



NHS Patient Survey Programme

2018 Urgent & Emergency Care (UEC) Survey

Appendix H: Graphs for subgroup analysis

Published October 2019

Interpreting the graphs

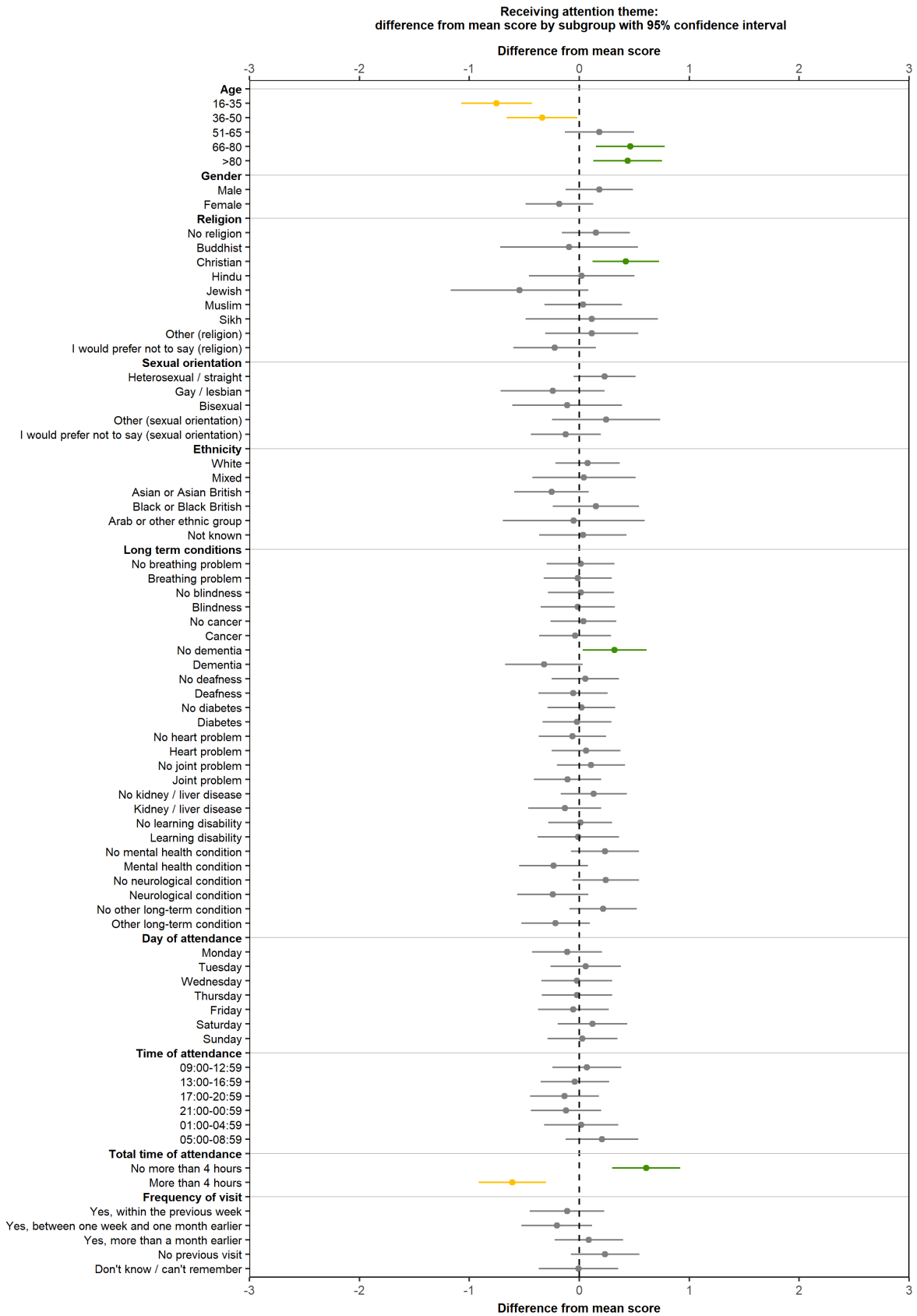
This appendix provides the graphs underlying the subgroup analysis, the results for which are provided in section 10 of the statistical release available on the [CQC website](#).

Within the statistical release, differences that are equivalent to at least 0.1 standard deviations from the overall mean of the target variable are treated as being noteworthy, provided that the confidence interval does not overlap the mean line.

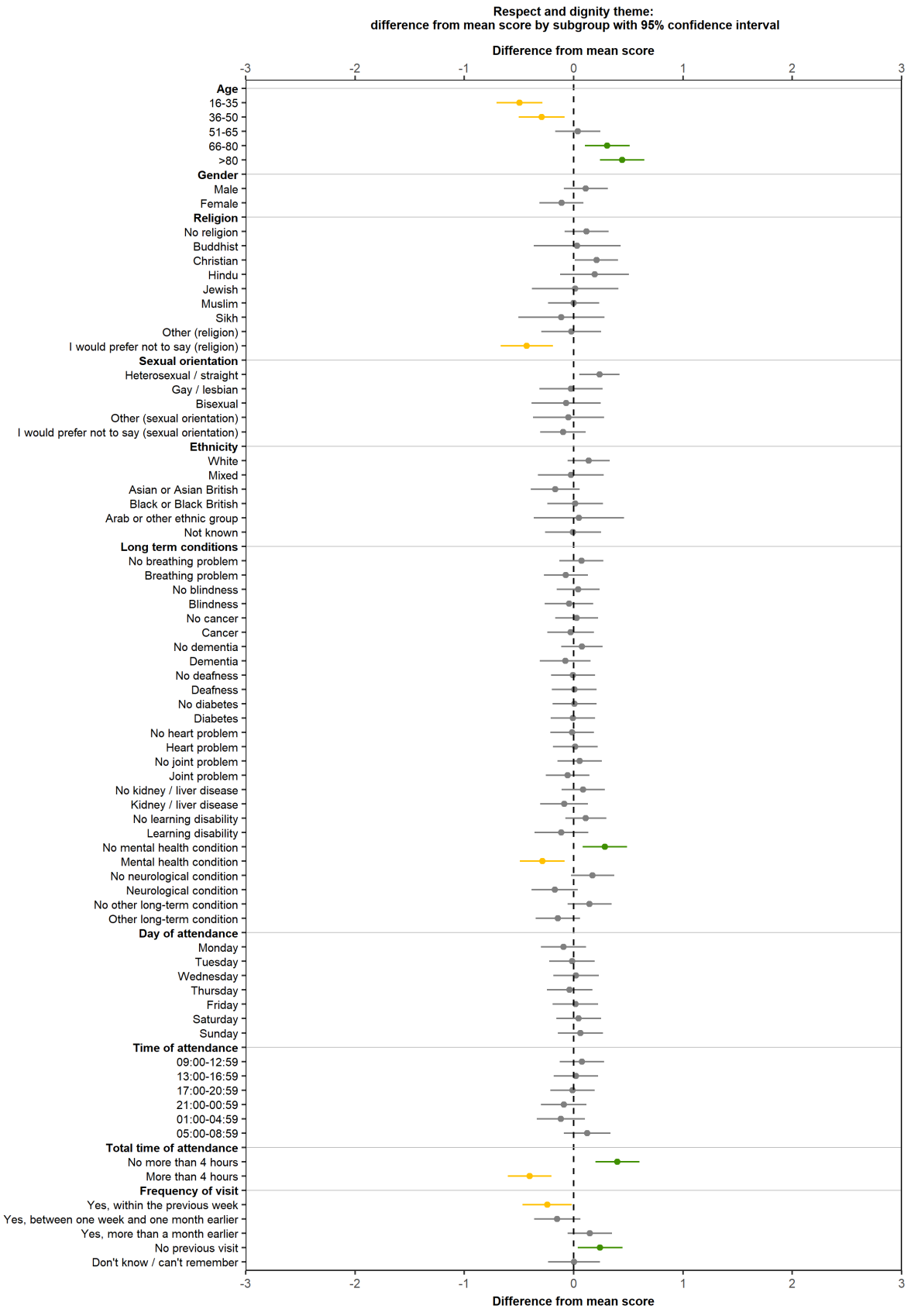
The graphs in this section highlight better than average experiences that are significant in green. Significantly worse than average experiences are highlighted in yellow.

