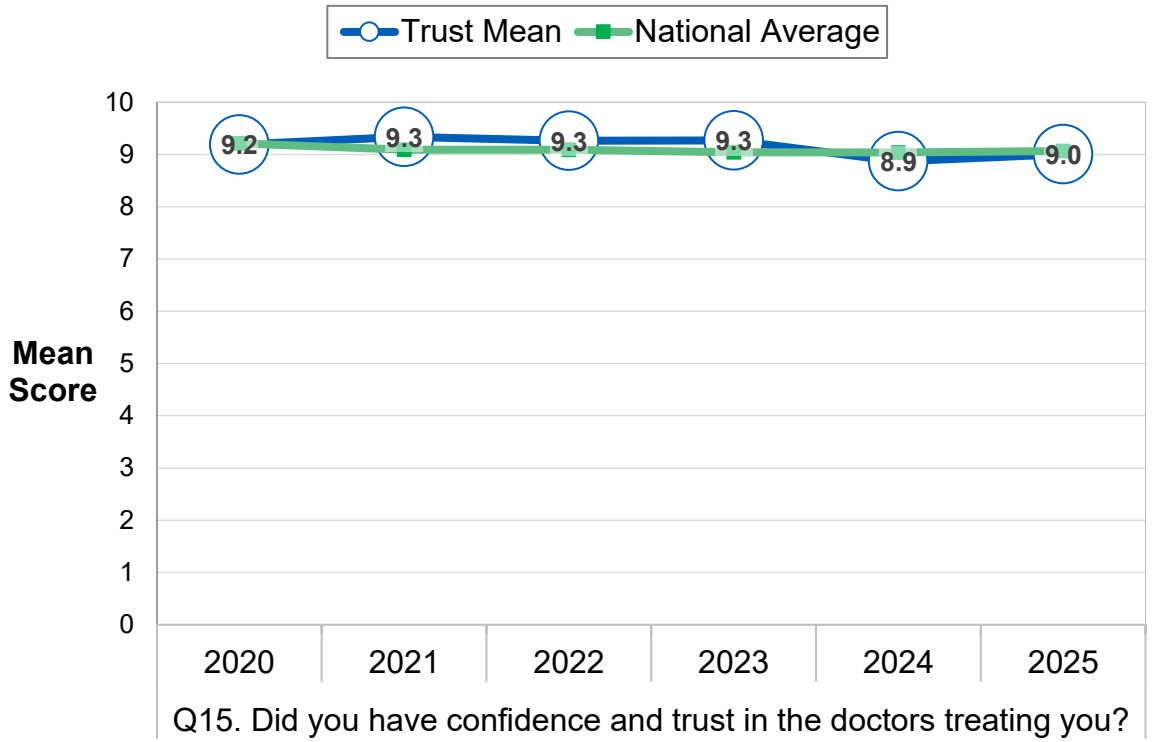
Question scores



Q14. When you asked doctors questions, did you get answers you could understand?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they did not have any questions or feel able to ask questions have been excluded.
Number of respondents: 2020: 555; 2021: 529; 2022: 501; 2023: 476; 2024: 488; 2025: 449



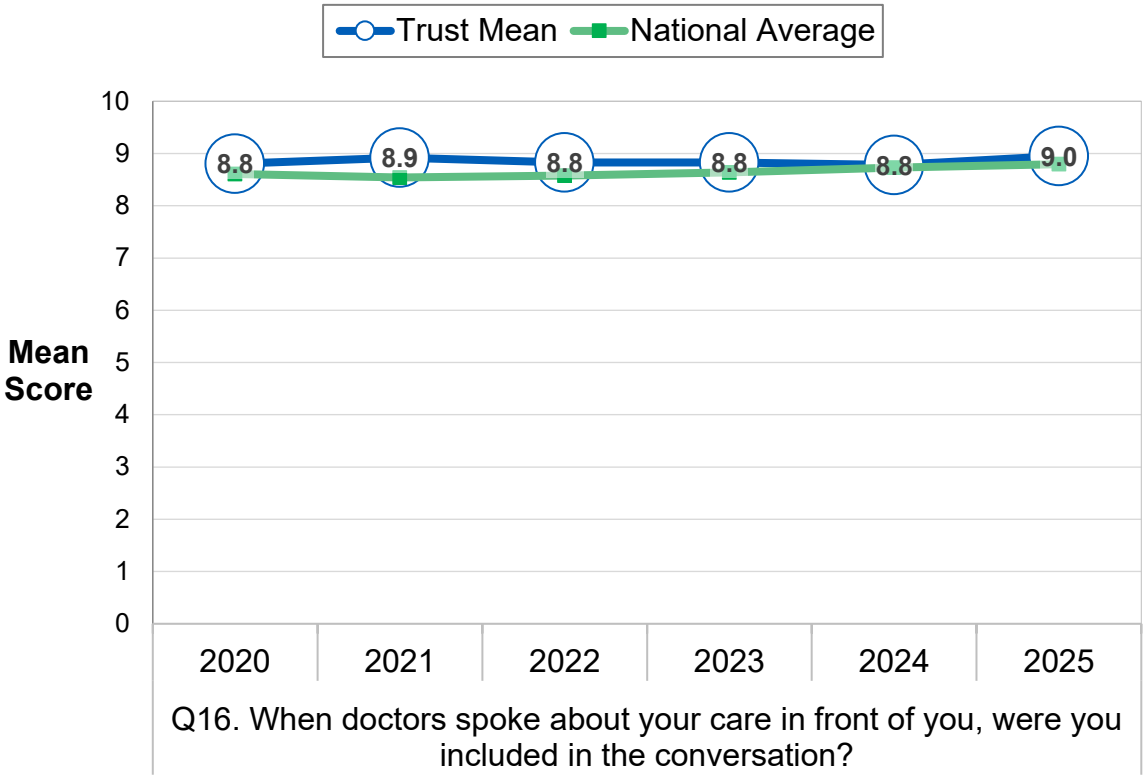
Q15. Did you have confidence and trust in the doctors treating you?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2020: 611; 2021: 561; 2022: 543; 2023: 527; 2024: 526; 2025: 486

Section 4. Doctors (continued)

Question scores

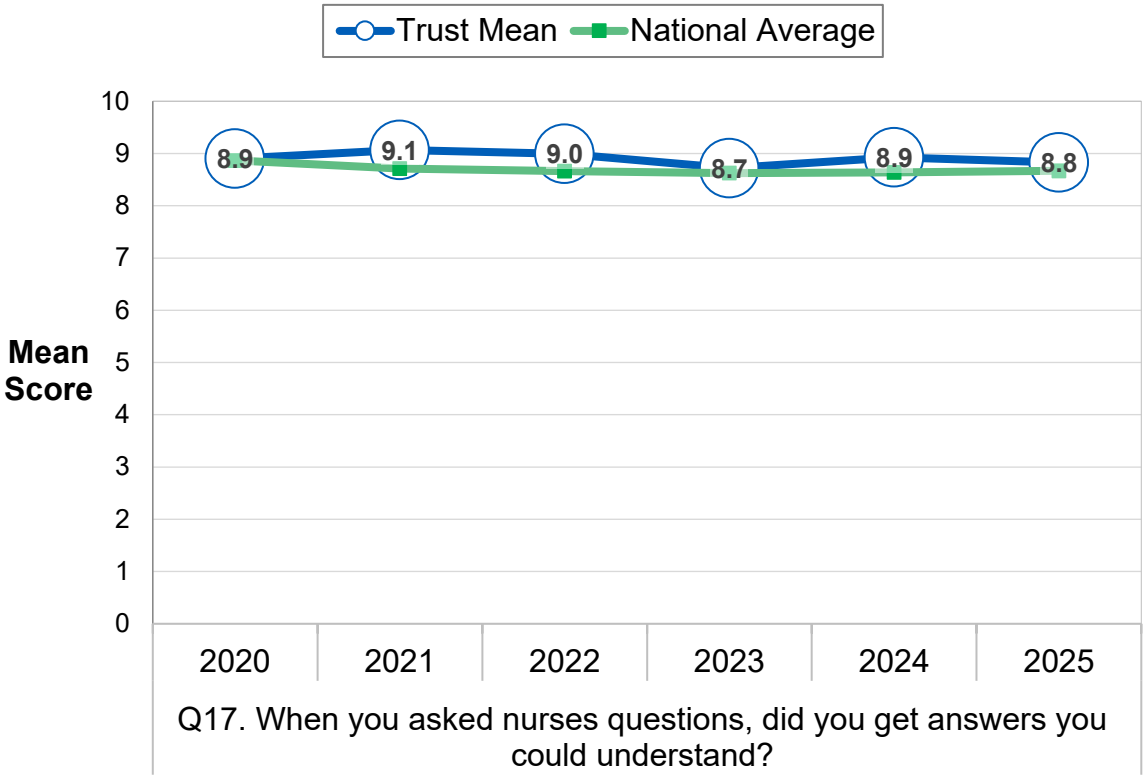


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2020: 608; 2021: 557; 2022: 538; 2023: 522; 2024: 520; 2025: 479

Section 5. Nurses

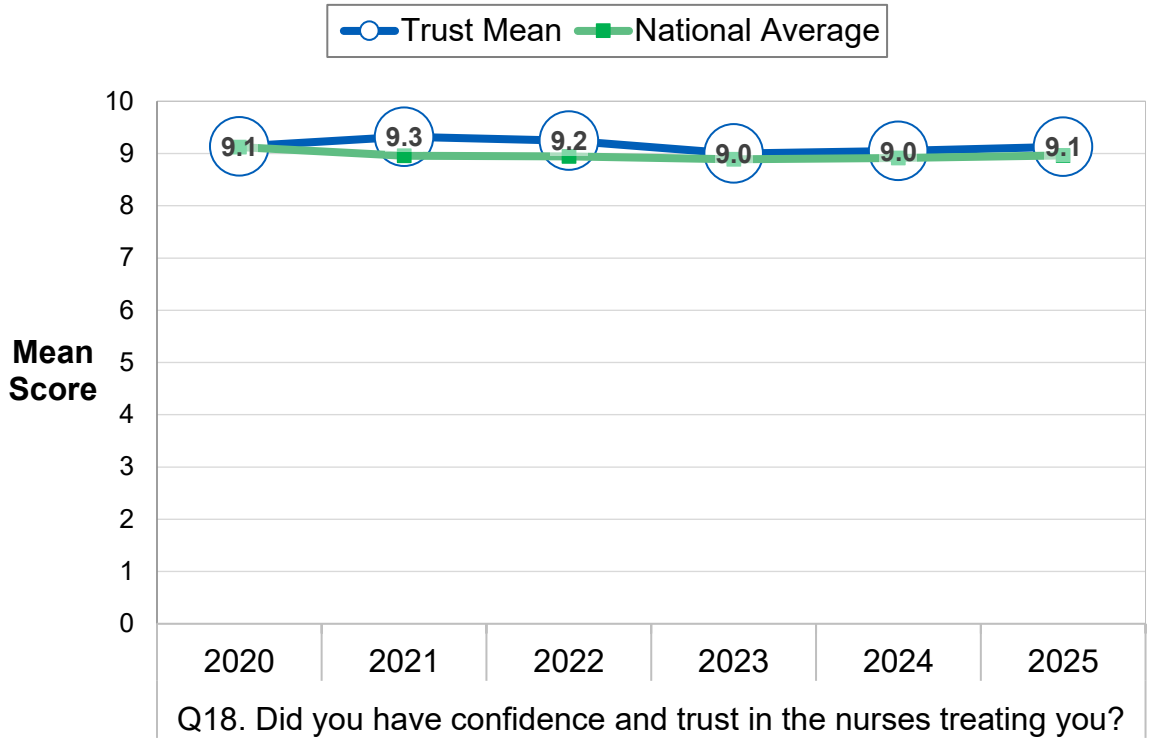
Question scores



Q17. When you asked nurses questions, did you get answers you could understand?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they did not have any questions or feel able to ask questions have been excluded.
Number of respondents: 2020: 569; 2021: 514; 2022: 512; 2023: 497; 2024: 490; 2025: 457



