

# 2022 Urgent and Emergency Care Survey Benchmark Report for A&E Departments (Type 1 services)

Kingston Hospital NHS Foundation  
Trust

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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).

# Background and methodology

This section includes:

- an explanation of the NHS Patient Survey Programme
- information on the Urgent and Emergency Care Survey
- a description of key terms used in this report
- navigating the report



# Background and methodology

## The NHS Patient Survey Programme

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

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

As part of the NPSP, the Urgent & Emergency Care (UEC) Survey first iteration was in 2003, and since 2012 it has been a biannual survey. 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.

## Urgent and Emergency Care Survey

The survey was administered by the Survey Coordination Centre for Existing Methods (SCCEM) at Picker Institute.

The 2022 survey of people who used UEC services involved 122 NHS trusts with A&E departments (Type

1 service). Fifty-nine of these trusts had direct responsibility for running an Urgent Treatment Centre, Urgent Care Centre or Minor Injuries Unit (Type 3 service) and will therefore also receive benchmarked results for their Type 3 services. Two separate questionnaires were used, one for Type 1 services and one for Type 3 services. To access the questionnaires please see the 'Further Information about the survey' section below.

Responses were received from 29,357 people who attended a Type 1 department, this is a response rate of 22.6%.

Patients were eligible for the survey if they were aged 16 years or older and had attended UEC services during September 2022. Full sampling criteria can be found in the sampling instructions manual (see 'Further Information about the survey' section).

Trusts responsible for Type 1 departments only created a random sample of 1,250 patients. Trusts that also directly run Type 3 departments sampled 950 patients from Type 1 departments and 580 patients from Type 3 departments totalling 1,530 patients. Questionnaires and reminders were sent to patients between November 2022 and March 2023.

## Trend data

The Urgent & Emergency Care Survey is comparable back to the 2016 survey. Redevelopment work carried out ahead of the 2016 survey means that the results for 2022 are only comparable with 2020, 2018 and 2016 and not with earlier surveys. Trend data is presented in this report for questions that have been asked in previous survey years.

This report is for Type 1 accident and emergency (A&E) departments only.

## Further information about the survey

- For published results and for more information on the Urgent & Emergency Care Survey please visit the [UEC page on the NHS Surveys 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 the CQC's survey programme, please visit the [CQC website](#).

# Key terms used in this report

## The 'expected range' technique

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

## Standardisation

Demographic characteristics, such as age and sex, can influence patients' experience of care and the way they report it. For example, research shows that older people report more positive experiences of care 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 and sex of respondents to reflect the 'national' age-sex type distribution (based on all

respondents to the survey).

This helps ensure that no trust will appear better or worse than another because of its profile, and enables a fairer and more useful comparison of results across trusts. In most cases this standardisation will not have a large impact on trust results.

## 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 Q19). These questions are not scored. Section scoring is computed as the arithmetic mean of question scores for the section after weighting is applied.

## 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 UEC22 webpage on the NHS surveys website.

# Using the survey results

## Navigating this report

This report is split into five sections:

- **Background and methodology** – provides information about the survey programme, how the survey is run, and how to interpret the data.
- **Headline results** – includes key trust-level findings relating to the patients who took part in the survey, benchmarking, and top and bottom scores. This section provides an overview of results for your trust, identifying areas where your organisation performs better than the average and where you may wish to focus improvement activities.
- **Benchmarking** – shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part; using the 'expected range' analysis technique. This allows you to see the range of scores achieved and compare yourself with the other organisations that took part in the survey. Benchmarking can provide you with an indication of where you perform better than the average, and what you should aim for in areas where you may wish to improve.
- **Trust results** – includes the score for your trust 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** – displays your trust score for each survey year. Where available, trend data will be shown from 2016 to 2022. Questions are displayed in a line chart with the trust mean plotted alongside the national average. Statistical significance testing is also shown between survey years 2022 vs 2020. This section highlights areas your trust has improved on or declined in over time.
- **Appendix** – includes additional data for your trust; further information on the survey methodology; and interpretation of graphs in this report.

## How to interpret the graphs in this report

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

The two chart types used in the section 'Benchmarking' use the 'expected range' technique to show results. For information on how to interpret these graphs, please refer to the [Appendix](#).

## Other data sources

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

- Full national results; technical document: <https://www.cqc.org.uk/uecsurvey>
- National and trust-level data for all trusts who took part in the 2022 Urgent & Emergency Care Survey <https://nhssurveys.org/surveys/survey/03-urgent-emergency-care/>. Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the NHS Surveys website.
- Information on the NHS Patient Survey Programme, including results from other surveys: [www.cqc.org.uk/content/surveys](http://www.cqc.org.uk/content/surveys)
- Information about how the CQC monitors hospitals: <https://www.cqc.org.uk/what-we-do/how-we-use-information/using-data-monitor-services>

# Headline results

This section includes:

- information about your trust population
- an overview of benchmarking for your trust
- the best and worst scores for your trust



# Who took part in the survey?

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



**950** invited to take part



**225** completed



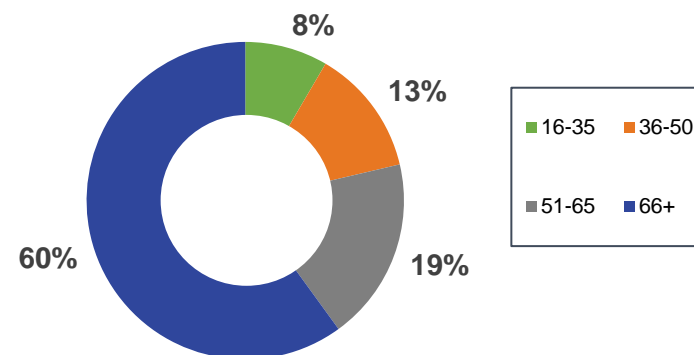
**24%** response rate

23% average response rate for all trusts

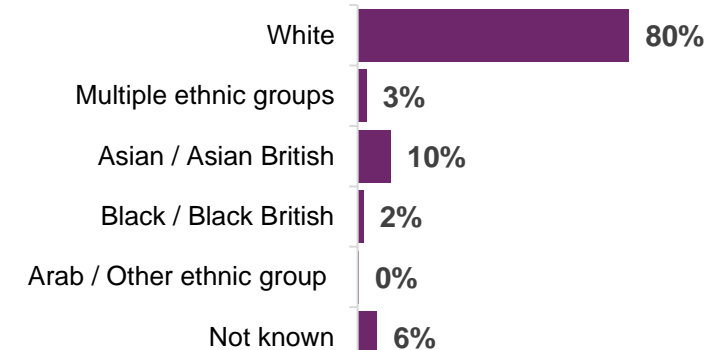
32% response rate for your trust last year



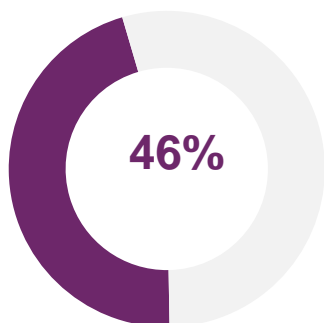
## AGE



## ETHNICITY



## LONG-TERM CONDITIONS

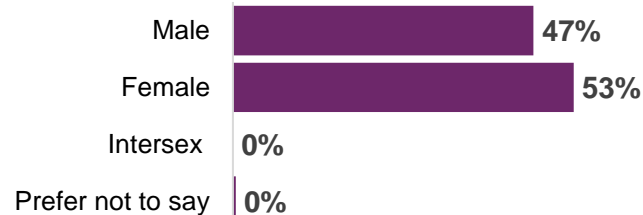


of patients have a **physical or mental health condition or illness** that has lasted or is expected to last for 12 months or more.