For more detailed information on the methodology, please see [Appendix A](#) in the statistical release and the [Quality and Methodology report](#).

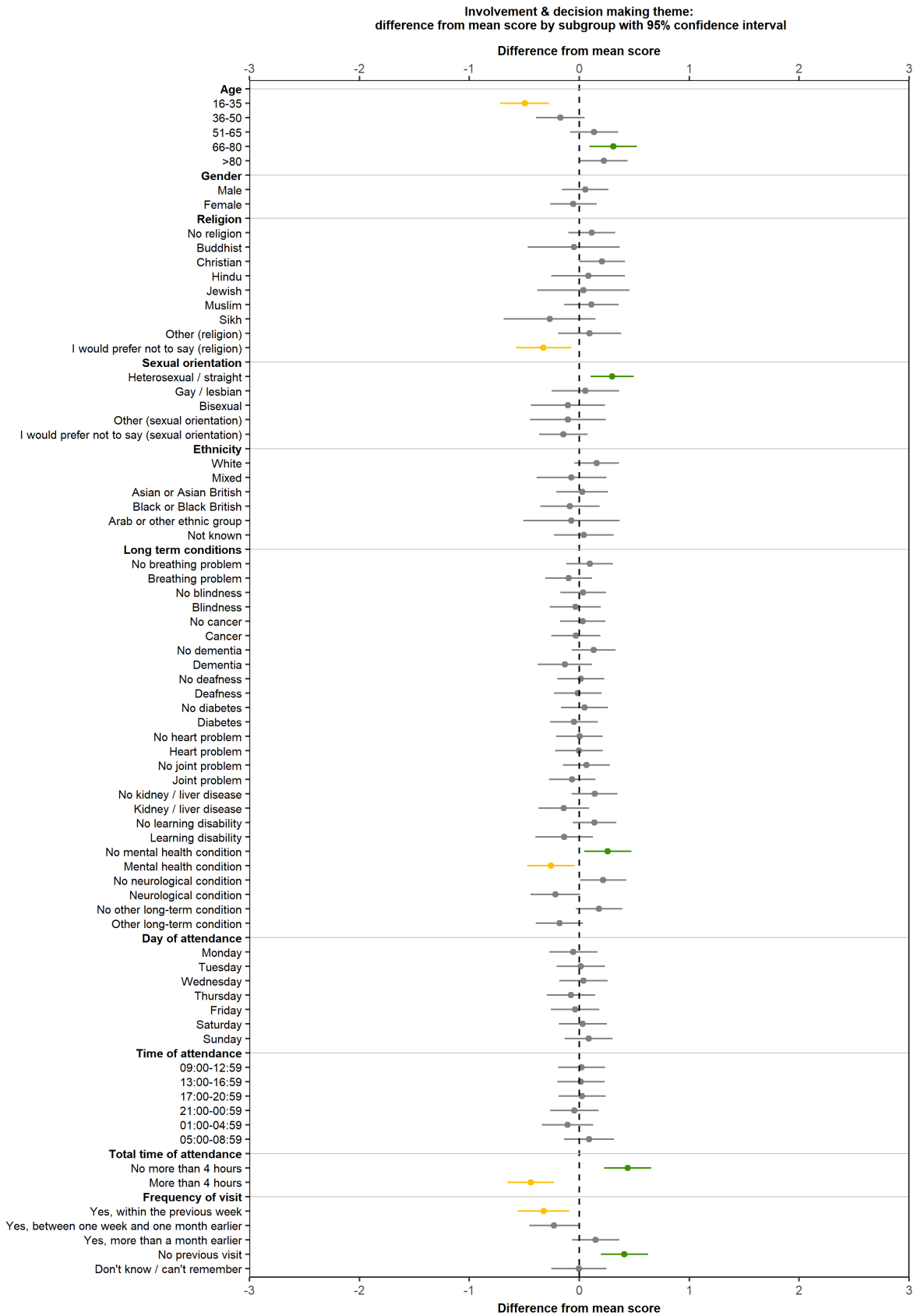