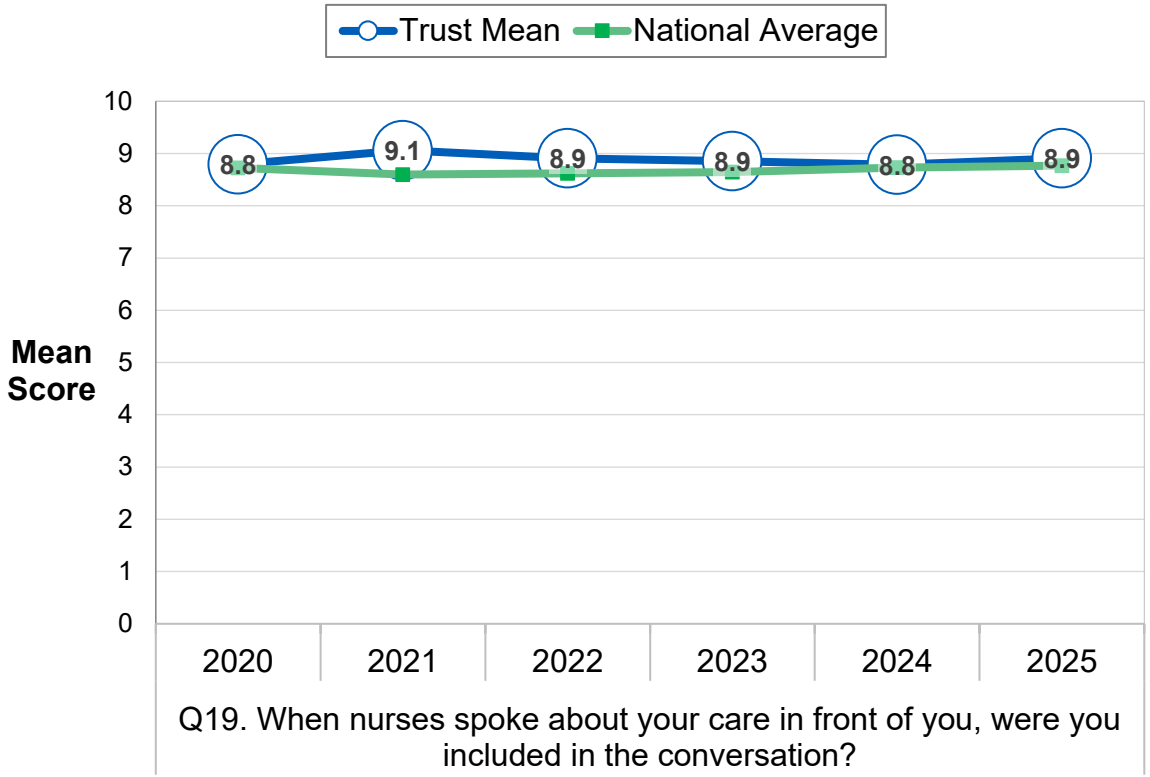
Q18. Did you have confidence and trust in the nurses treating you?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2020: 612; 2021: 562; 2022: 542; 2023: 530; 2024: 525; 2025: 488

Section 5. Nurses (continued)

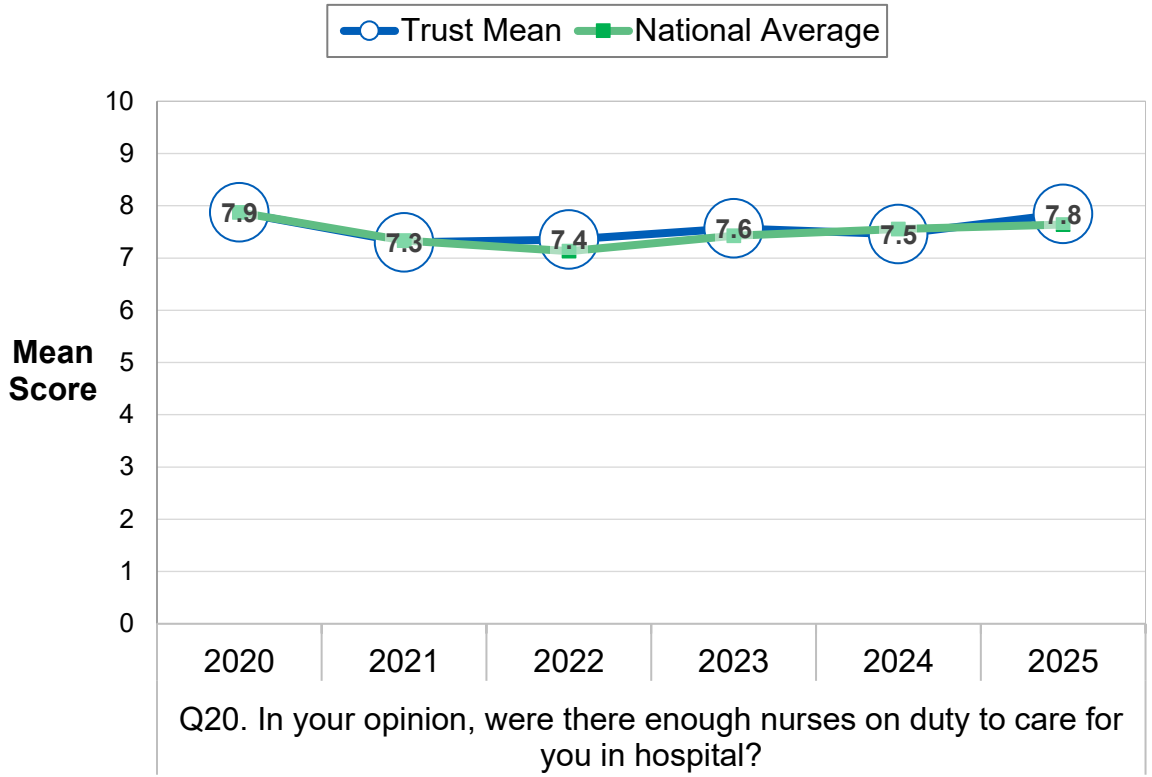
Question scores



Q19. When nurses spoke about your care in front of you, were you included in the conversation?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2020: 607; 2021: 558; 2022: 537; 2023: 517; 2024: 517; 2025: 479



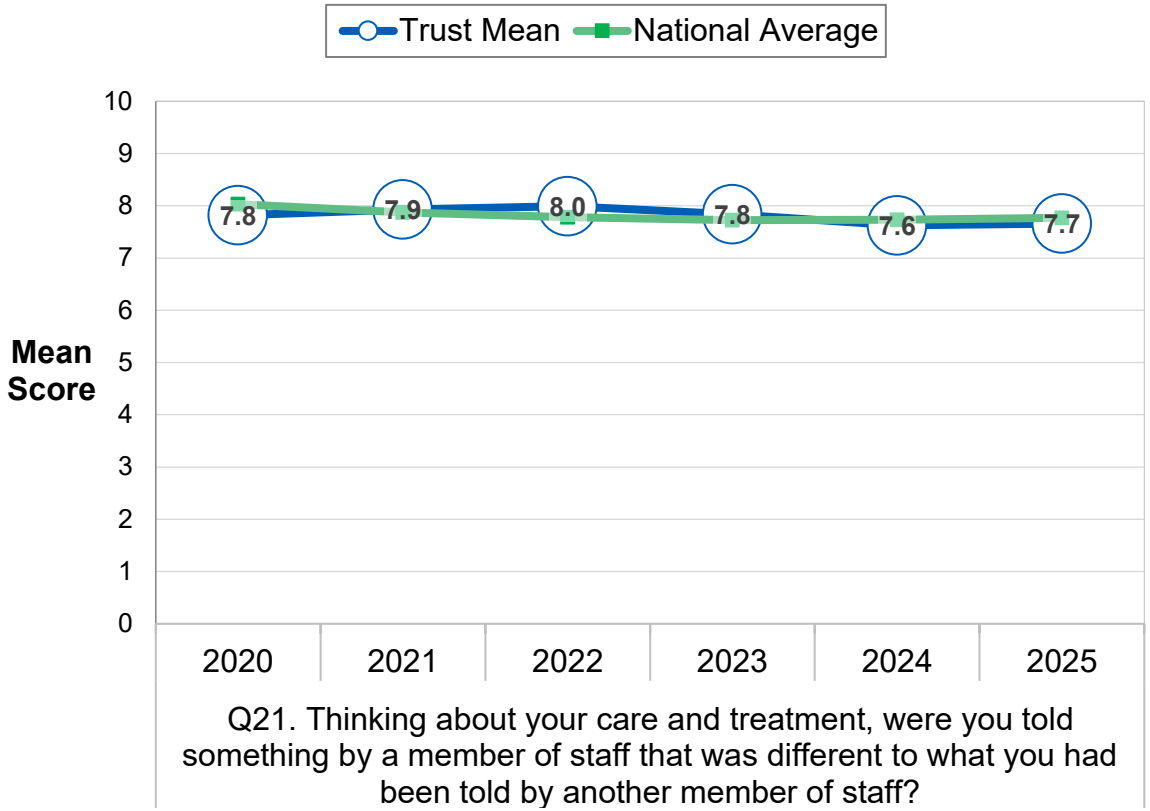
Q20. In your opinion, were there enough nurses on duty to care for you in hospital?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all
Number of respondents: 2020: 610; 2021: 558; 2022: 540; 2023: 527; 2024: 518; 2025: 486