## SEX

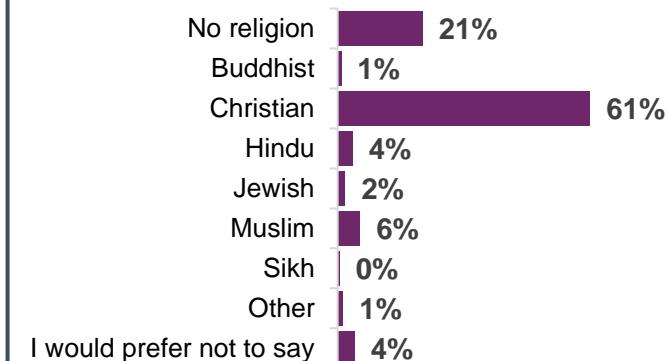
At birth were you registered as...



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



## RELIGION

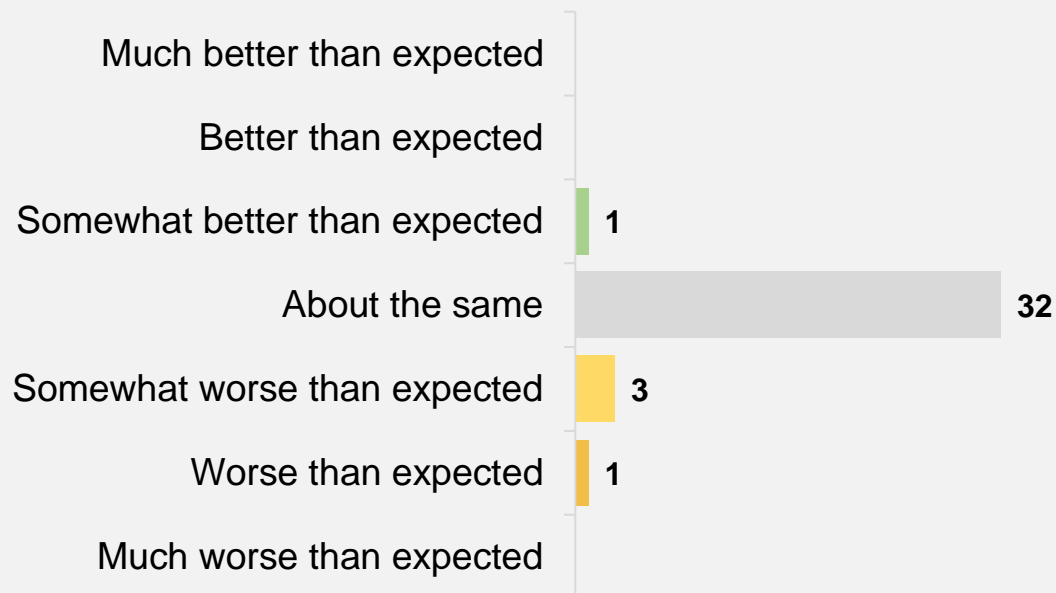




# Summary of findings for your trust

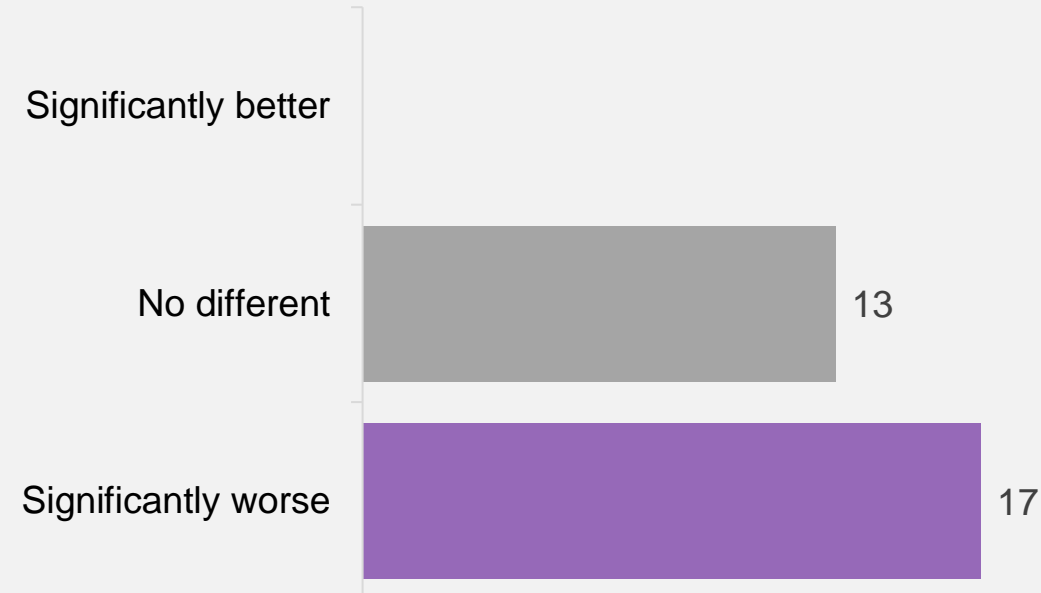
## Comparison with other trusts

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, 2022 vs 2020.



For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the appendix section [“your trust has performed much worse”](#), [“your trust has performed worse”](#), [“your trust has performed somewhat worse”](#), [“your trust has performed somewhat better”](#), [“your trust has performed better”](#), [“your trust has performed much better”](#).

# Best and worst performance relative to the national average

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

- **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)

■ Your trust score ■ National average 0 5 10 15

### Section 3 Doctors and nurses

Q18. Did doctors or nurses talk to each other about you as if you weren't there?

9.3

### Section 3 Doctors and nurses

Q20. If a family member, friend or carer wanted to talk to a health professional, did they have enough opportunity to do so?

7.5

### Section 1 Arrival at A&E

Q6. Were you given enough privacy when discussing your condition with the receptionist?

7.1

### Section 6 Environment and facilities

Q32. While you were in A&E, did you feel threatened by other patients or visitors?

9.6

### Section 4 Care and treatment

Q25. Sometimes, a member of staff will say one thing and another will say something quite different. Did this happen to you?

8.7

## Bottom five scores (compared with national average)

■ Your trust score ■ National average 0 2 4 6 8 10

### Section 7 Leaving A&E

Q37. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?

7.8

### Section 6 Environment and facilities

Q33. Were you able to get suitable food or drinks when you were in A&E?

5.5

### Section 2 Waiting

Q11. While you were waiting, were you able to get help with your condition or symptoms from a member of staff?

3.8

### Section 7 Leaving A&E

Q39. Did a member of staff tell you about what symptoms to watch for regarding your illness or treatment after you went home?

5.0

### Section 4 Care and treatment

Q24. If you needed attention, were you able to get a member of medical or nursing staff to help you?

6.1

# Benchmarking

This section includes:

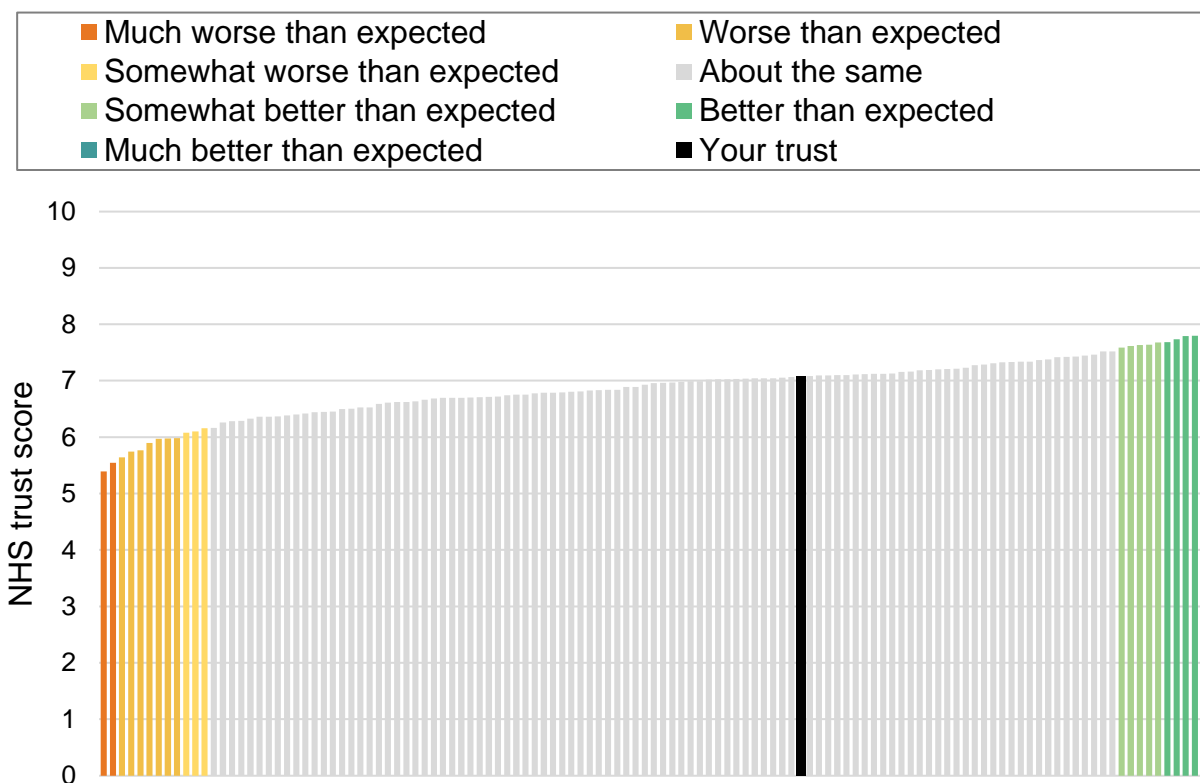
- how your trust scored for each evaluative question in the survey, compared with other trusts that took part.
- an analysis technique called the 'expected range' to determine if your trust is performing about the same, better or worse compared with most other trusts.