Type 1 services: receiving attention



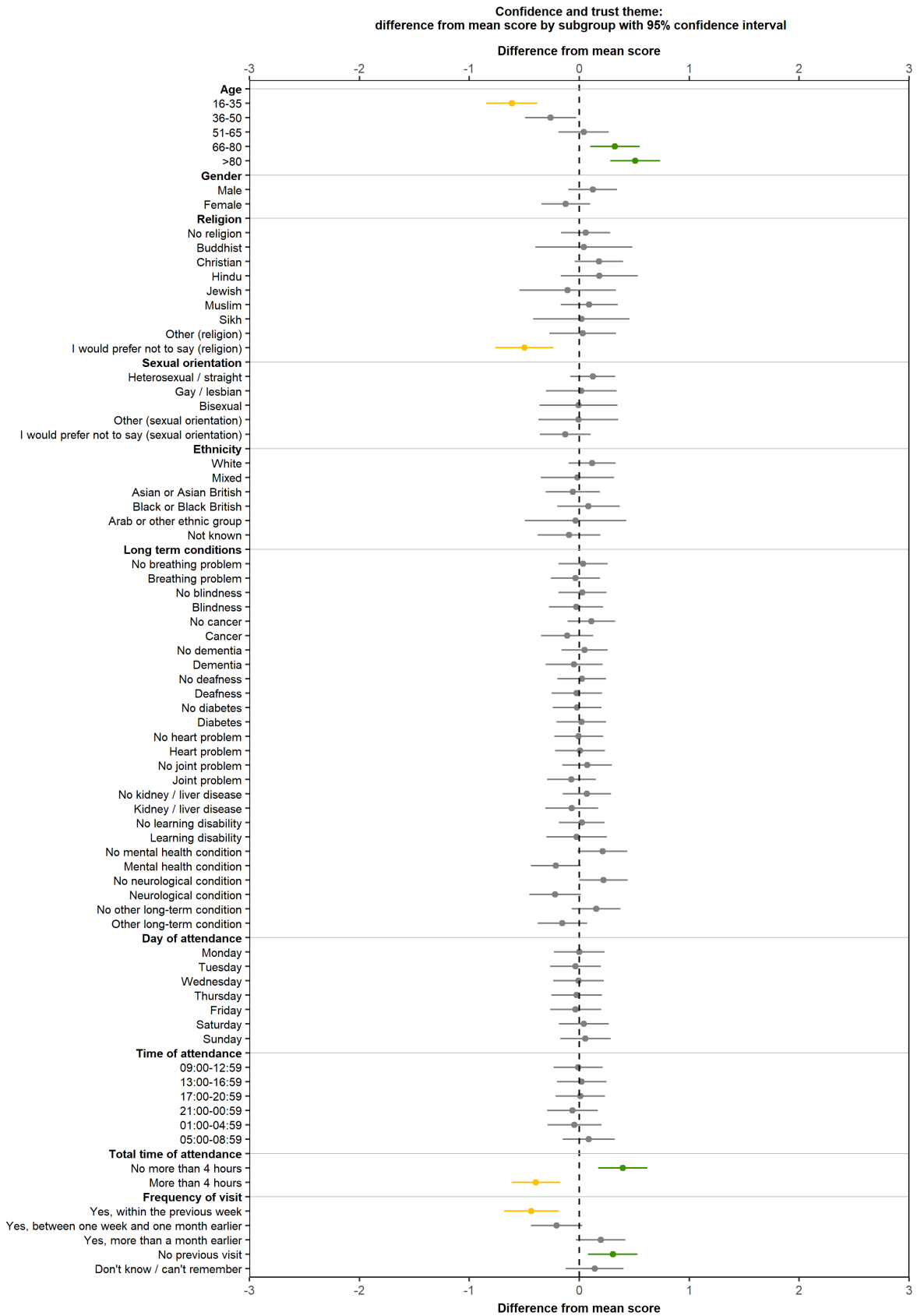
Type 1 services: respect and dignity



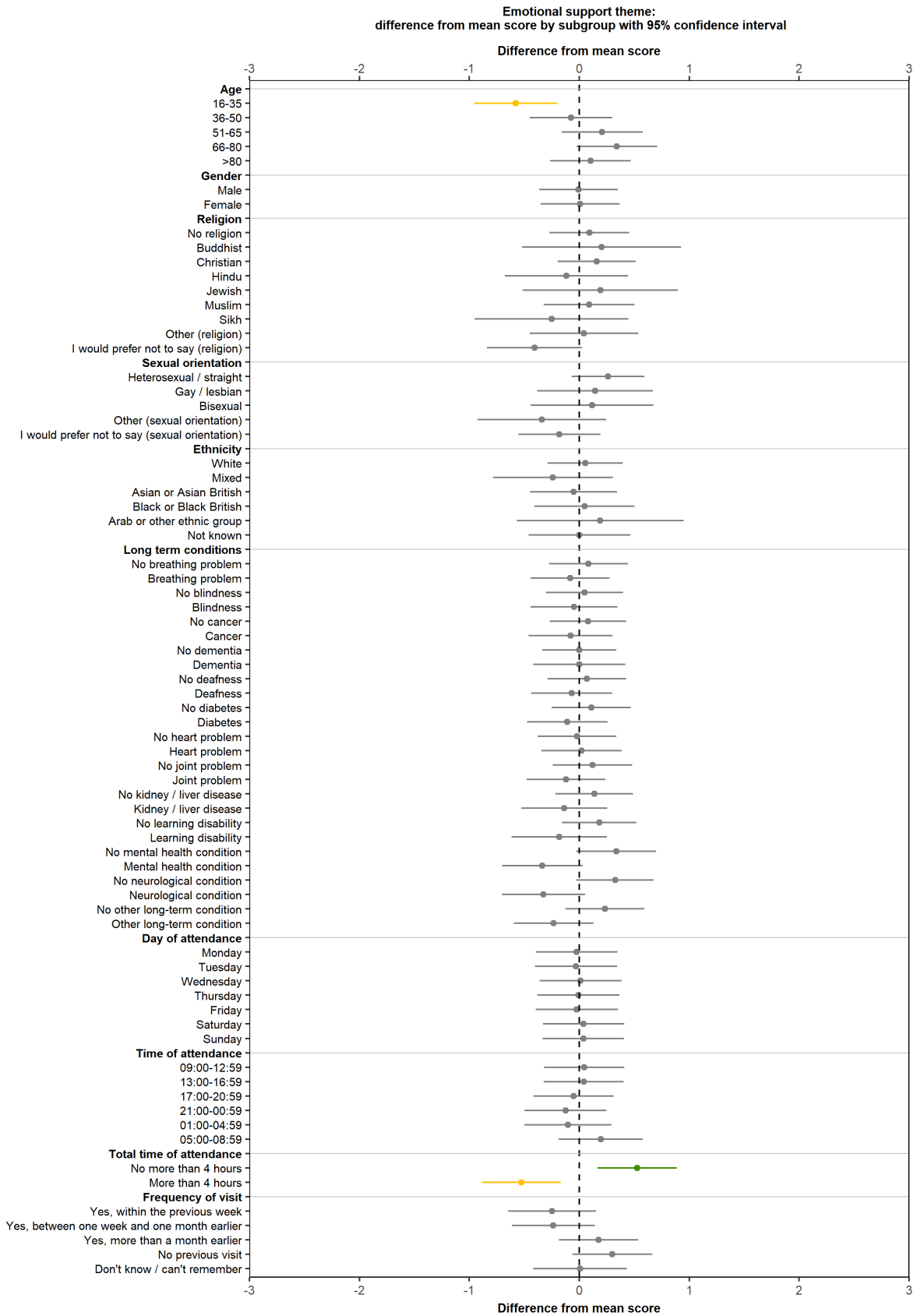
Type 1 services: involvement and decision making