Section 6. Your care and treatment

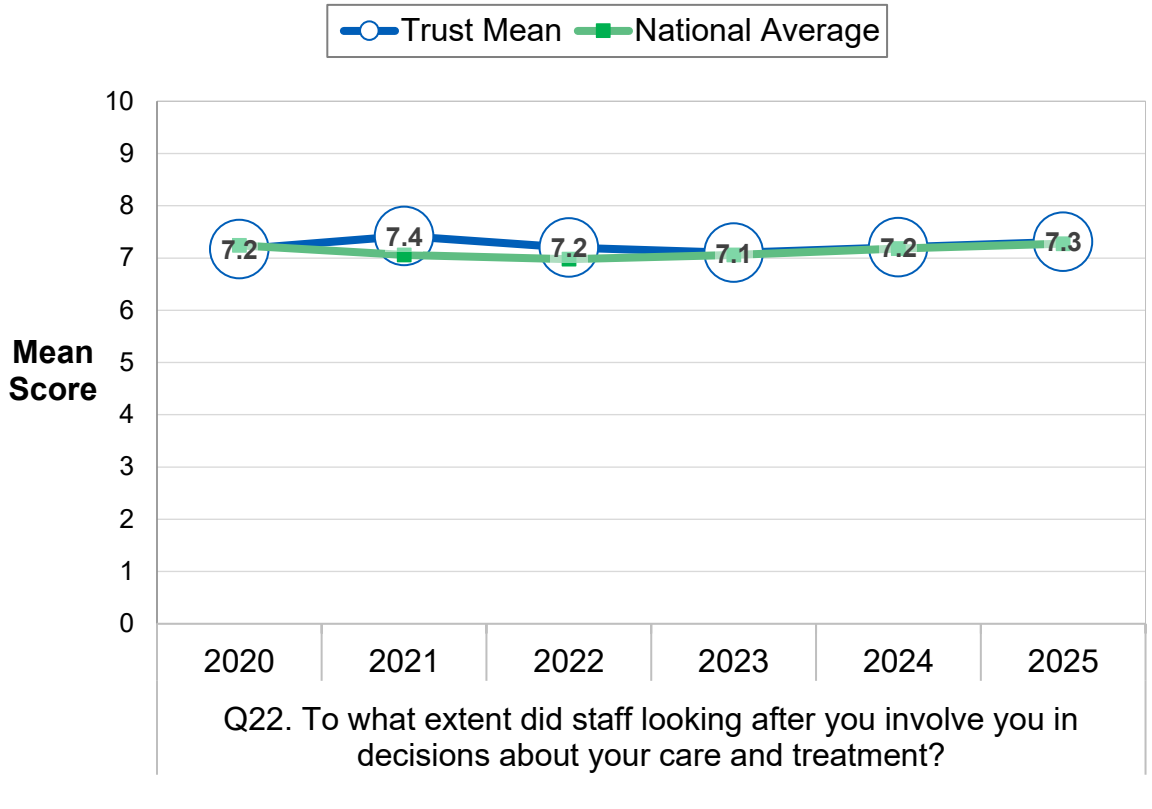
Question scores



Q21. 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?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they didn't know or couldn't remember have been excluded.
Number of respondents: 2020: 542; 2021: 513; 2022: 490; 2023: 460; 2024: 460; 2025: 442



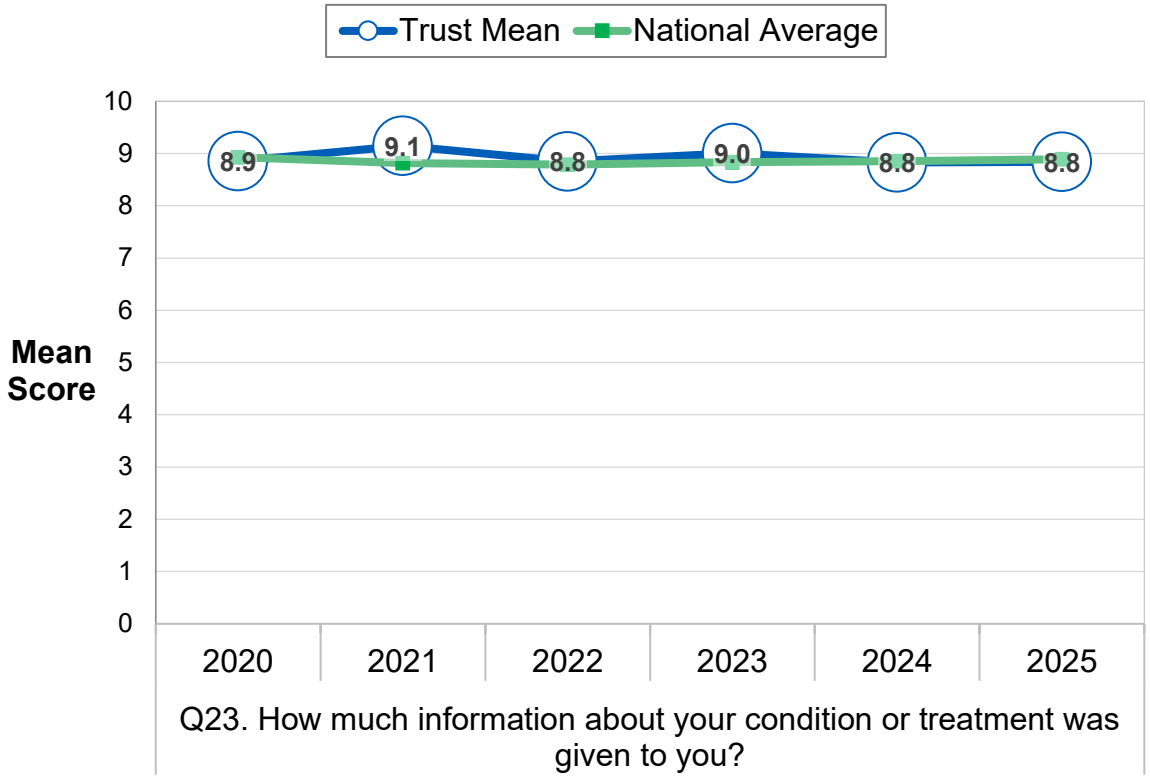
Q22. To what extent did staff looking after you involve you in decisions about your care and treatment?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they were not able to be or didn't want to be involved have been excluded.
Number of respondents: 2020: 583; 2021: 531; 2022: 517; 2023: 497; 2024: 497; 2025: 464

Section 6. Your care and treatment (continued)

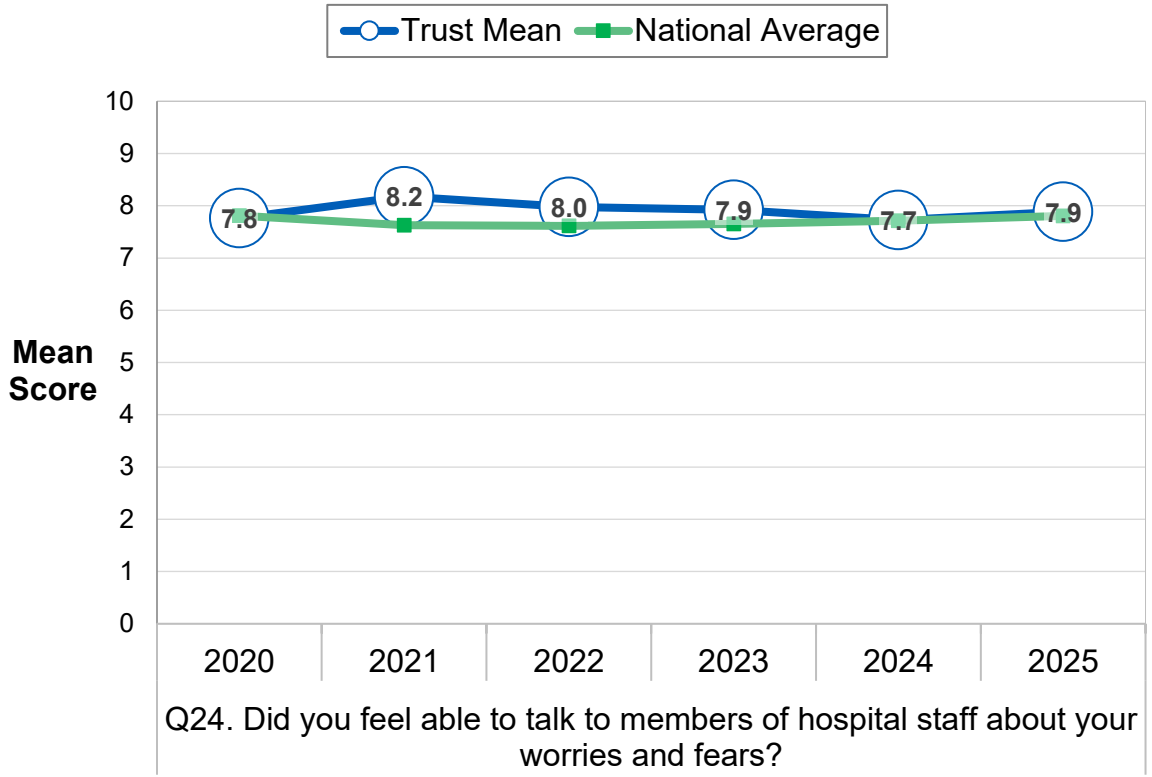
Question scores



Q23. How much information about your condition or treatment was given to you?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they didn't know or couldn't remember have been excluded.
Number of respondents: 2020: 583; 2021: 548; 2022: 530; 2023: 503; 2024: 504; 2025: 473



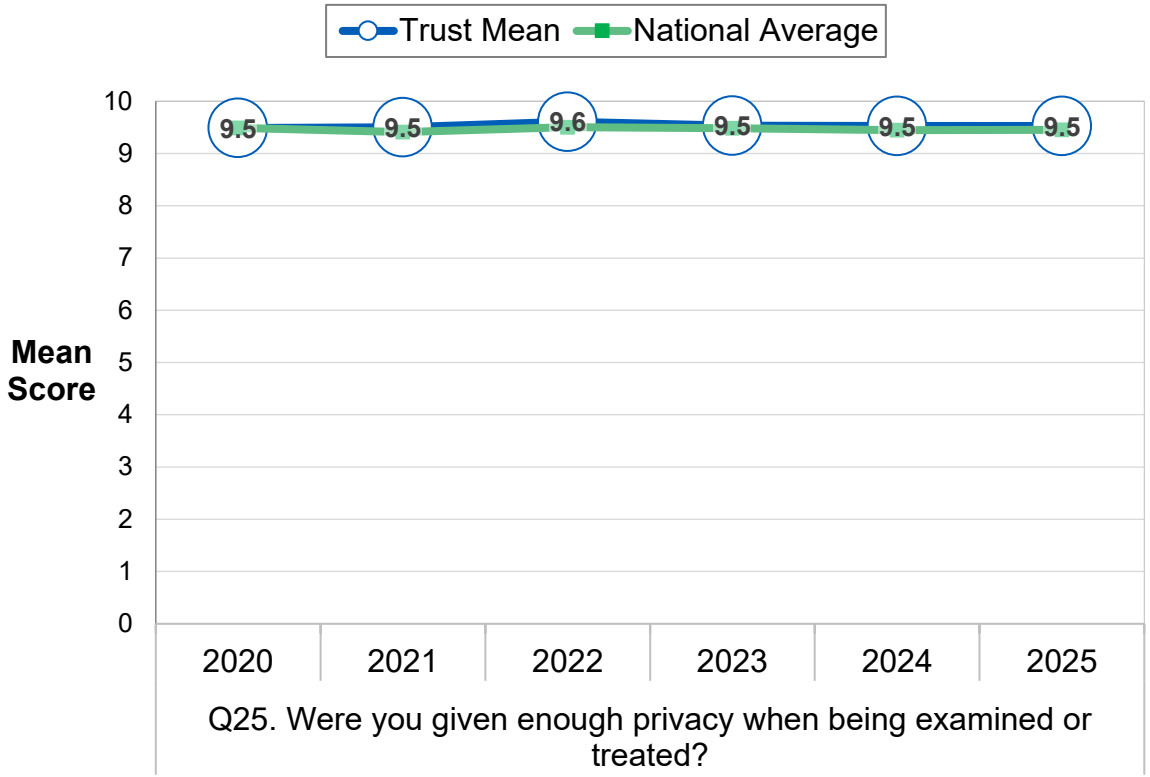
Q24. Did you feel able to talk to members of hospital staff about your worries and fears?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they had no worries or fears have been excluded.
Number of respondents: 2020: 511; 2021: 470; 2022: 458; 2023: 443; 2024: 446; 2025: 423