Please note, Q29 has been suppressed as there are fewer than 30 respondents for all trusts.

# Section 1. Arrival at A&E

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

**Your trust section score = 7.1 About the same**



Each vertical line represents an individual NHS trust

## Comparison with other trusts within your region

### Trusts with the highest scores

Imperial College Healthcare NHS Trust

7.8

Moorfields Eye Hospital NHS Foundation Trust

7.8

Guy's and St Thomas' NHS Foundation Trust

7.7

University College London Hospitals NHS Foundation Trust

7.6

Chelsea and Westminster Hospital NHS Foundation Trust

7.4

### Trusts with the lowest scores

King's College Hospital NHS Foundation Trust

6.4

Lewisham and Greenwich NHS Trust

6.7

Barking, Havering and Redbridge University Hospitals NHS Trust

6.8

North Middlesex University Hospital NHS Trust

6.8

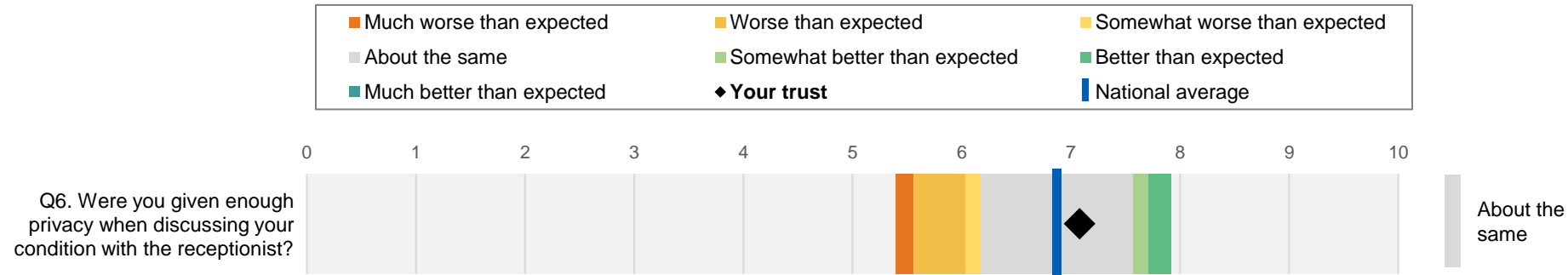
The Hillingdon Hospitals NHS Foundation Trust

6.8



# Section 1. Arrival at A&E

## Question scores

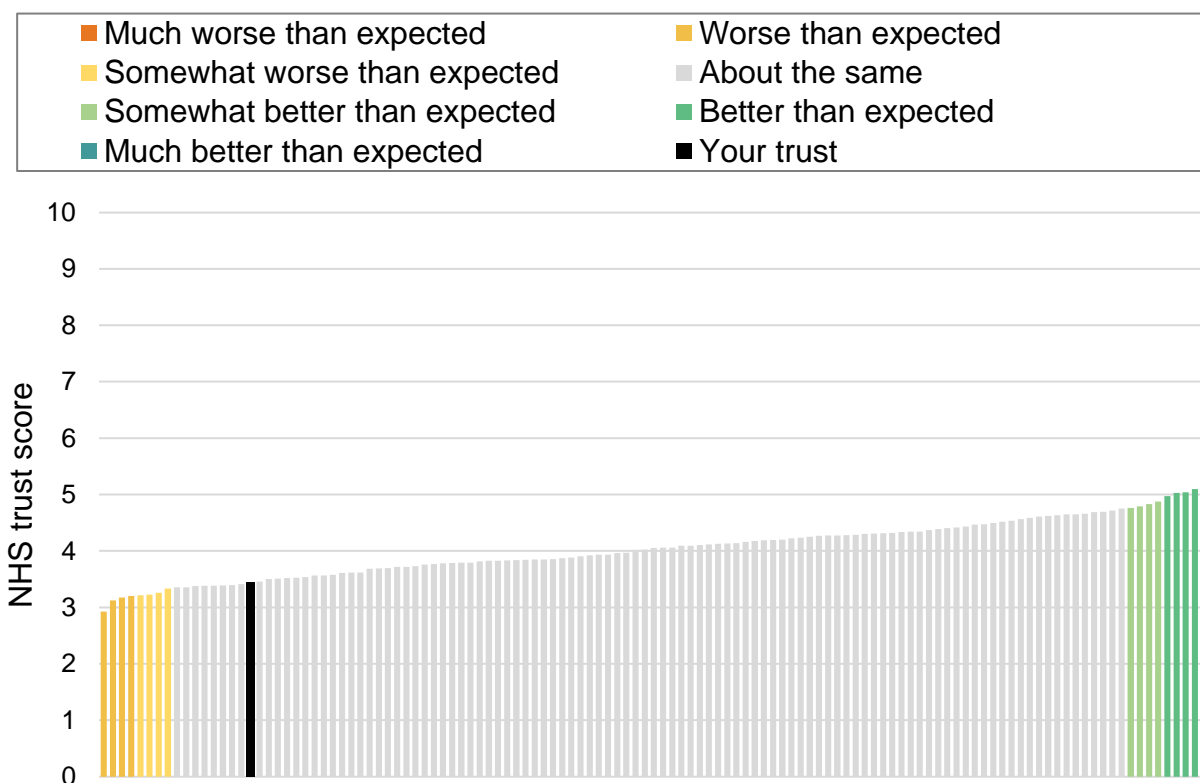


| All trusts in England |            |                  |              |               |
|-----------------------|------------|------------------|--------------|---------------|
| Number of respondents | Your trust | National average | Lowest score | Highest score |
| 165                   | 7.1        | 6.9              | 5.4          | 7.9           |