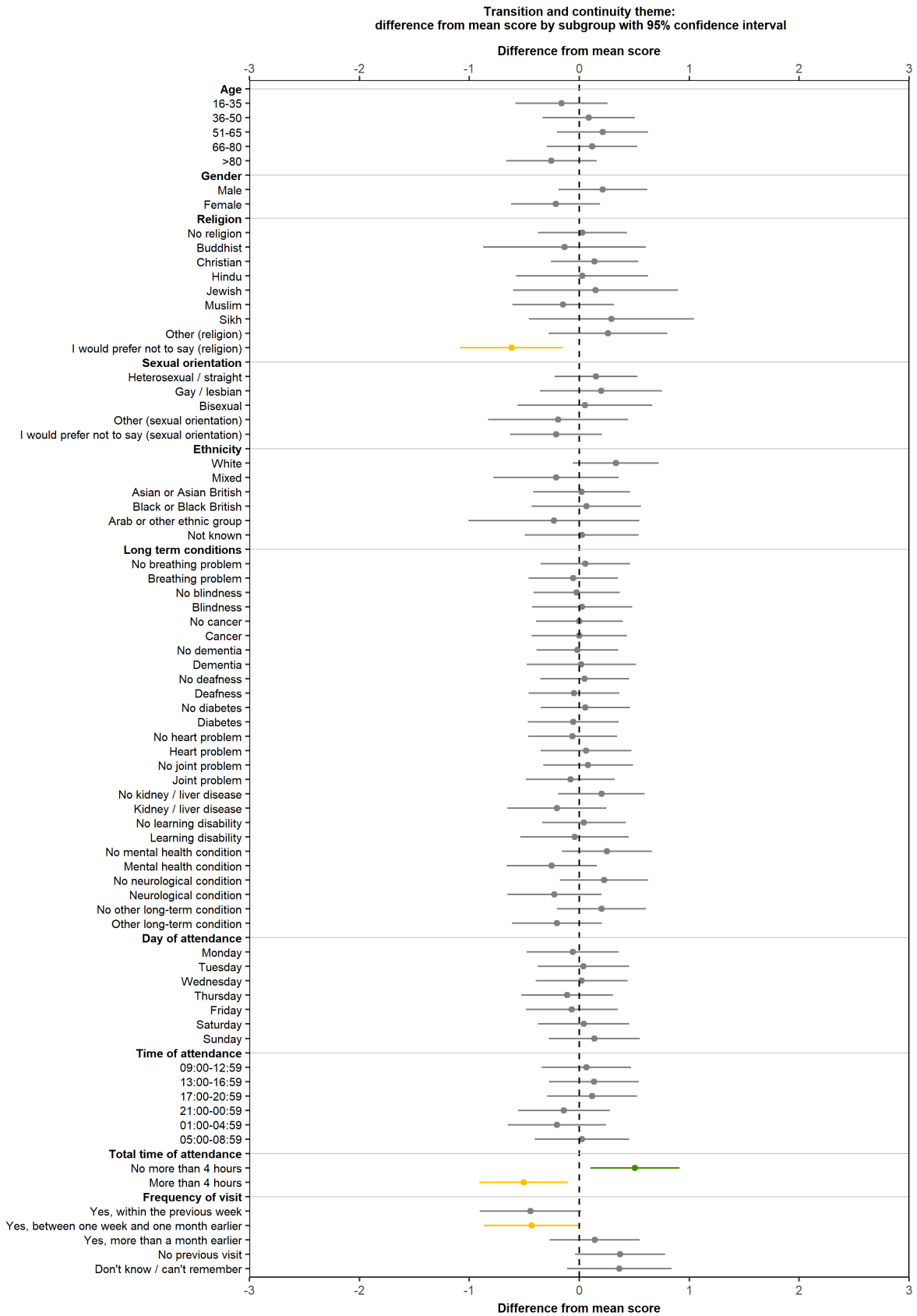
Type 1 services: confidence and trust



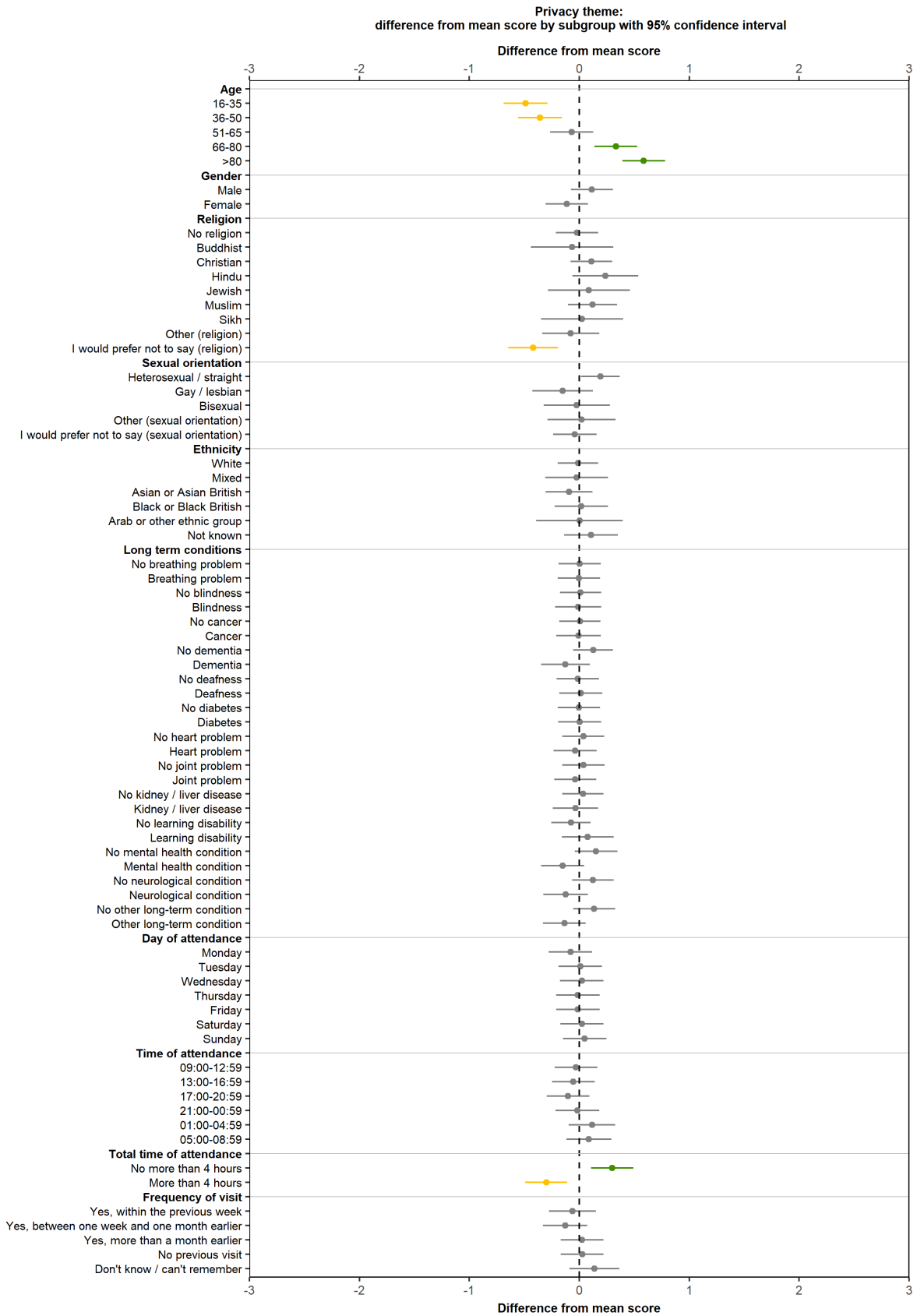
Type 1 services: emotional support



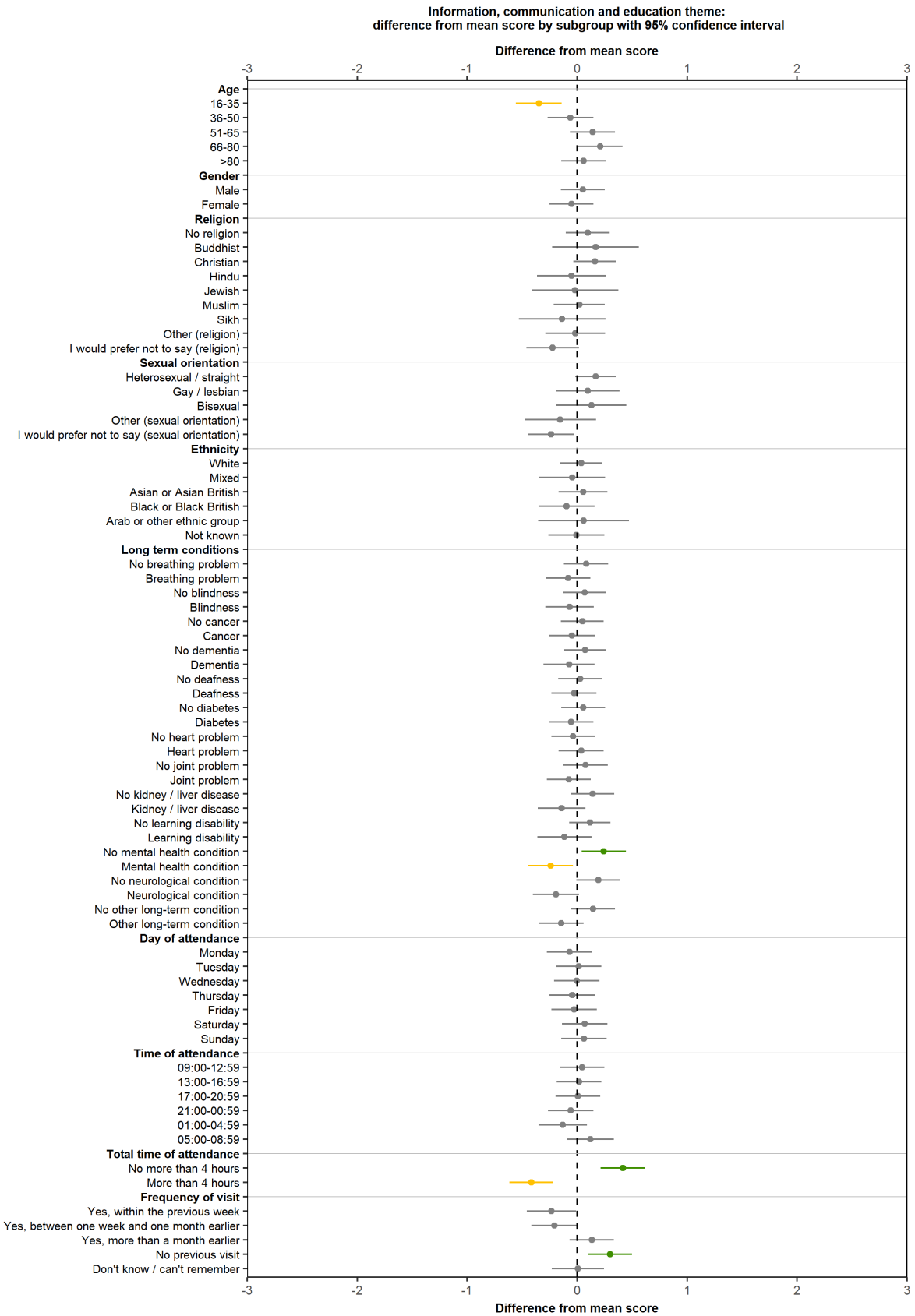
Type 1 services: transition and continuity