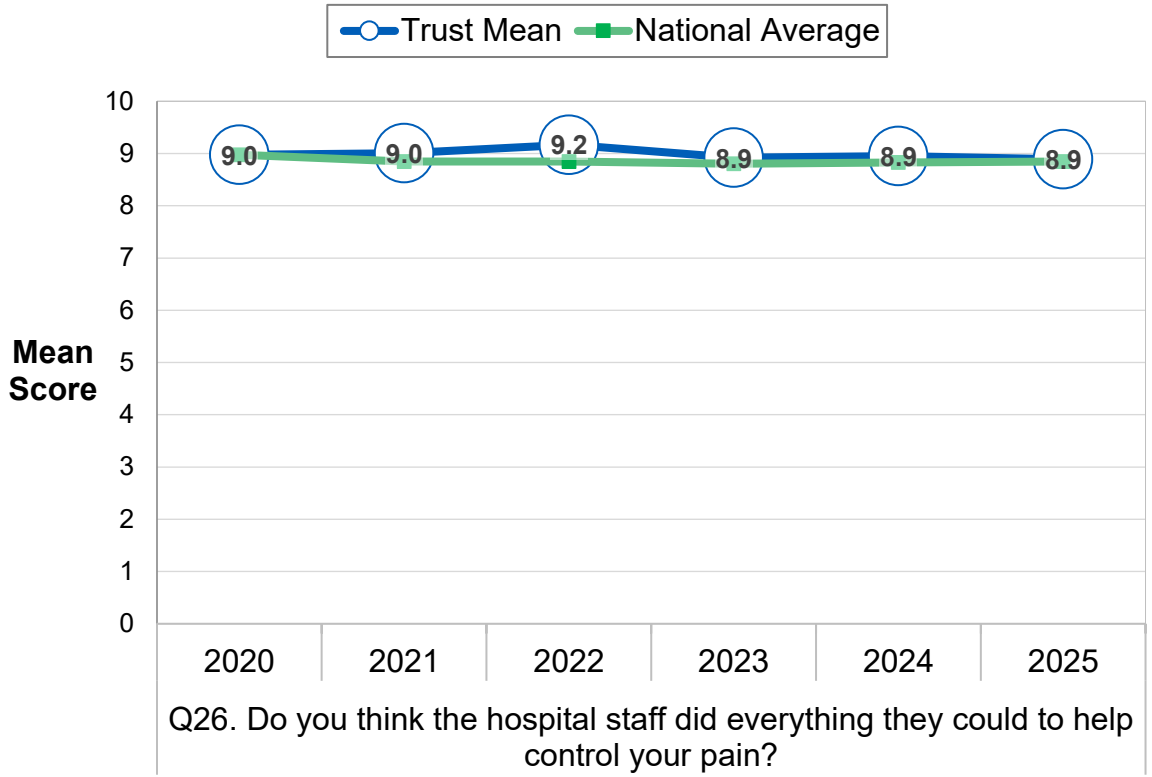
Section 6. Your care and treatment (continued)

Question scores



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they did not want this, didn't know or couldn't remember have been excluded.
Number of respondents: 2020: 600; 2021: 554; 2022: 536; 2023: 522; 2024: 511; 2025: 486

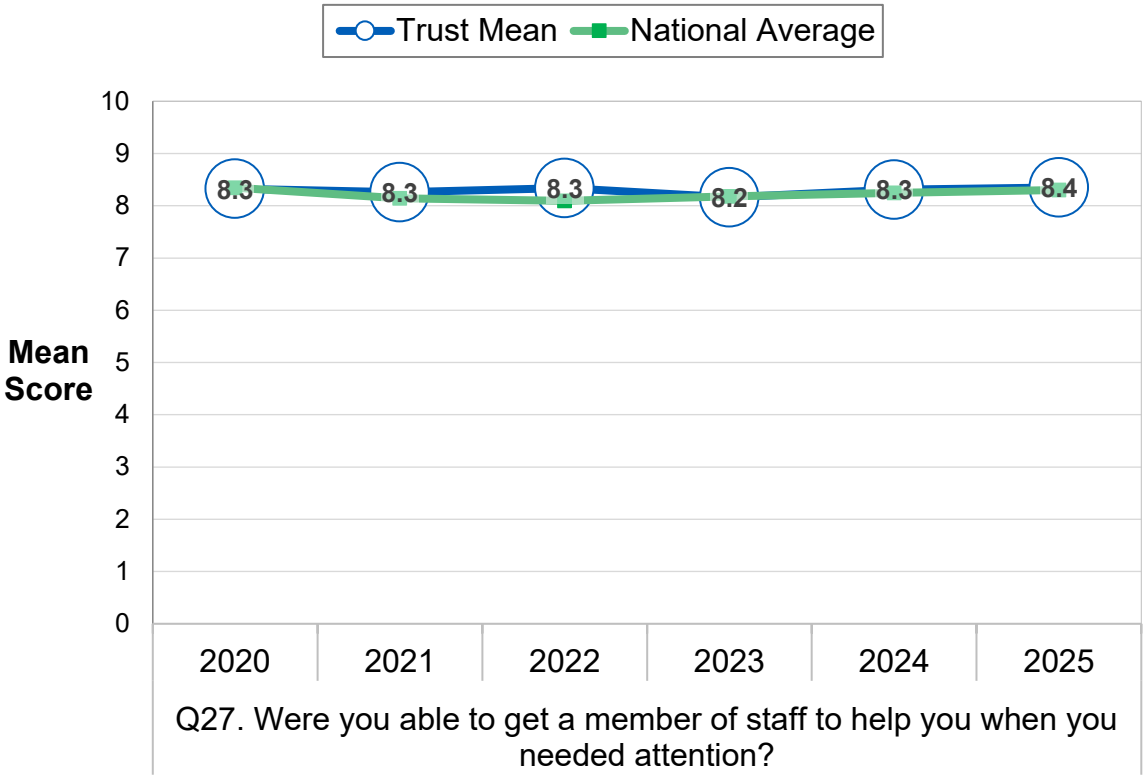


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they were not in any pain, didn't know or couldn't remember have been excluded.
Number of respondents: 2020: 504; 2021: 479; 2022: 454; 2023: 426; 2024: 435; 2025: 412

Section 6. Your care and treatment (continued)

Question scores

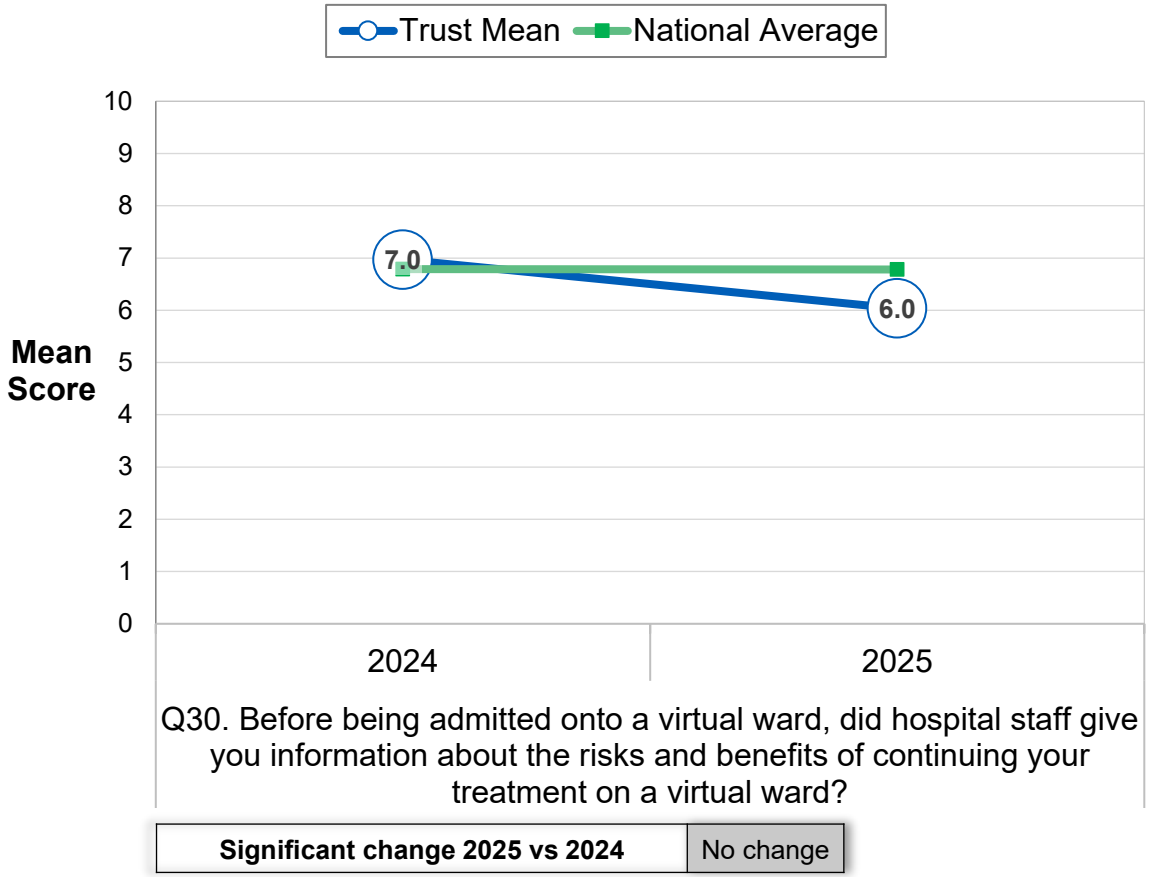


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they did not need attention have been excluded.
Number of respondents: 2020: 567; 2021: 515; 2022: 495; 2023: 496; 2024: 480; 2025: 459