## Section 2. Waiting

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 = 3.4 About the same**



Each vertical line represents an individual NHS trust

### Comparison with other trusts within your region

#### Trusts with the highest scores

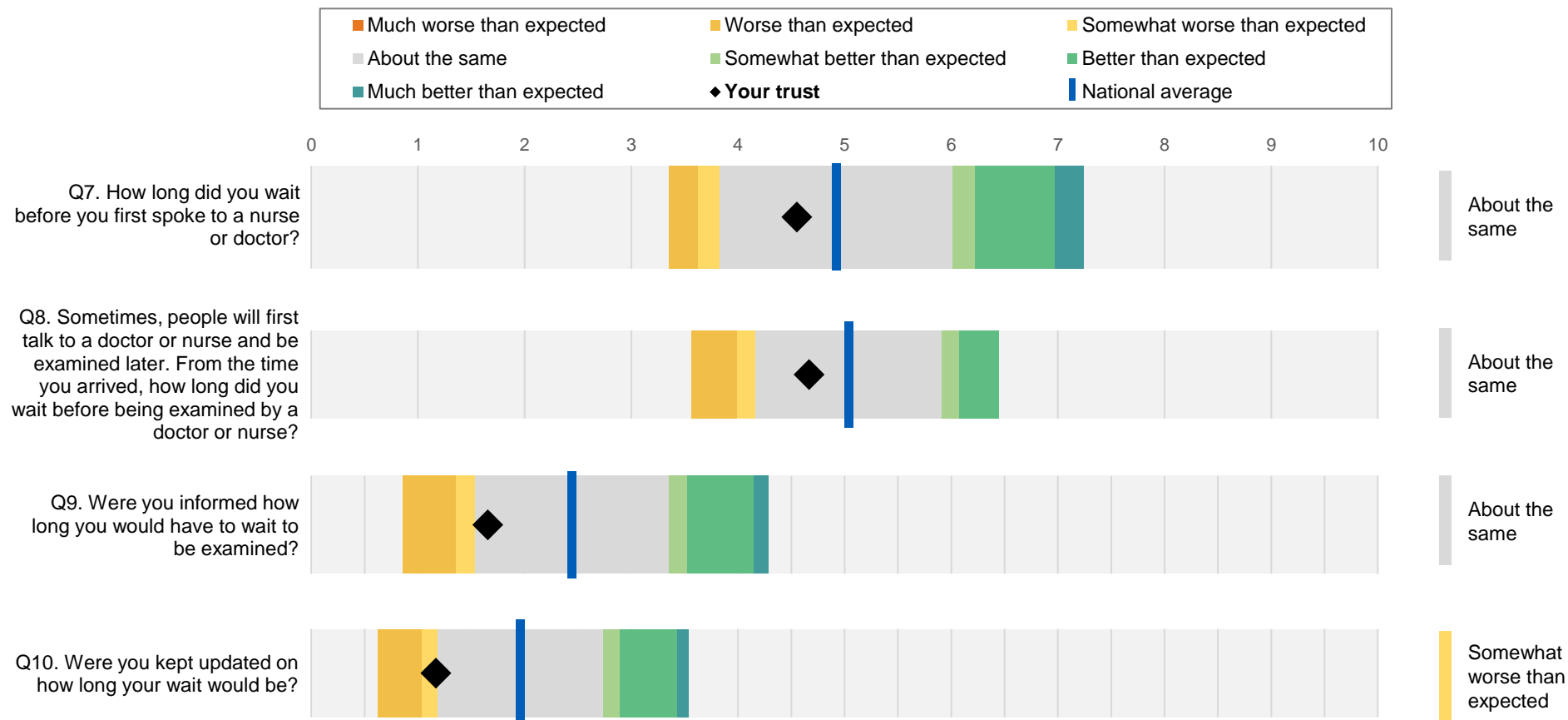
|  |     |
|--|-----|
| Whittington Health NHS Trust                             | 4.8 |
| Imperial College Healthcare NHS Trust                    | 4.6 |
| Moorfields Eye Hospital NHS Foundation Trust             | 4.6 |
| University College London Hospitals NHS Foundation Trust | 4.6 |
| Guy's and St Thomas' NHS Foundation Trust                | 4.4 |

#### Trusts with the lowest scores

|  |     |
|--|-----|
| Barking, Havering and Redbridge University Hospitals NHS Trust | 3.4 |
| Kingston Hospital NHS Foundation Trust                         | 3.4 |
| King's College Hospital NHS Foundation Trust                   | 3.6 |
| The Hillingdon Hospitals NHS Foundation Trust                  | 3.6 |
| North Middlesex University Hospital NHS Trust                  | 3.6 |

## Section 2. Waiting (continued)

### Question scores



#### All trusts in England

| Number of respondents | Your trust | National average | Lowest score | Highest score |
|-----------------------|------------|------------------|--------------|---------------|
| 207                   | 4.6        | 4.9              | 3.4          | 7.2           |

|     |     |     |     |     |
|-----|-----|-----|-----|-----|
| 205 | 4.7 | 5.0 | 3.6 | 6.4 |
|-----|-----|-----|-----|-----|

|     |     |     |     |     |
|-----|-----|-----|-----|-----|
| 177 | 1.7 | 2.4 | 0.9 | 4.3 |
|-----|-----|-----|-----|-----|

|     |     |     |     |     |
|-----|-----|-----|-----|-----|
| 173 | 1.2 | 2.0 | 0.6 | 3.5 |
|-----|-----|-----|-----|-----|