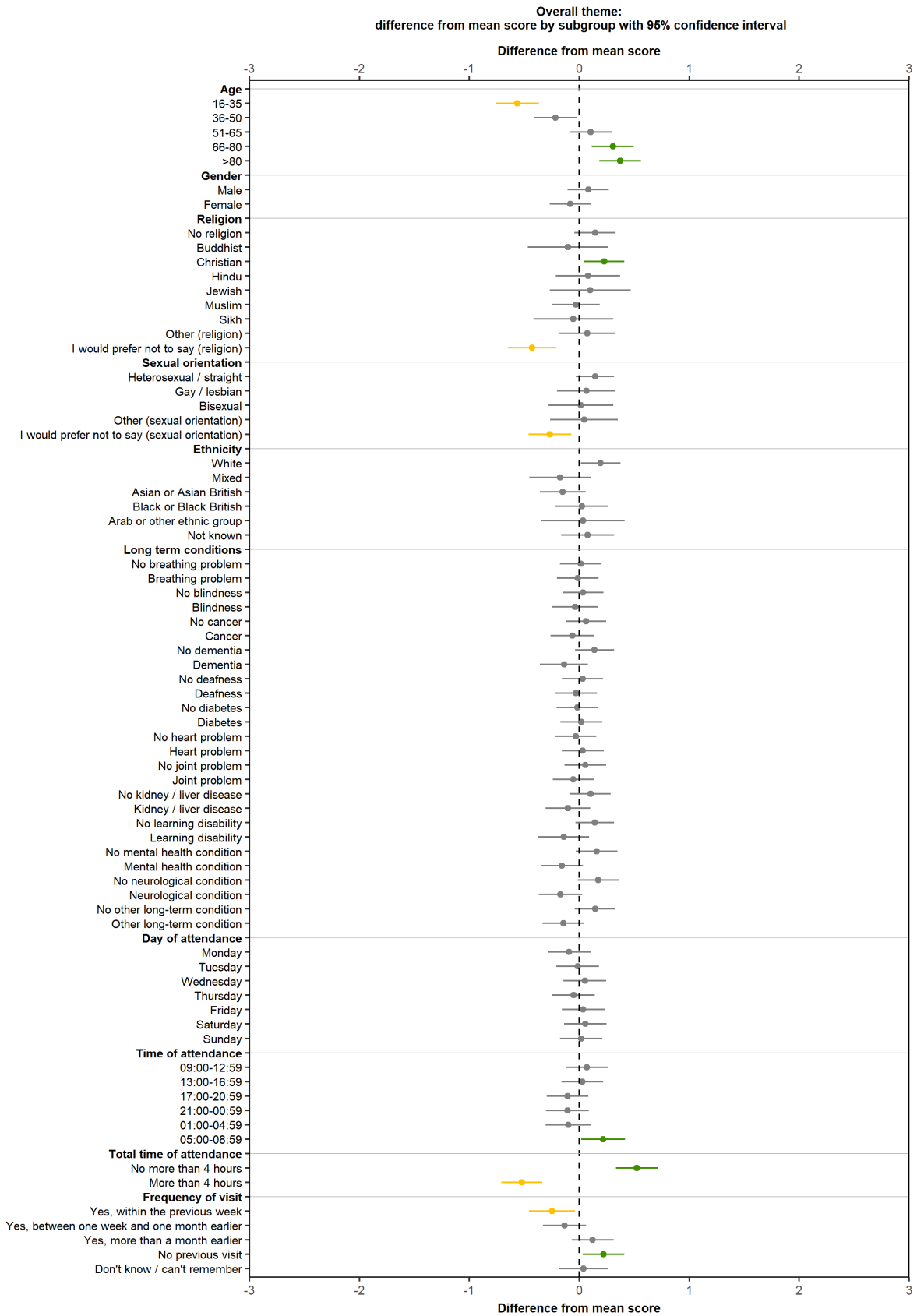
Type 1 services: privacy



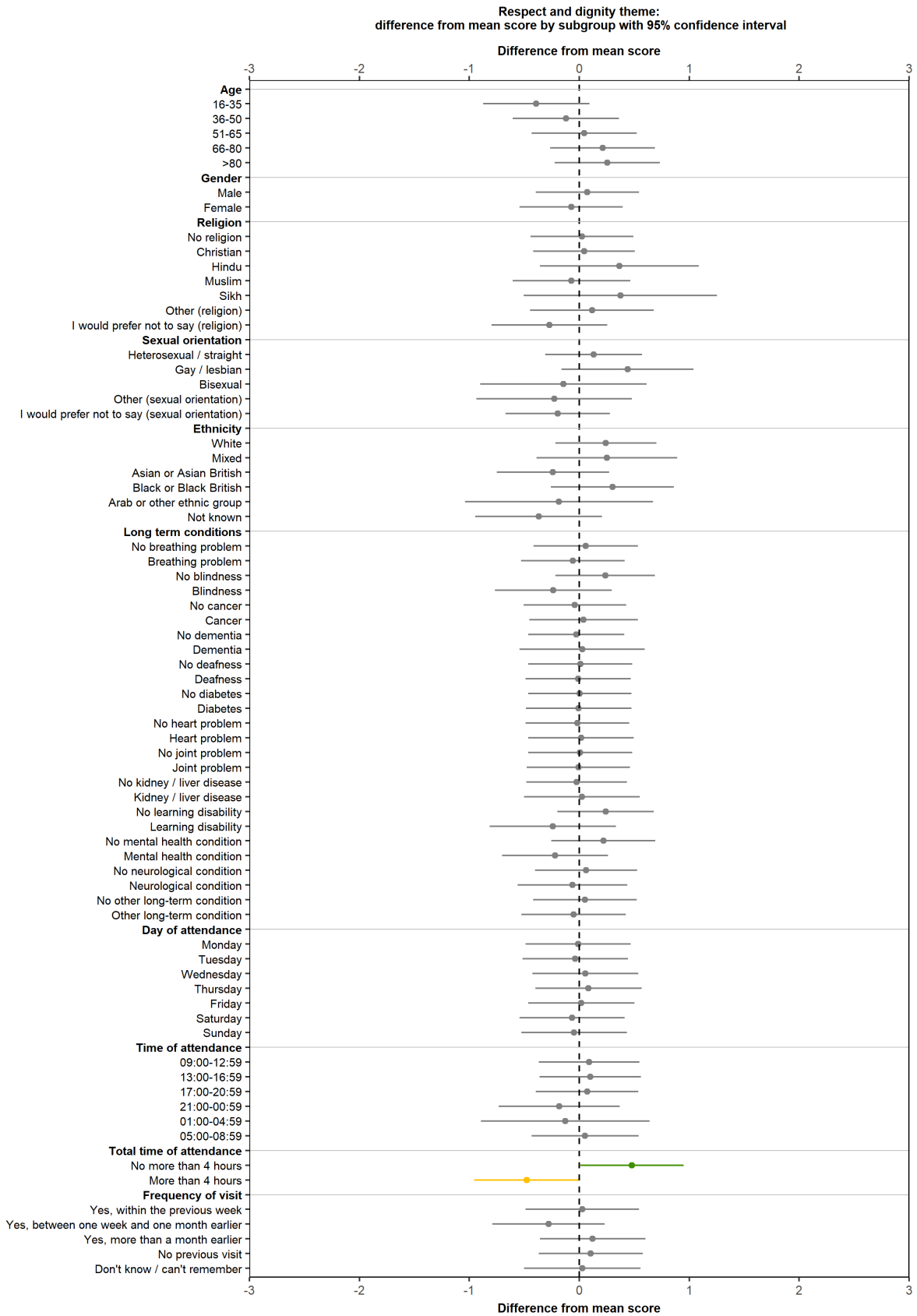
Type 1 services: information, communication and education