Section 8. Virtual wards

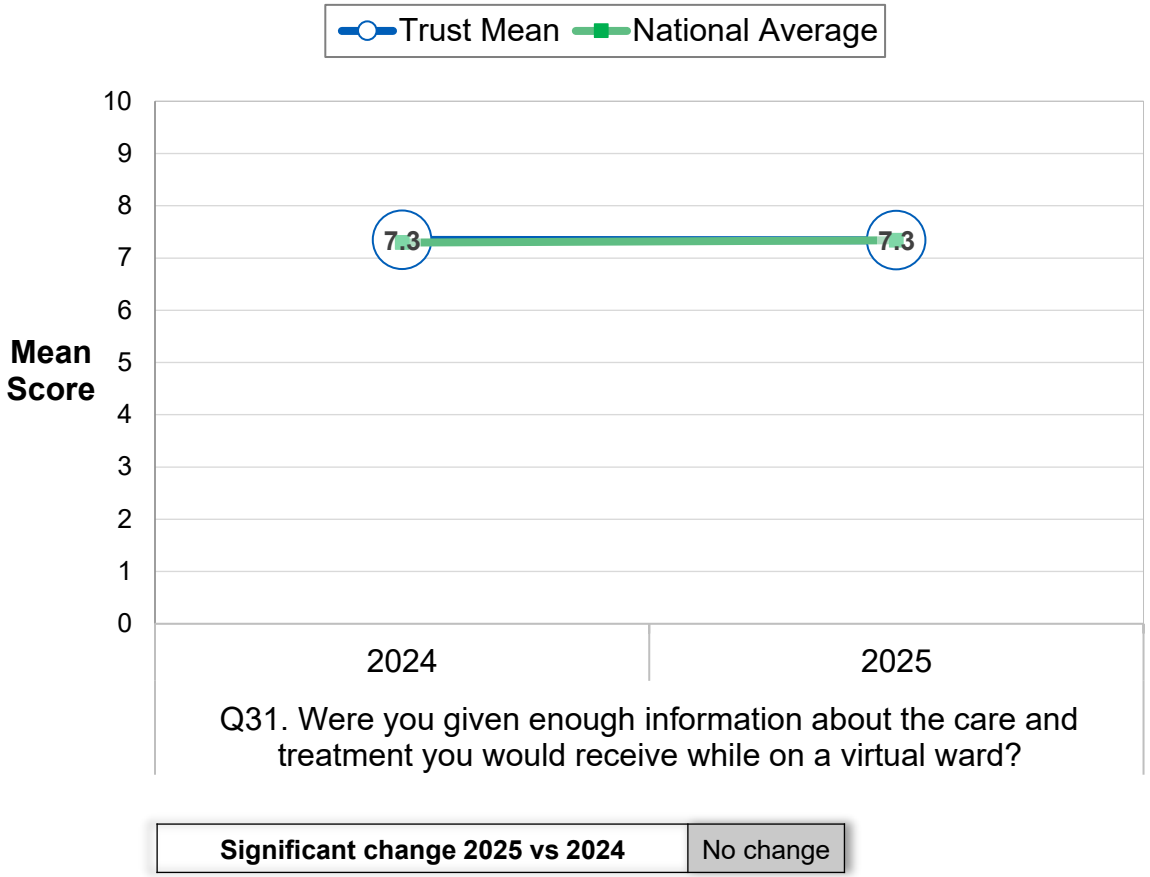
Question scores



Q30. Before being admitted onto a virtual ward, did hospital staff give you information about the risks and benefits of continuing your treatment on a virtual ward?

Significant change 2025 vs 2024	No change

Answered by all those that were admitted onto a virtual ward. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2024: 58; 2025: 43



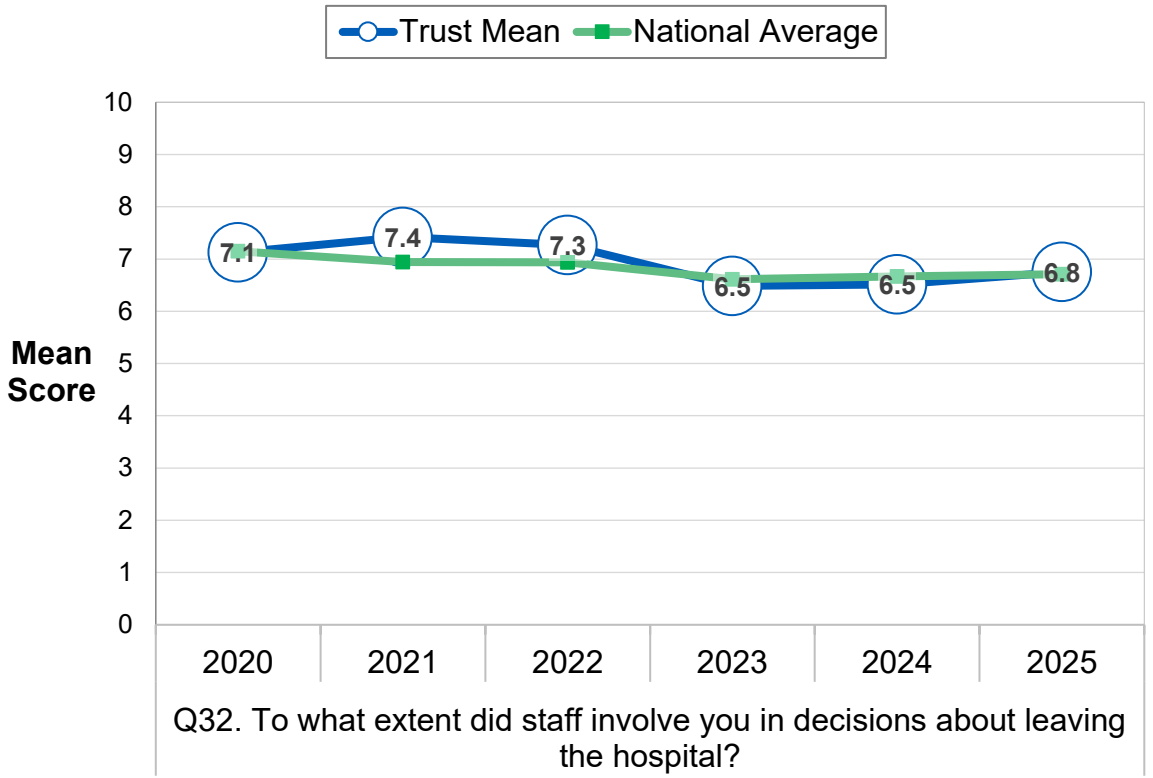
Q31. Were you given enough information about the care and treatment you would receive while on a virtual ward?

Significant change 2025 vs 2024	No change

Answered by all those that were admitted onto a virtual ward. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2024: 63; 2025: 46

Section 9. Leaving hospital

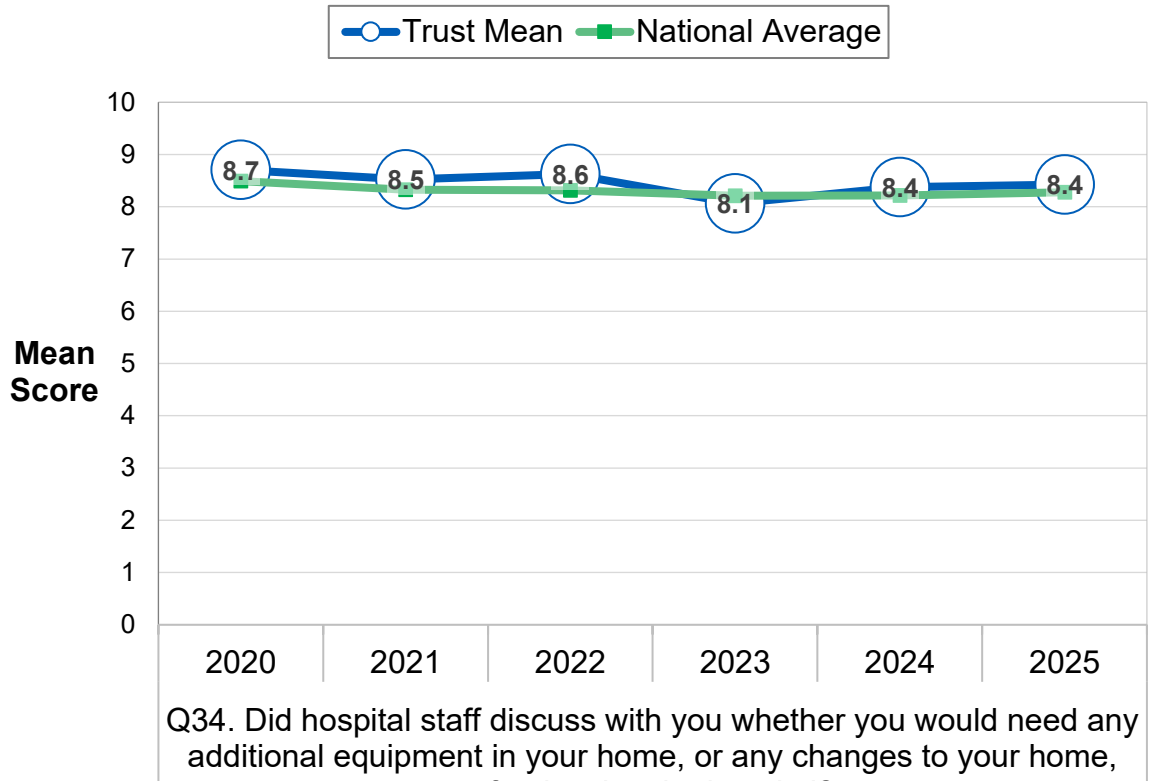
Question scores



Q32. To what extent did staff involve you in decisions about leaving the hospital?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated they did not want to be involved in decisions have been excluded.
Number of respondents: 2020: 598; 2021: 545; 2022: 537; 2023: 503; 2024: 508; 2025: 473



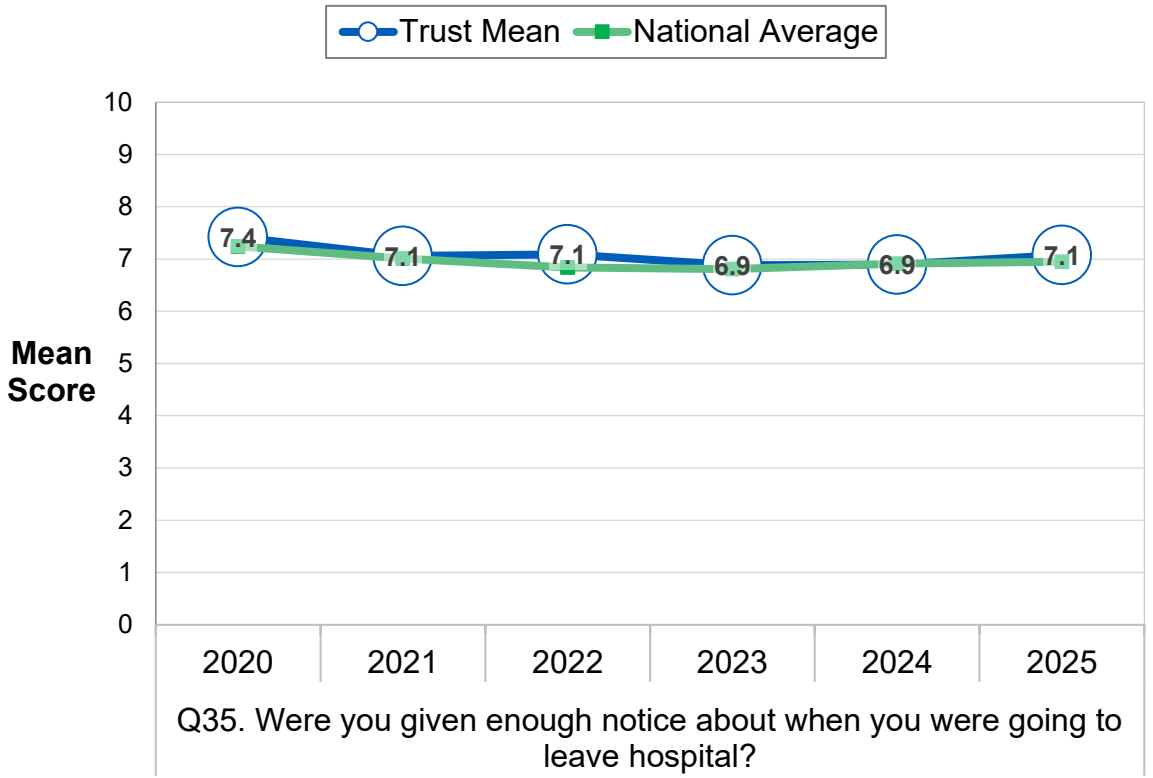
Q34. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any changes to your home, after leaving the hospital?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated that it was not necessary to discuss it or that they didn't know or couldn't remember have been excluded.
Number of respondents: 2020: 238; 2021: 238; 2022: 225; 2023: 200; 2024: 180; 2025: 178