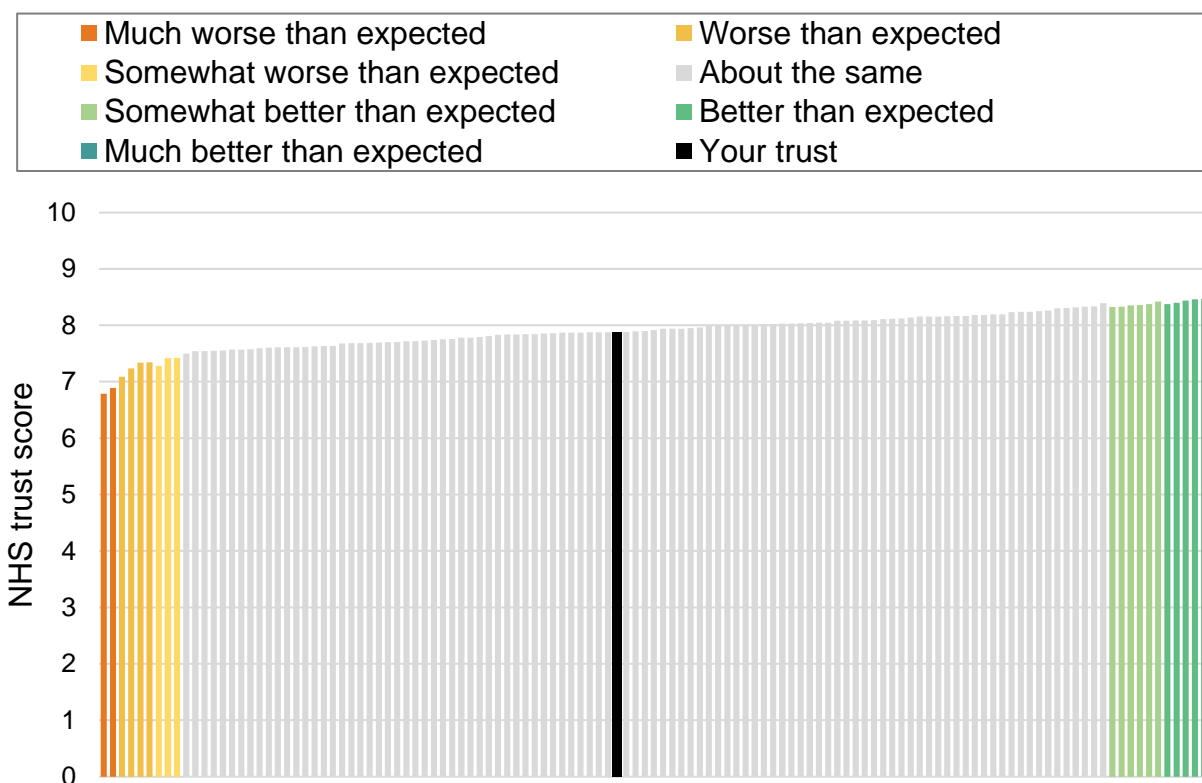




## Section 3. Doctors and nurses

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 = 7.9 About the same**



Each vertical line represents an individual NHS trust

### Comparison with other trusts within your region

#### Trusts with the highest scores

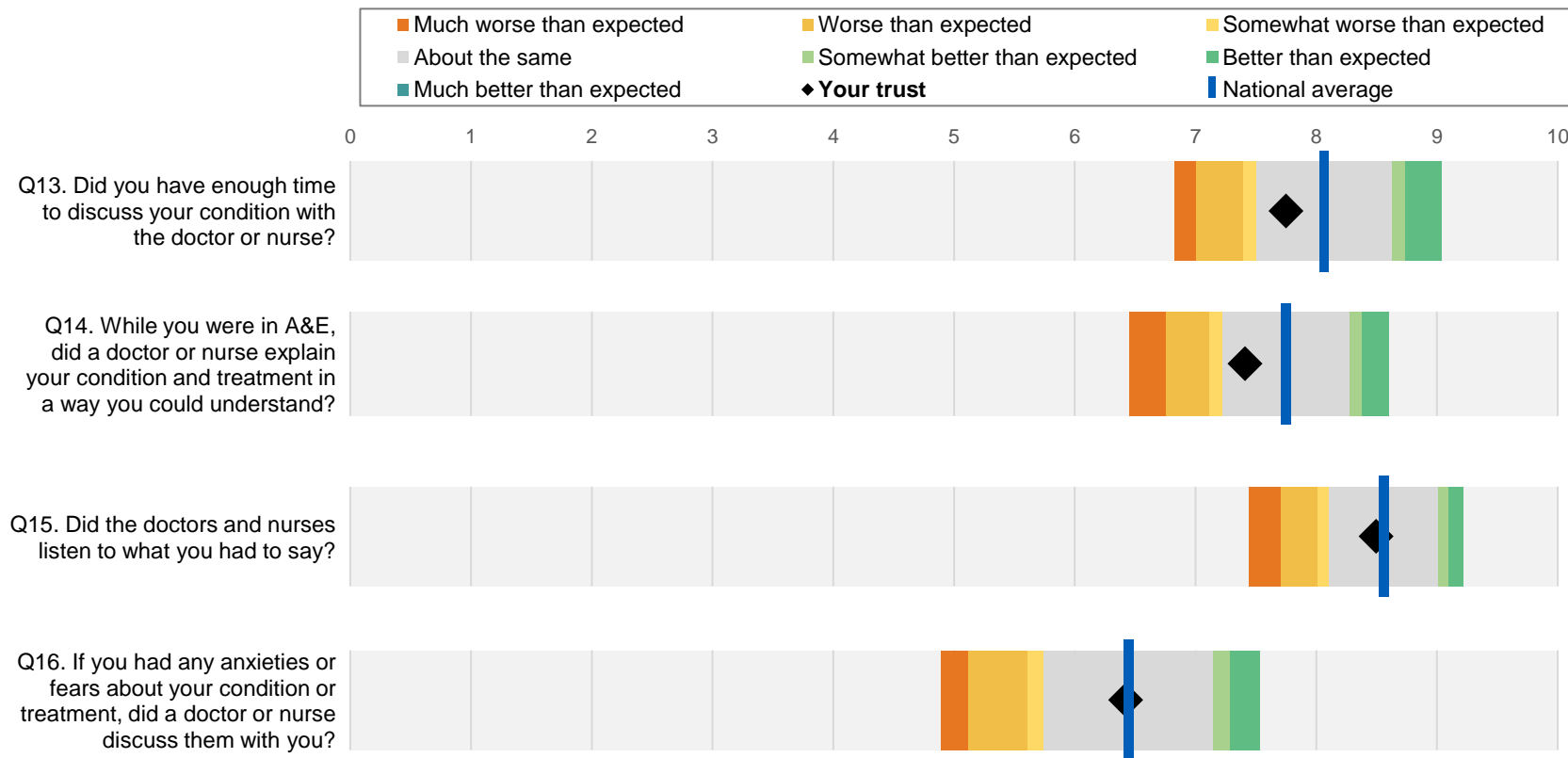
|  |     |
|--|-----|
| Whittington Health NHS Trust                             | 8.4 |
| Homerton Healthcare NHS Foundation Trust                 | 8.4 |
| Guy's and St Thomas' NHS Foundation Trust                | 8.4 |
| University College London Hospitals NHS Foundation Trust | 8.4 |
| Imperial College Healthcare NHS Trust                    | 8.3 |

#### Trusts with the lowest scores

|  |     |
|--|-----|
| Barking, Havering and Redbridge University Hospitals NHS Trust | 7.1 |
| King's College Hospital NHS Foundation Trust                   | 7.5 |
| The Hillingdon Hospitals NHS Foundation Trust                  | 7.6 |
| North Middlesex University Hospital NHS Trust                  | 7.6 |
| Lewisham and Greenwich NHS Trust                               | 7.8 |

## Section 3. Doctors and nurses (continued)

### Question scores



About the same

About the same

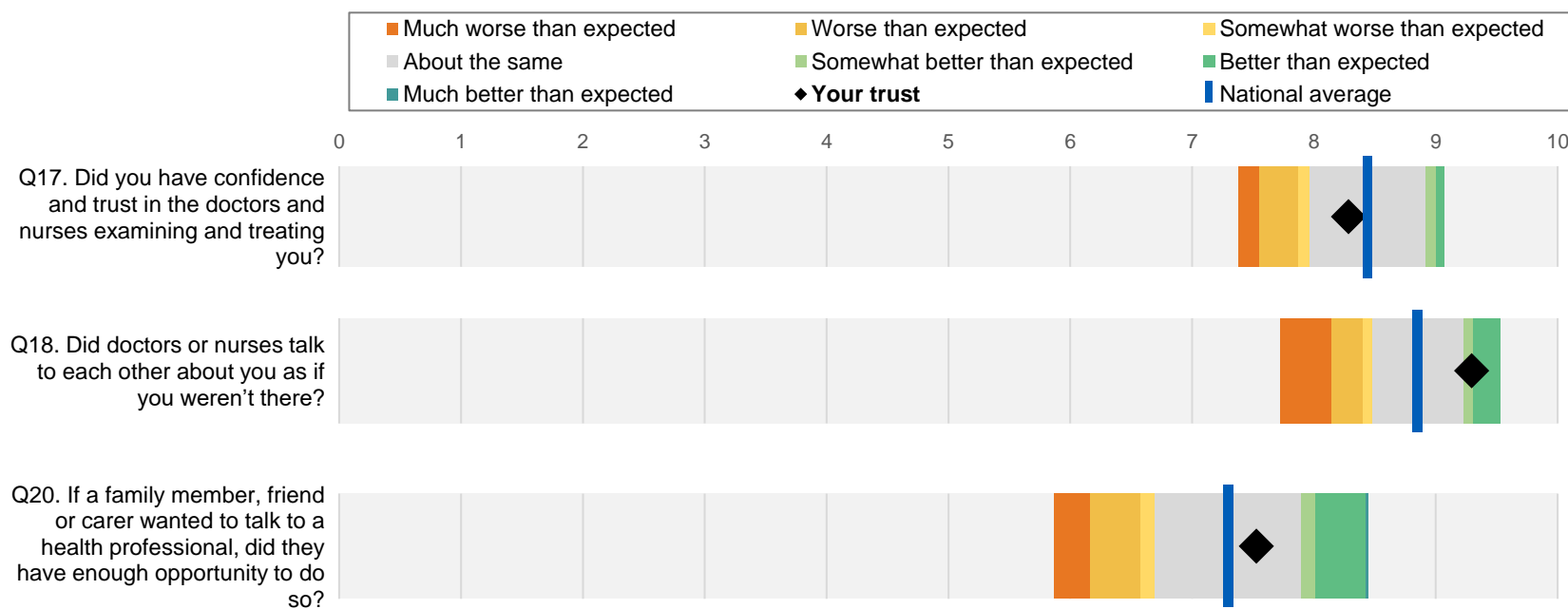
About the same

About the same

| Number of respondents | Your trust | All trusts in England |              |               |
|-----------------------|------------|-----------------------|--------------|---------------|
|                       |            | National average      | Lowest score | Highest score |
| 224                   | 7.7        | 8.1                   | 6.8          | 9.0           |
| 208                   | 7.4        | 7.7                   | 6.5          | 8.6           |
| 221                   | 8.5        | 8.6                   | 7.4          | 9.2           |
| 163                   | 6.4        | 6.4                   | 4.9          | 7.5           |

## Section 3. Doctors and nurses (continued)

### Question scores



About the same

| Number of respondents | Your trust | All trusts in England |              |               |
|-----------------------|------------|-----------------------|--------------|---------------|
|                       |            | National average      | Lowest score | Highest score |
| 222                   | 8.3        | 8.4                   | 7.4          | 9.1           |