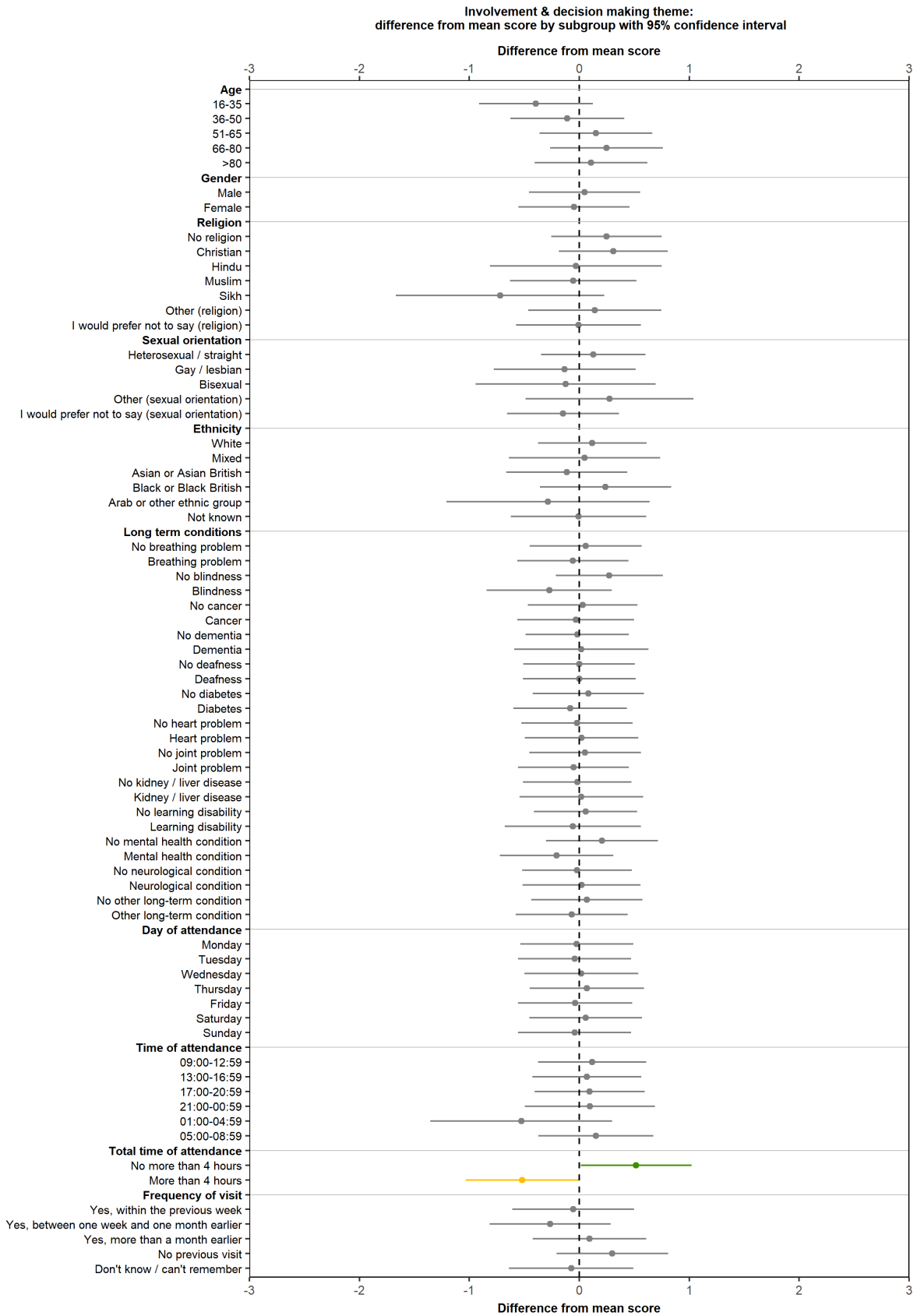
Type 1 services: overall experiences



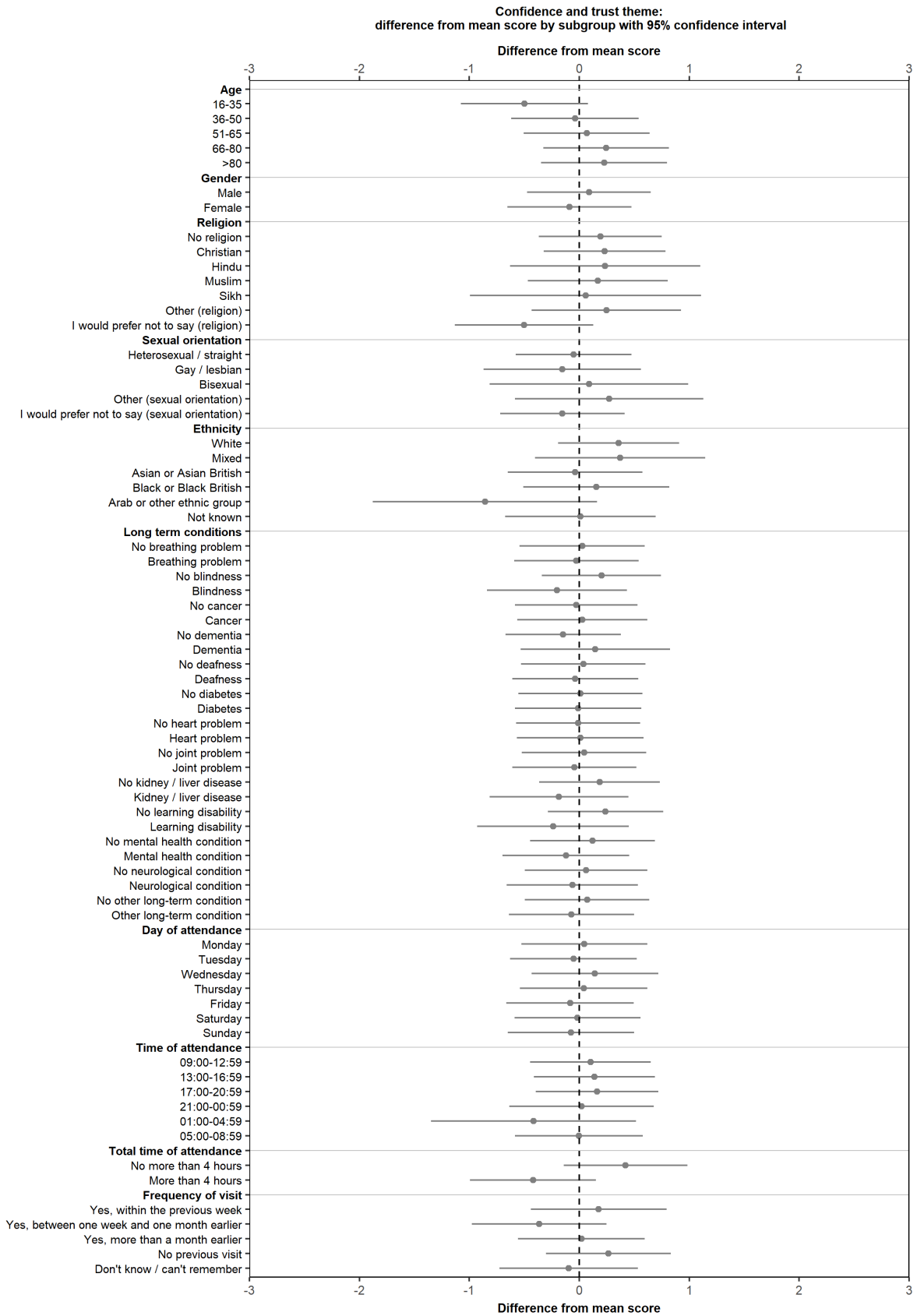
Type 3 services: respect and dignity



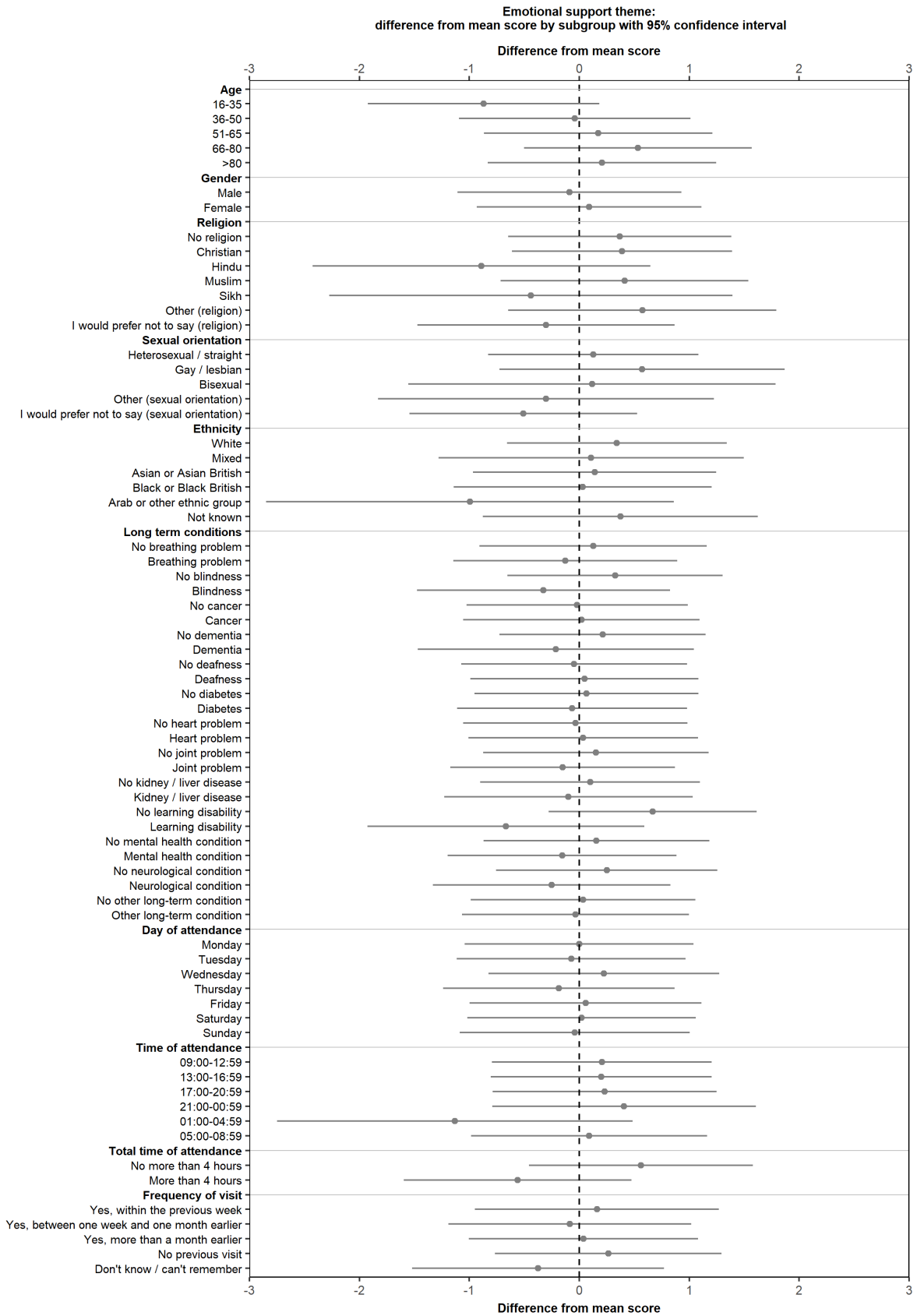
Type 3 services: involvement and decision making