Section 9. Leaving hospital (continued)

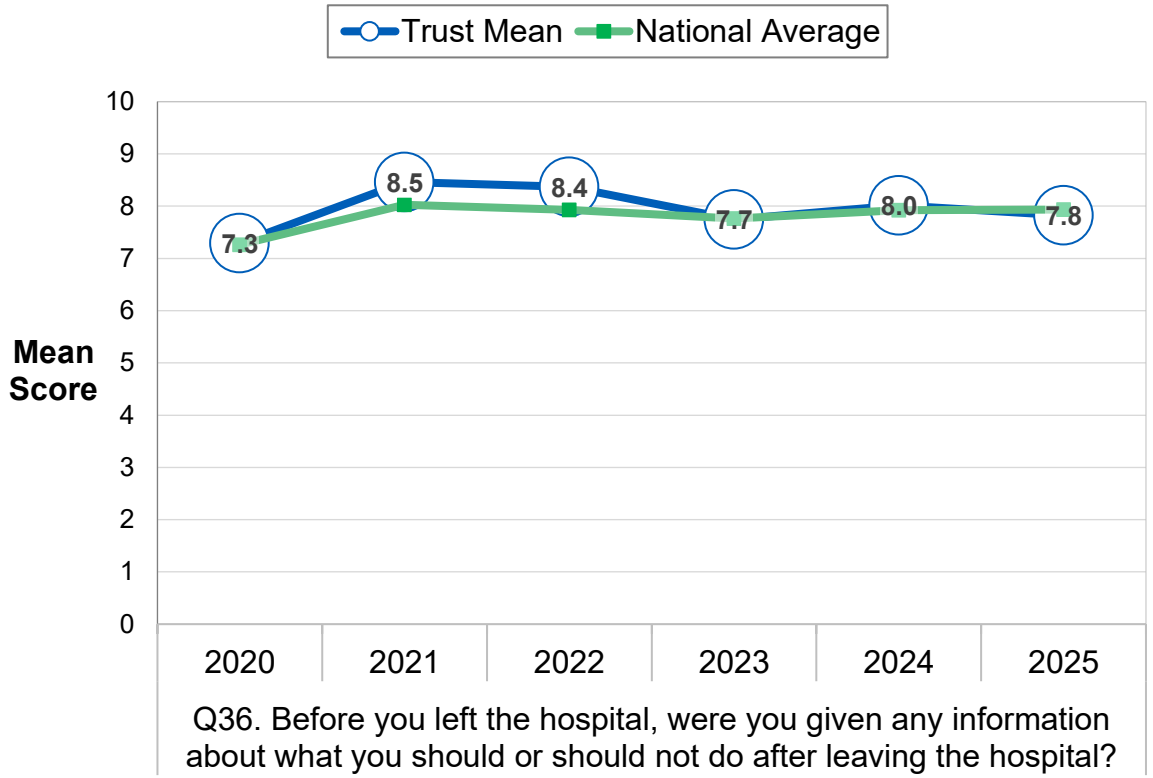
Question scores



Q35. Were you given enough notice about when you were going to leave hospital?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2020: 610; 2021: 563; 2022: 543; 2023: 522; 2024: 519; 2025: 486



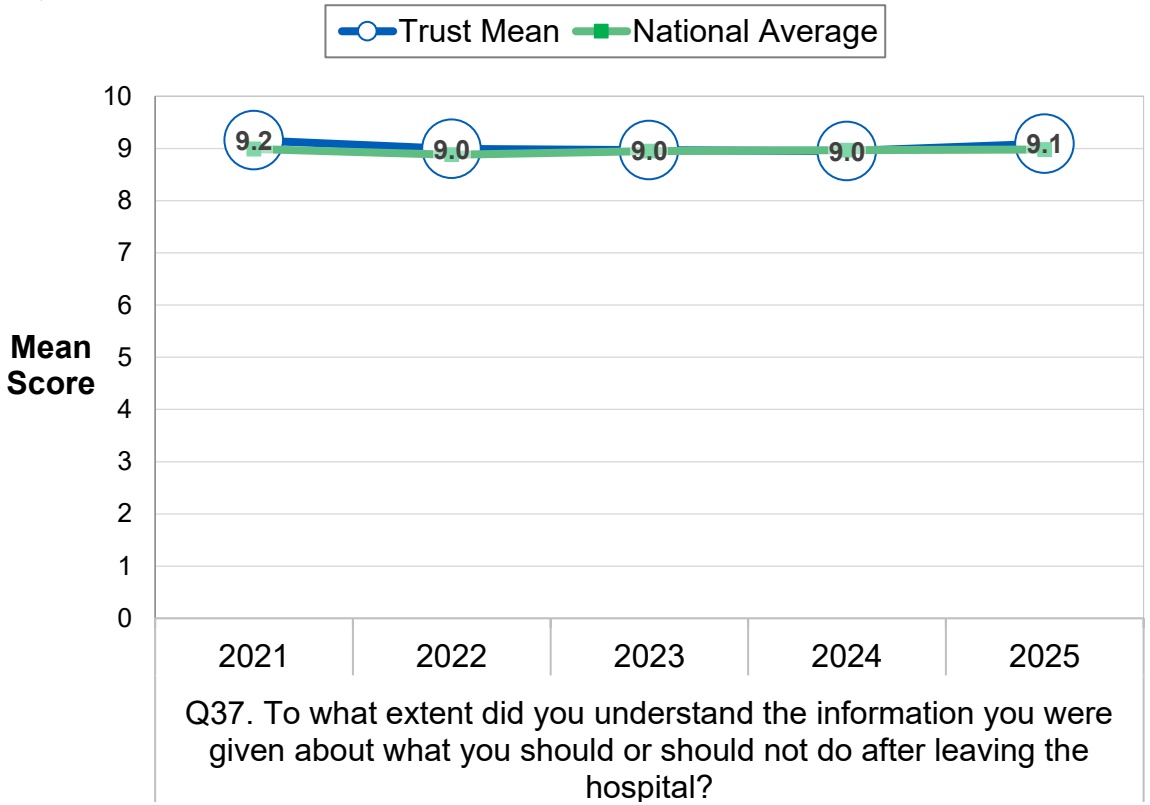
Q36. Before you left the hospital, were you given any information about what you should or should not do after leaving the hospital?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2020: 561; 2021: 528; 2022: 512; 2023: 495; 2024: 485; 2025: 447

Section 9. Leaving hospital (continued)

Question scores

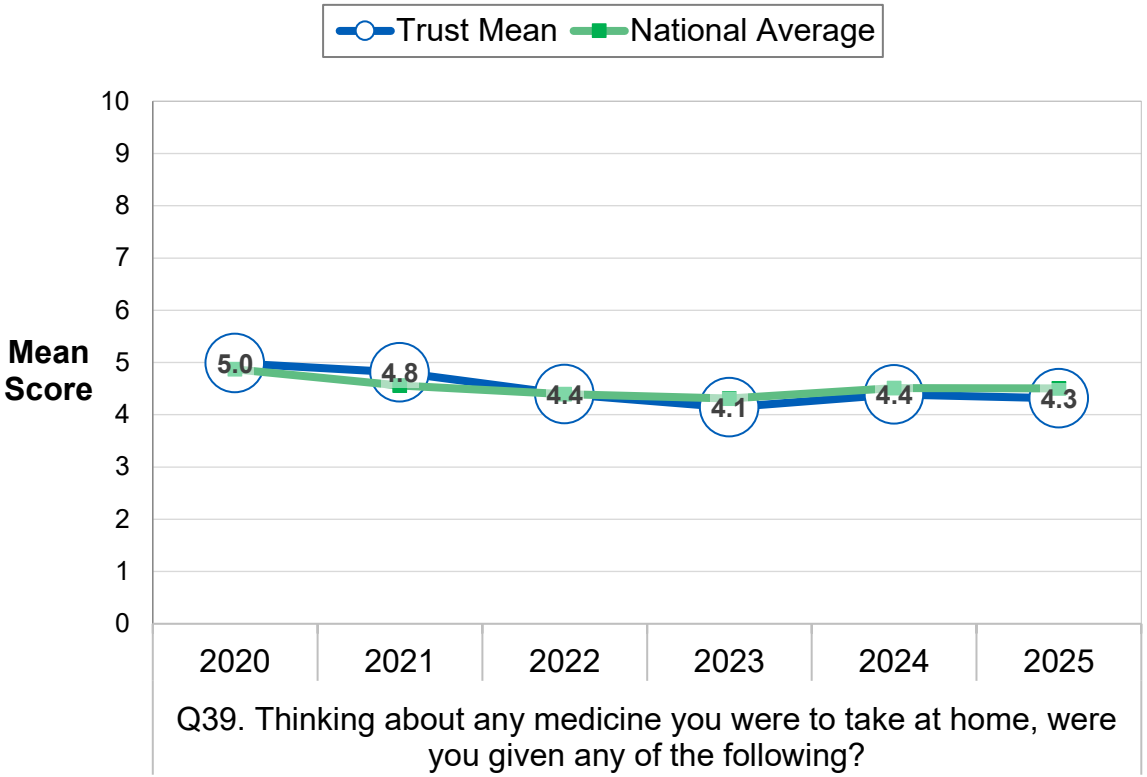


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by those that were given information about what they should or should not do after leaving hospital. Respondents who stated that they didn't know or couldn't remember have been excluded.
Number of respondents: 2021: 427; 2022: 404; 2023: 380; 2024: 377; 2025: 338

Section 9. Leaving hospital (continued)