Somewhat better than expected

| Number of respondents | Your trust | National average | Lowest score | Highest score |
|-----------------------|------------|------------------|--------------|---------------|
| 213                   | 9.3        | 8.9              | 7.7          | 9.5           |

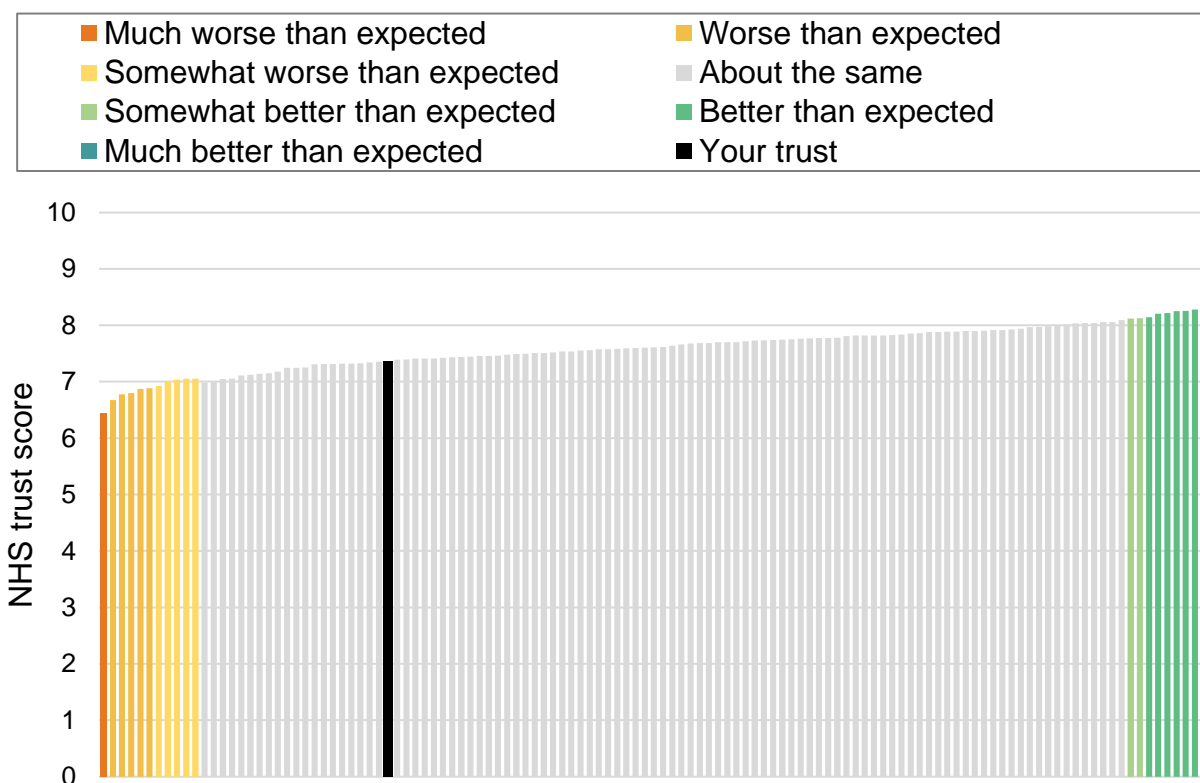
About the same

| Number of respondents | Your trust | National average | Lowest score | Highest score |
|-----------------------|------------|------------------|--------------|---------------|
| 106                   | 7.5        | 7.3              | 5.9          | 8.4           |

## Section 4. Care and treatment

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 = 7.4 About the same**



Each vertical line represents an individual NHS trust

### Comparison with other trusts within your region

#### Trusts with the highest scores

University College London Hospitals NHS Foundation Trust

8.3

Whittington Health NHS Trust

8.0

Guy's and St Thomas' NHS Foundation Trust

8.0

Chelsea and Westminster Hospital NHS Foundation Trust

7.9

Homerton Healthcare NHS Foundation Trust

7.8

#### Trusts with the lowest scores

Barking, Havering and Redbridge University Hospitals NHS Trust

6.9

The Hillingdon Hospitals NHS Foundation Trust

7.1

North Middlesex University Hospital NHS Trust

7.2

King's College Hospital NHS Foundation Trust

7.2

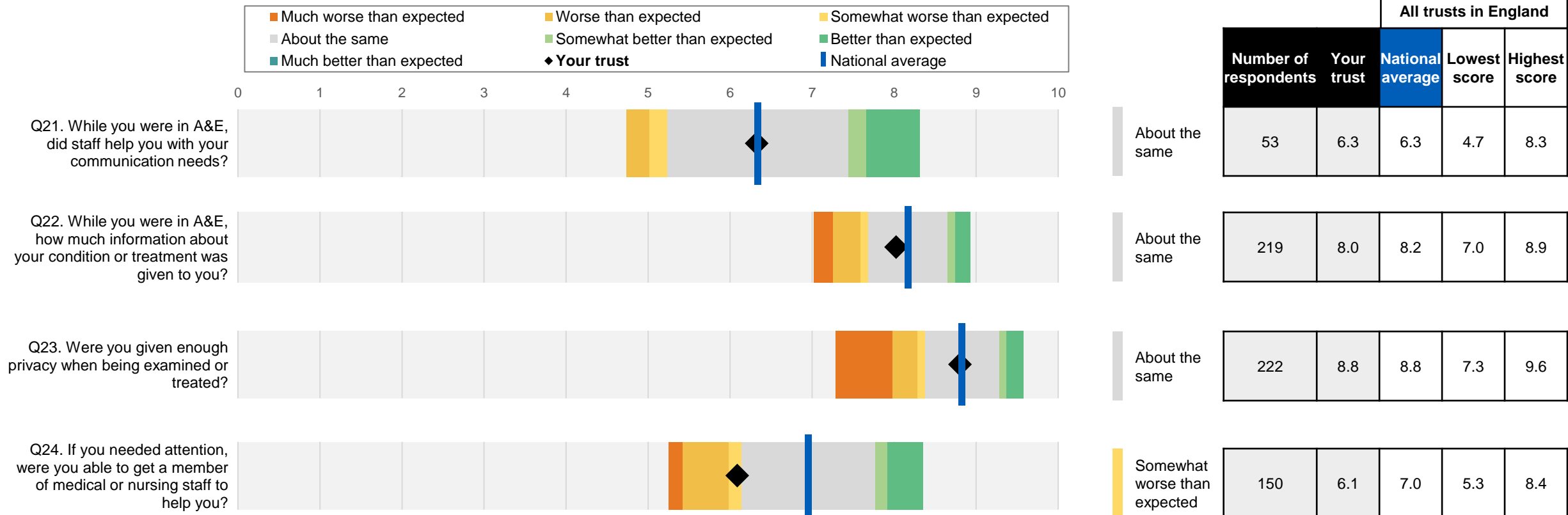
Kingston Hospital NHS Foundation Trust

7.4



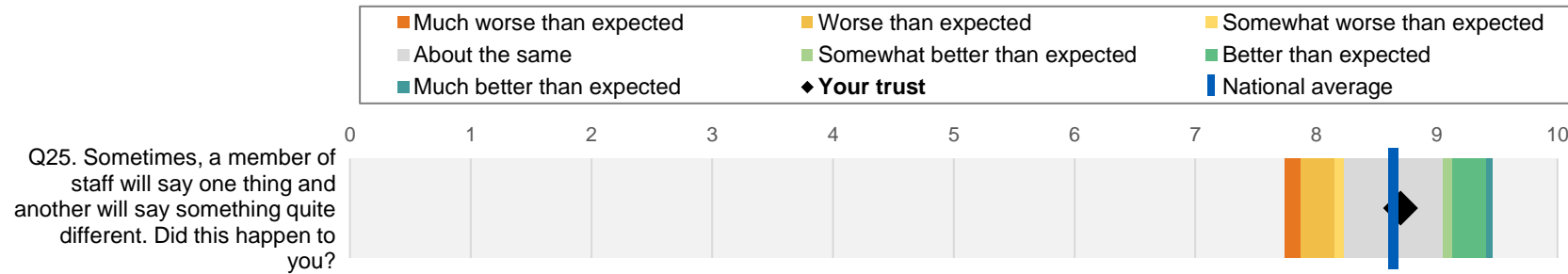
## Section 4. Care and treatment (continued)