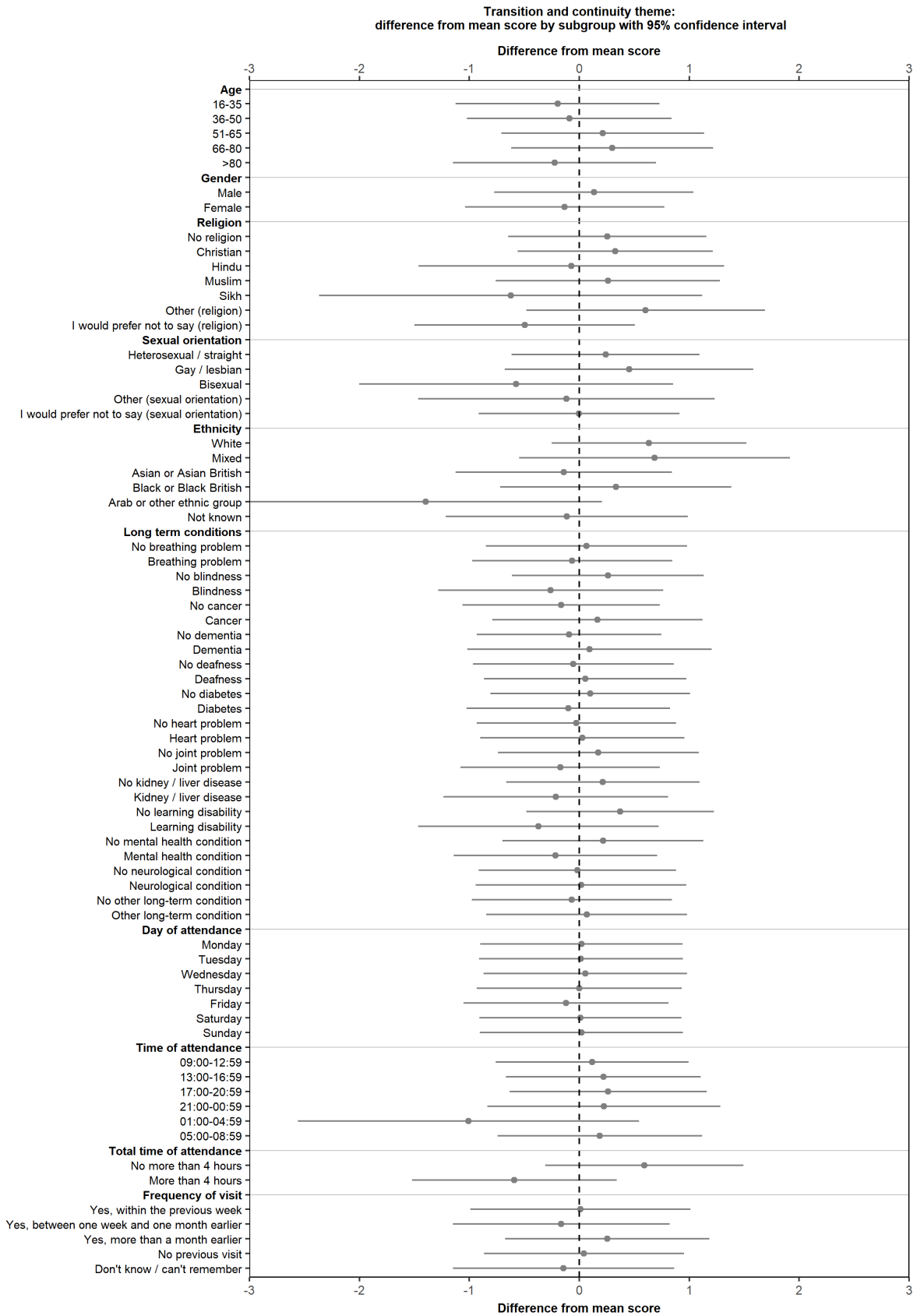
Type 3 services: confidence and trust



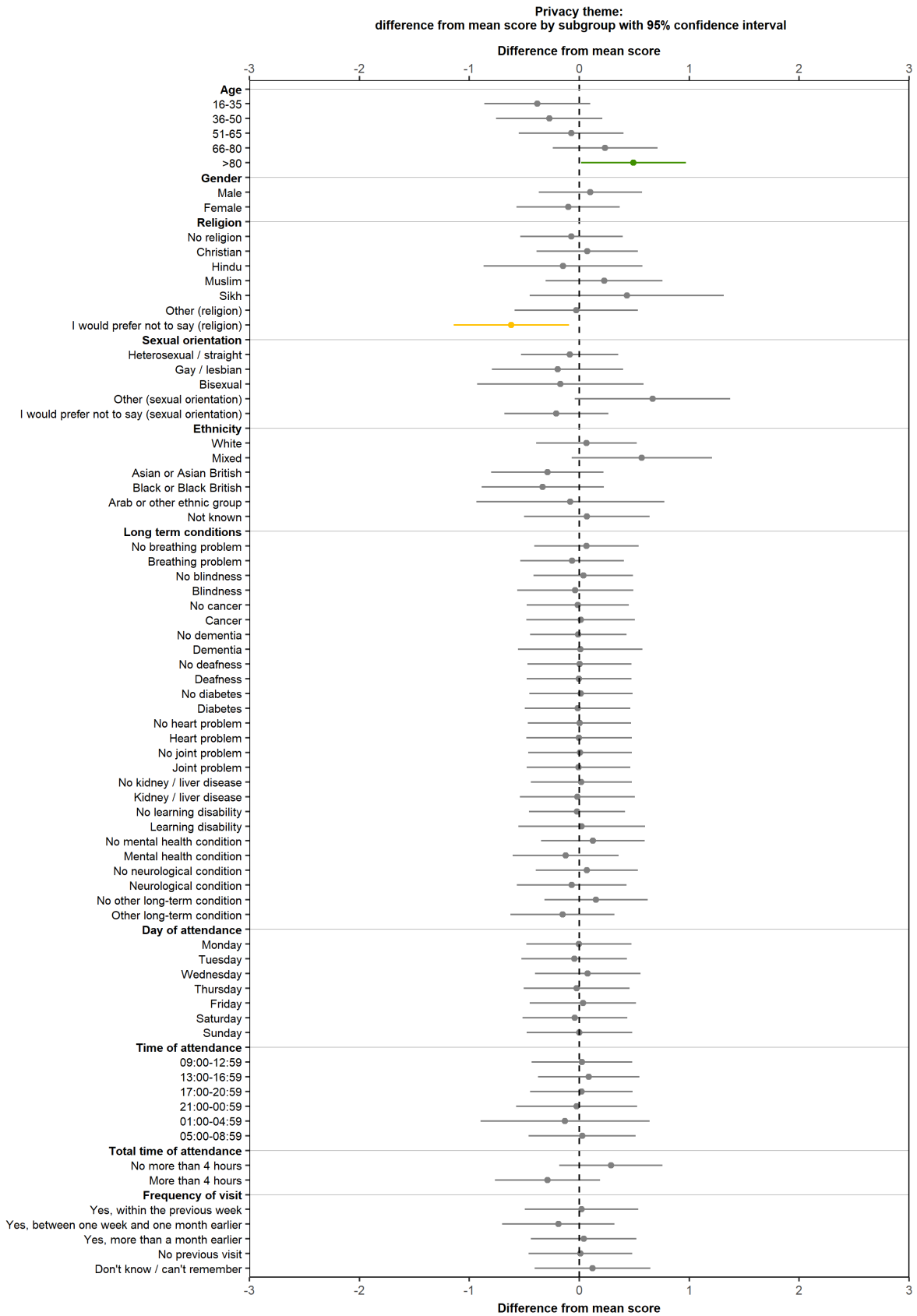
Type 3 services: emotional support



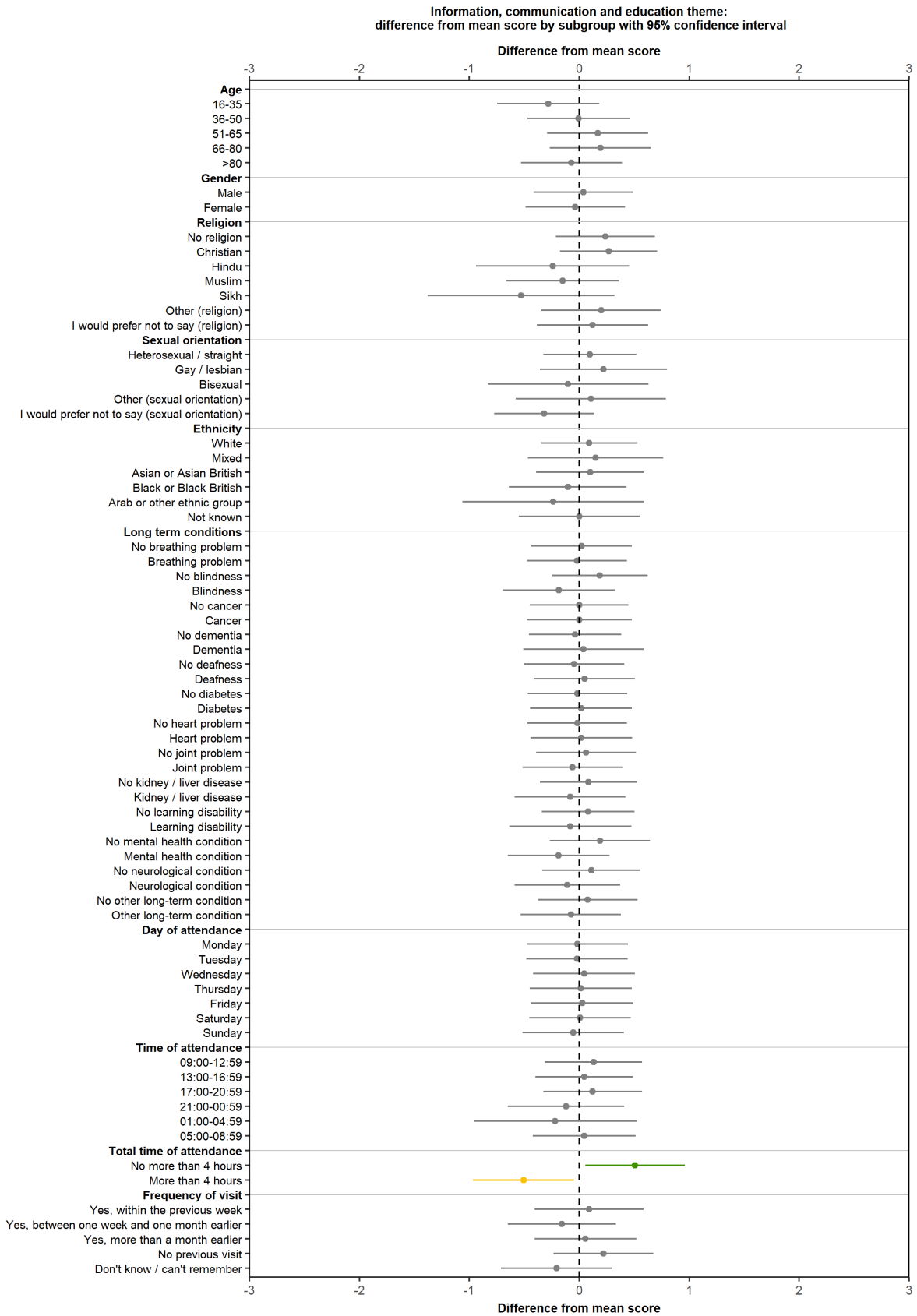
Type 3 services: transition and continuity



Type 3 services: privacy



Type 3 services: information, communication and education



Type 3 services: overall experiences