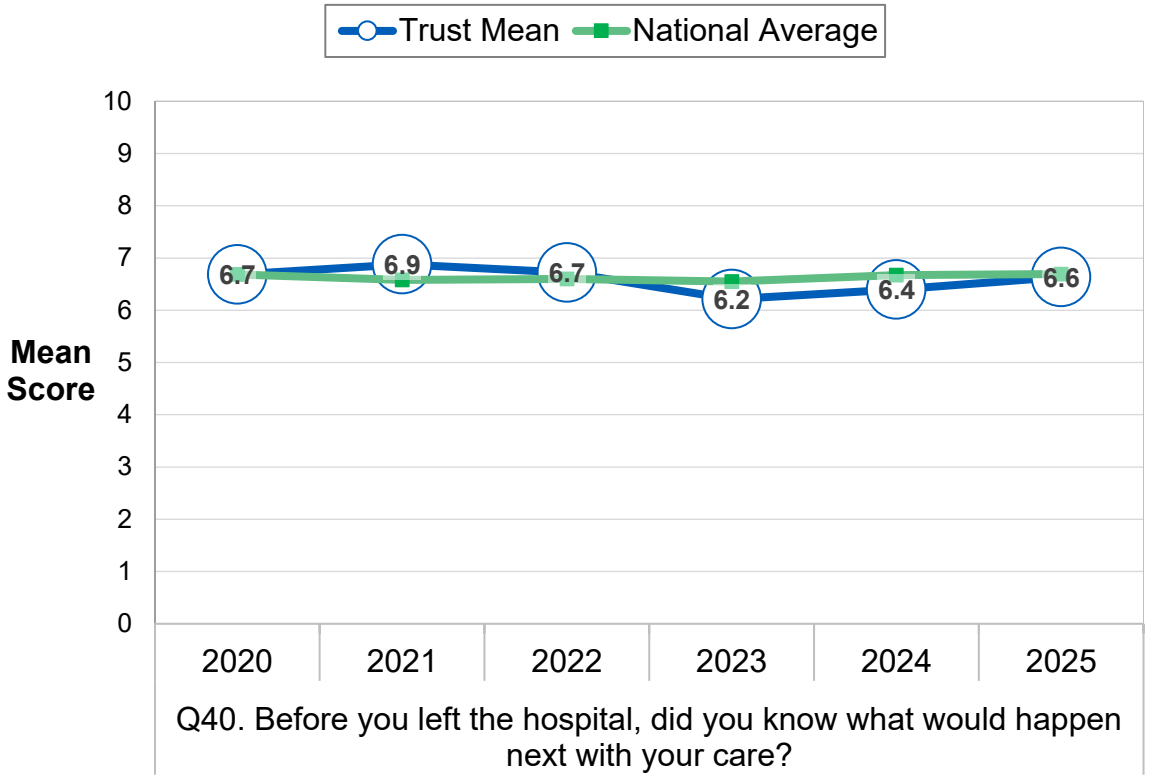
Question scores



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

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2020: 426; 2021: 421; 2022: 402; 2023: 392; 2024: 374; 2025: 369



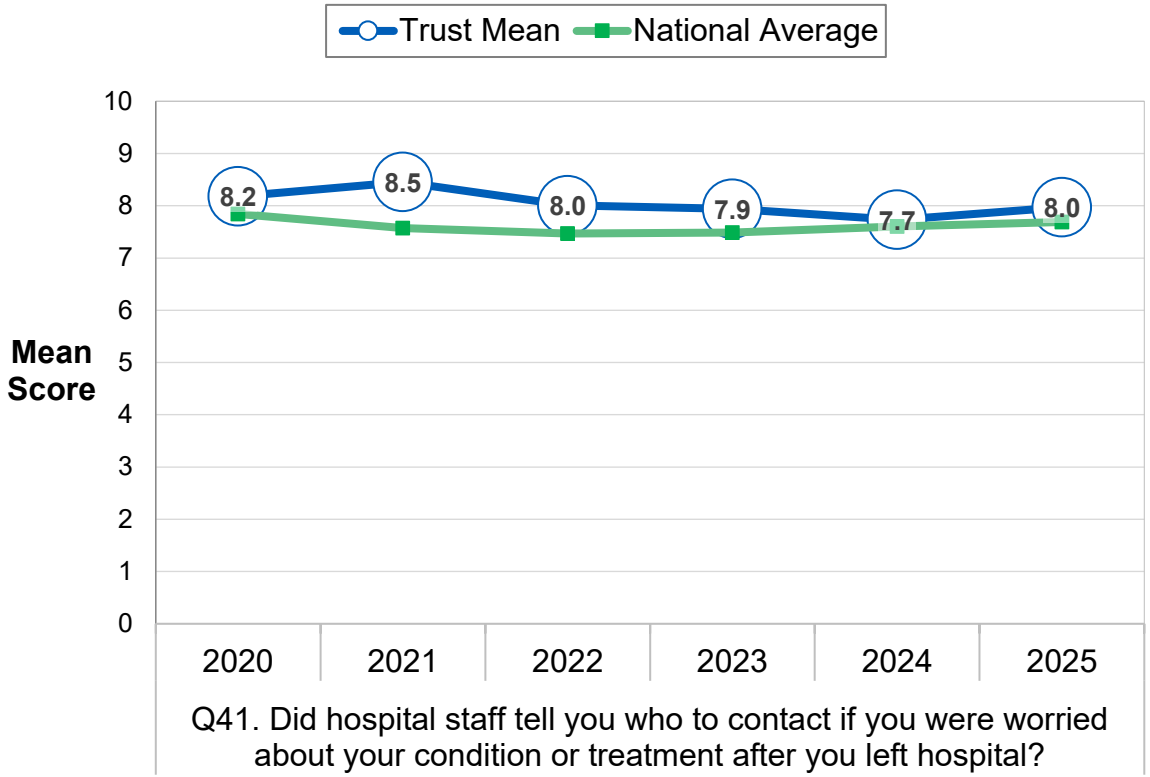
Q40. Before you left the hospital, did you know what would happen next with your care?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated that they did not need further care have been excluded.
Number of respondents: 2020: 544; 2021: 508; 2022: 494; 2023: 476; 2024: 458; 2025: 413

Section 9. Leaving hospital (continued)

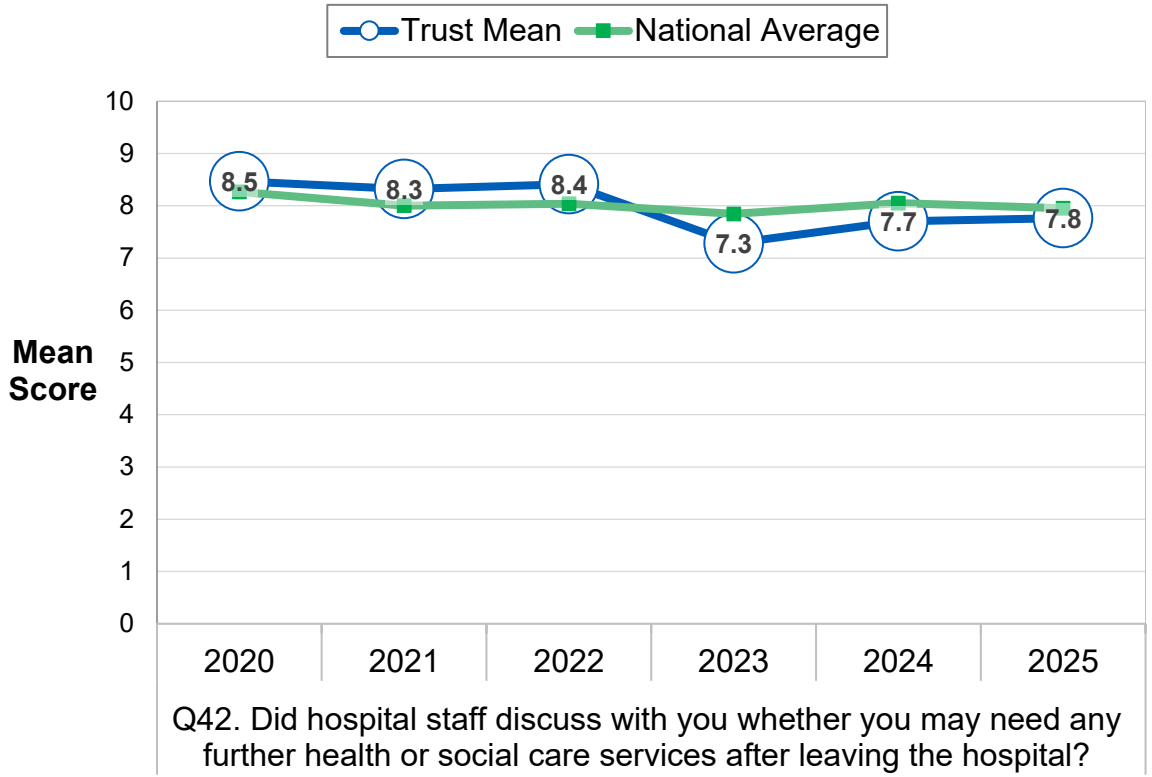
Question scores



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

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.
Number of respondents: 2020: 566; 2021: 511; 2022: 496; 2023: 484; 2024: 471; 2025: 442



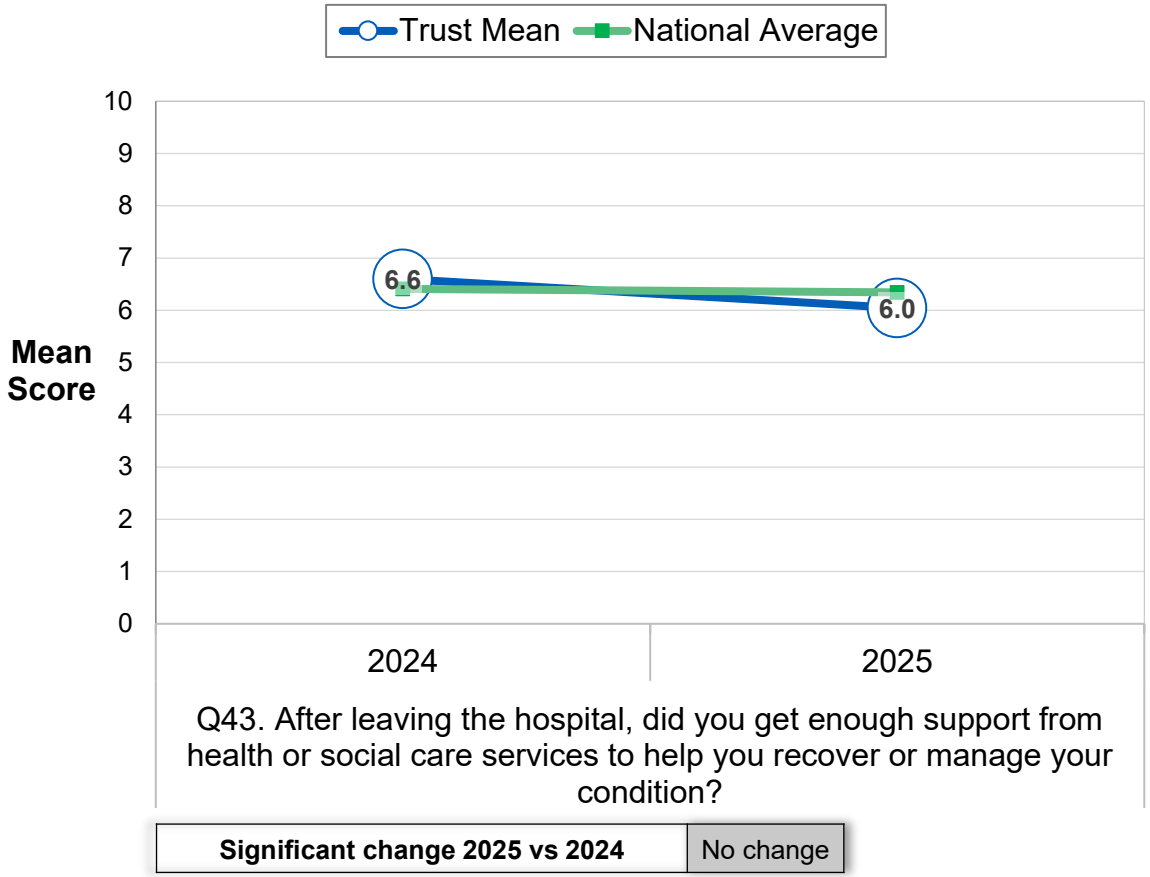
Q42. Did hospital staff discuss with you whether you may need any further health or social care services after leaving the hospital?

Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all. Respondents who stated that it was not necessary to discuss it, or that they didn't know or couldn't remember have been excluded.
Number of respondents: 2020: 328; 2021: 344; 2022: 316; 2023: 275; 2024: 278; 2025: 237

Section 9. Leaving hospital (continued)

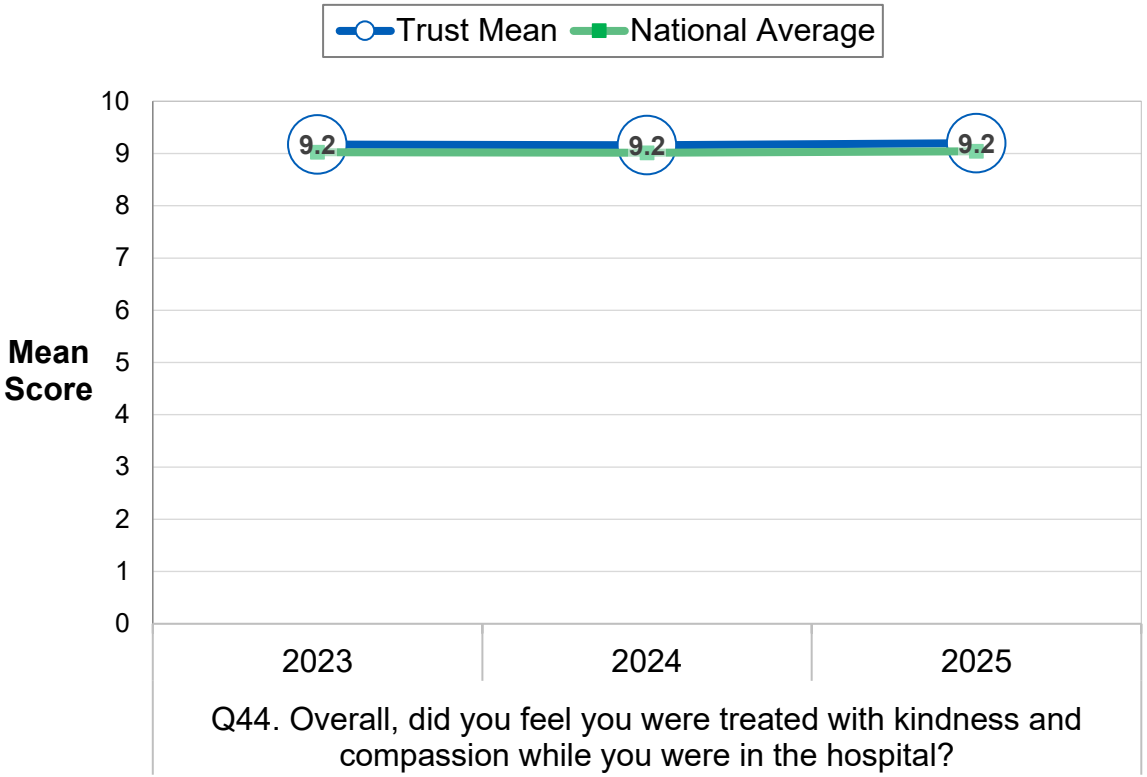
Question scores



Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.
Number of respondents: 2024: 328; 2025: 293

Section 10. Kindness and compassion

Question scores

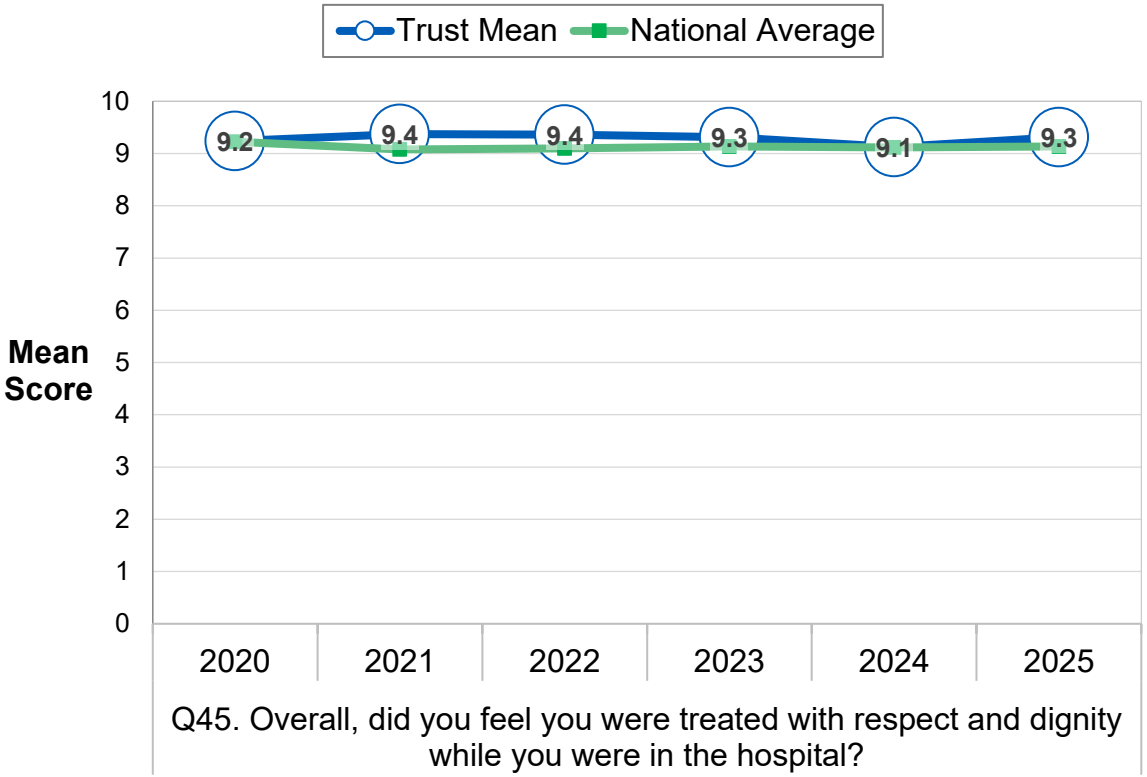


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2023: 532; 2024: 520; 2025: 485

Section 11. Respect and dignity

Question scores

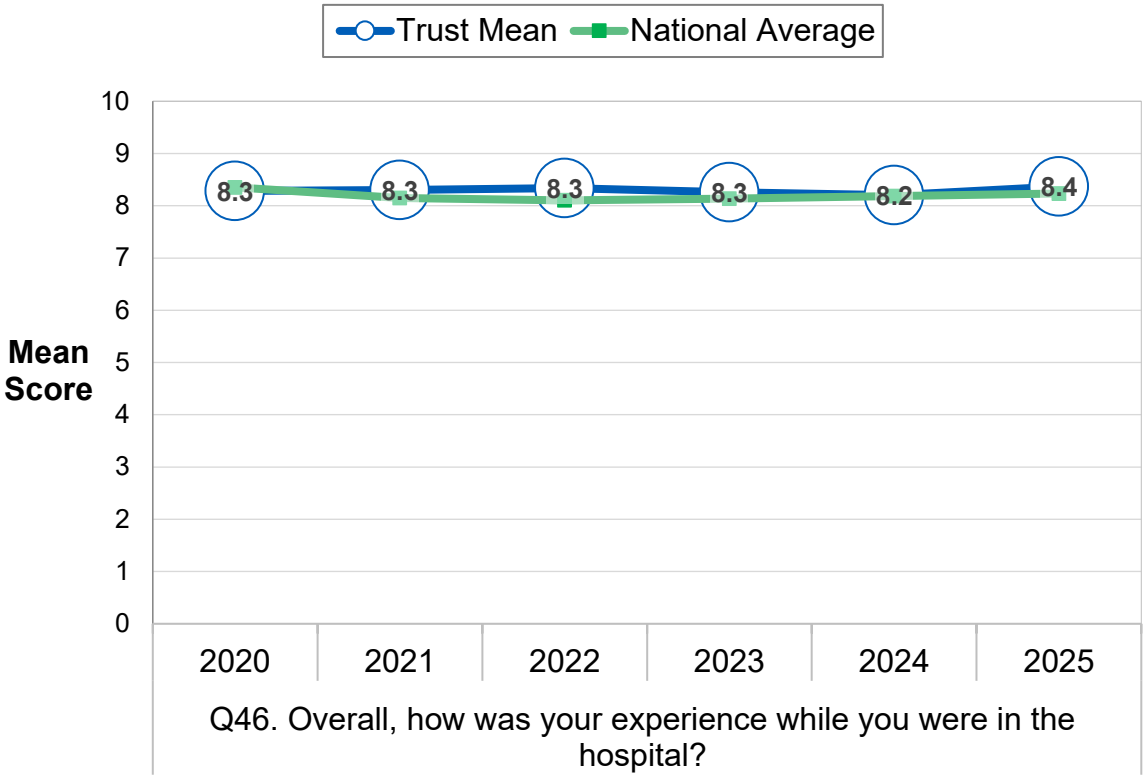


Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2020: 614; 2021: 563; 2022: 543; 2023: 527; 2024: 511; 2025: 484

Section 12. Overall experience

Question scores



Significant change 2025 vs 2024	No change
Significant change 2025 vs 2023	No change

Answered by all.
Number of respondents: 2020: 613; 2021: 559; 2022: 543; 2023: 530; 2024: 516; 2025: 486

Comparison to other trusts

Comparison to other trusts

The questions at which your trust has performed better or much better when 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 better than expected

- No questions for your trust fall within this banding.

Comparison to other trusts

The questions at which your trust has performed better or much better when 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

- No questions for your trust fall within this banding.

Comparison to other trusts

The questions at which your trust has performed better or much better when 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 better than expected

- No questions for your trust fall within this banding.

Comparison to other trusts

The questions at which your trust has performed better or much better when 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

- No questions for your trust fall within this banding.

Comparison to other trusts

The questions at which your trust has performed better or much better when 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.

Worse than expected

- No questions for your trust fall within this banding.

Comparison to other trusts

The questions at which your trust has performed better or much better when 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

- No questions for your trust fall within this banding.

For further information

Please contact the Survey Coordination Centre:
inpatient@surveycoordination.com