### Question scores



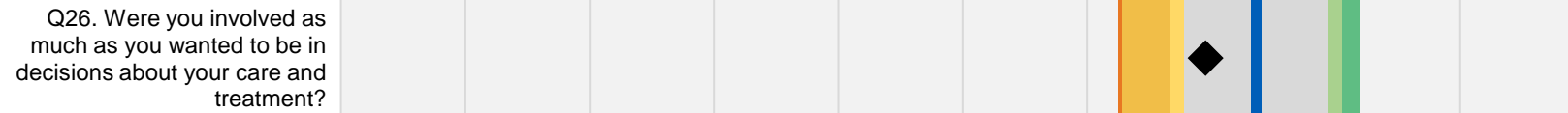
## Section 4. Care and treatment (continued)

### Question scores



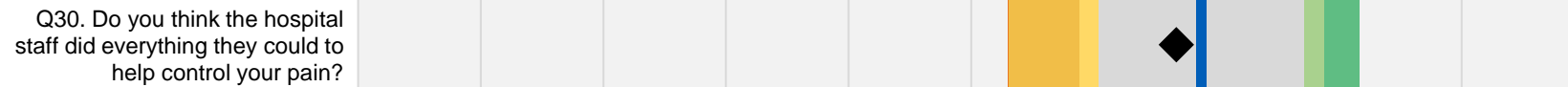
About the same

| Number of respondents | Your trust | All trusts in England |              |               |
|-----------------------|------------|-----------------------|--------------|---------------|
|                       |            | National average      | Lowest score | Highest score |
| 220                   | 8.7        | 8.6                   | 7.7          | 9.5           |



About the same

| Number of respondents | Your trust | National average | Lowest score | Highest score |
|-----------------------|------------|------------------|--------------|---------------|
| 203                   | 7.0        | 7.4              | 6.2          | 8.2           |



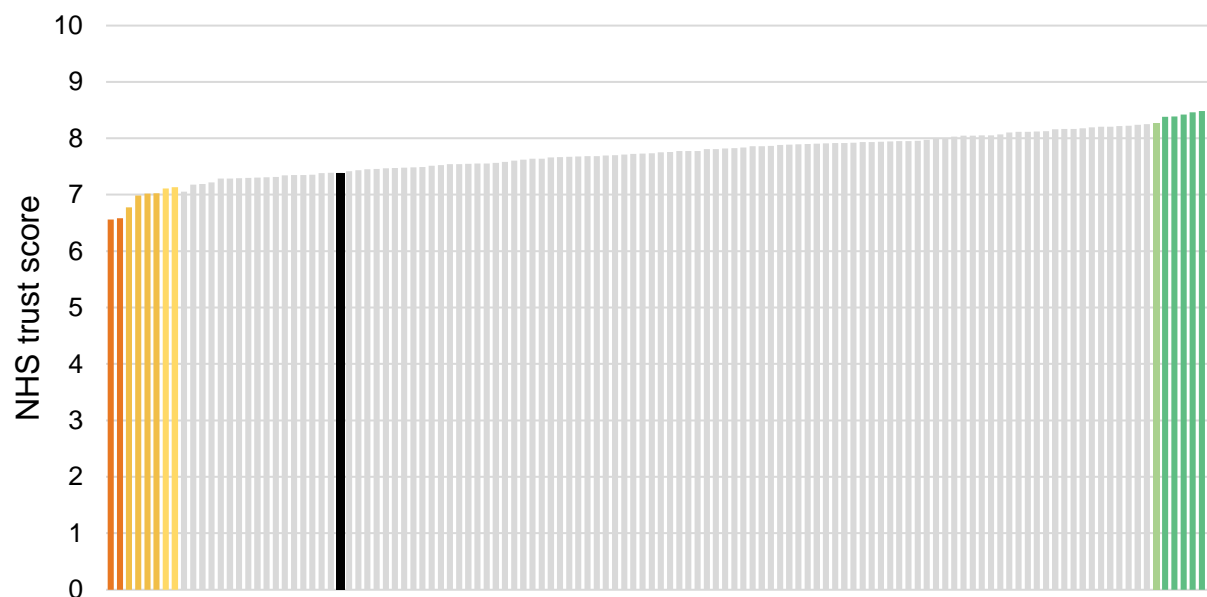
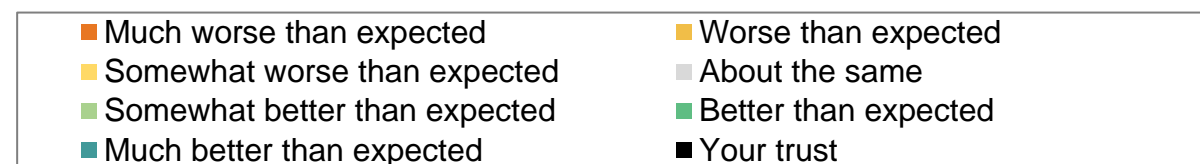
About the same

| Number of respondents | Your trust | National average | Lowest score | Highest score |
|-----------------------|------------|------------------|--------------|---------------|
| 140                   | 6.7        | 6.9              | 5.3          | 8.2           |

## Section 5. Tests

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 = 7.4 About the same**



Each vertical line represents an individual NHS trust

### Comparison with other trusts within your region

#### Trusts with the highest scores

Homerton Healthcare NHS Foundation Trust

8.5

Chelsea and Westminster Hospital NHS Foundation Trust

8.2

Guy's and St Thomas' NHS Foundation Trust

8.2

Whittington Health NHS Trust

8.1

Imperial College Healthcare NHS Trust

8.0

#### Trusts with the lowest scores

Barking, Havering and Redbridge University Hospitals NHS Trust

7.0

North Middlesex University Hospital NHS Trust

7.2

The Hillingdon Hospitals NHS Foundation Trust

7.3

Croydon Health Services NHS Trust

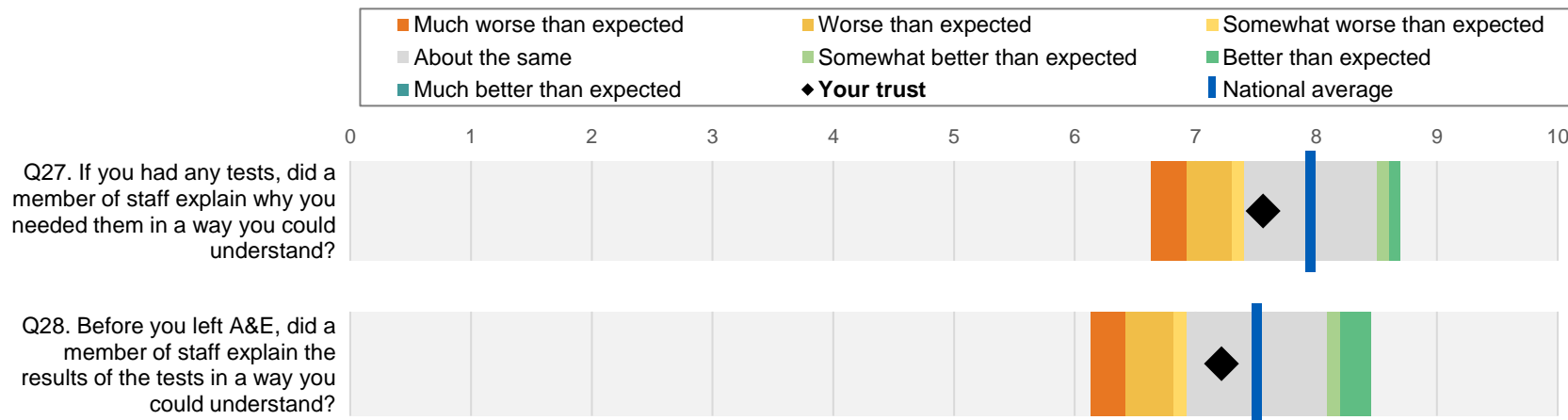
7.3

King's College Hospital NHS Foundation Trust

7.4

## Section 5. Tests (continued)

### Question scores



About the same

About the same

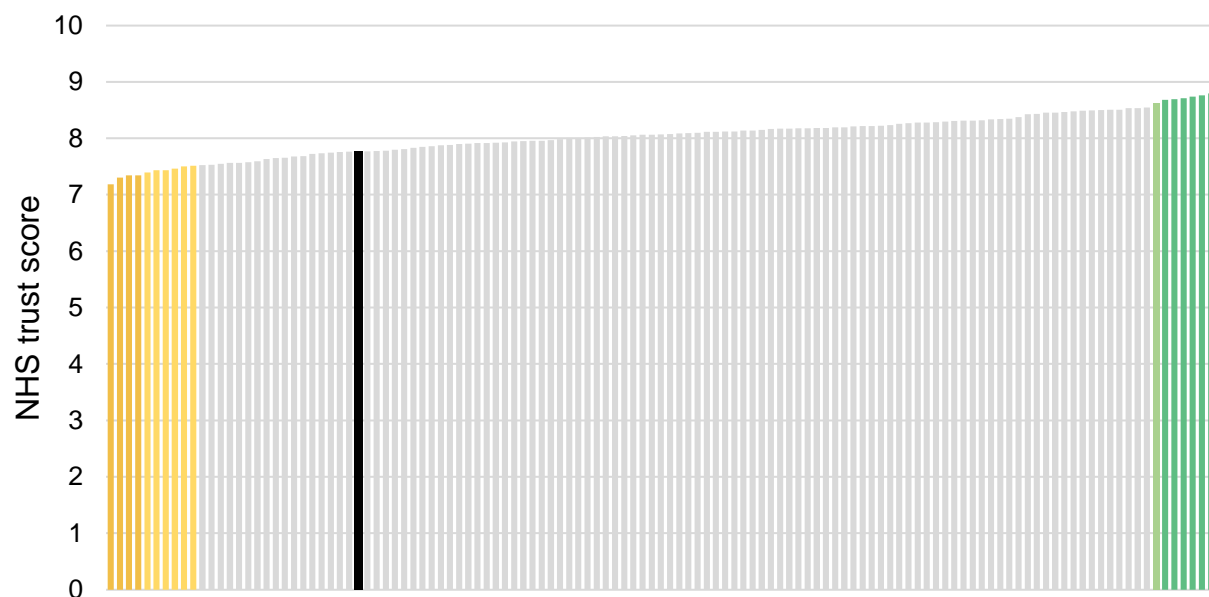
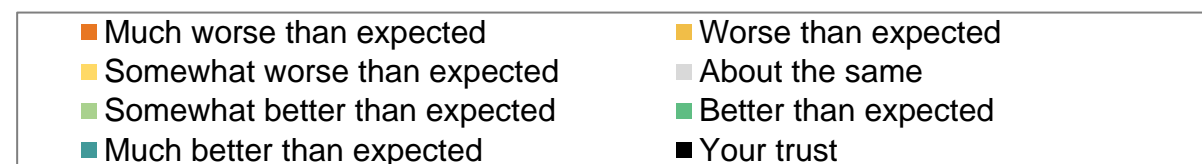
| Number of respondents | Your trust | All trusts in England |              |               |
|-----------------------|------------|-----------------------|--------------|---------------|
|                       |            | National average      | Lowest score | Highest score |
| 209                   | 7.6        | 8.0                   | 6.6          | 8.7           |
| 188                   | 7.2        | 7.5                   | 6.1          | 8.5           |



## Section 6. Environment and facilities

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.

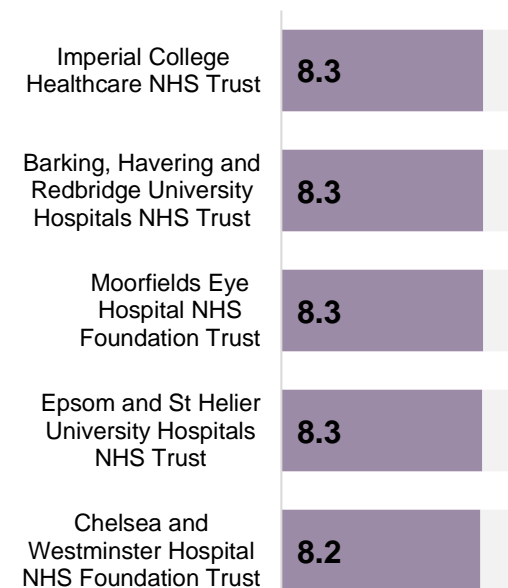
**Your trust section score = 7.8 About the same**



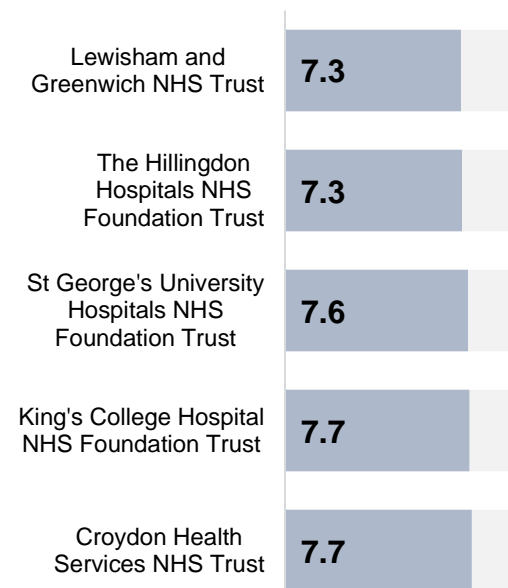
Each vertical line represents an individual NHS trust

### Comparison with other trusts within your region

#### Trusts with the highest scores

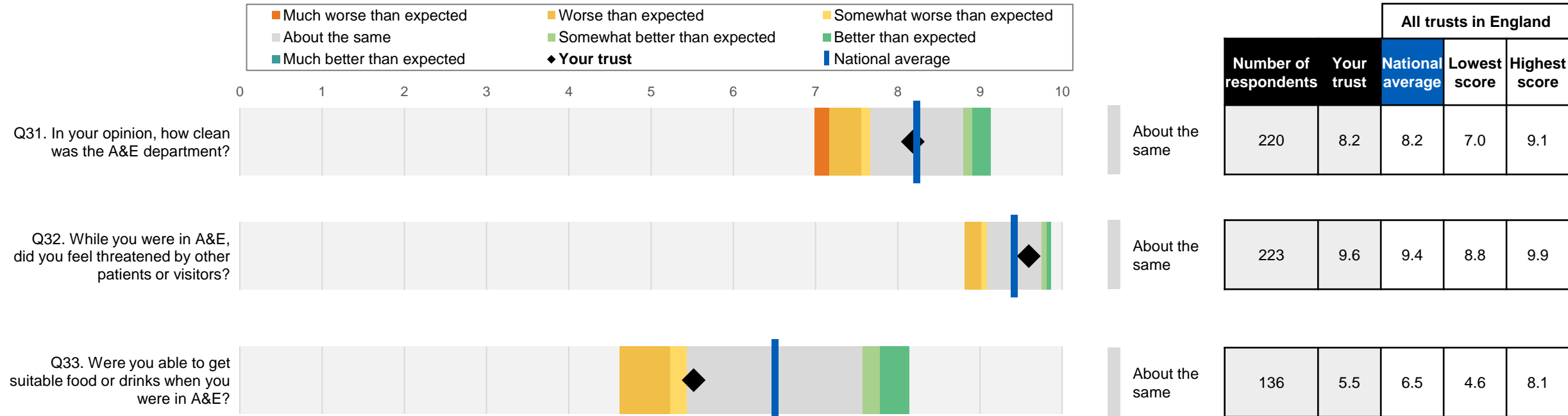


#### Trusts with the lowest scores



## Section 6. Environment and facilities (continued)

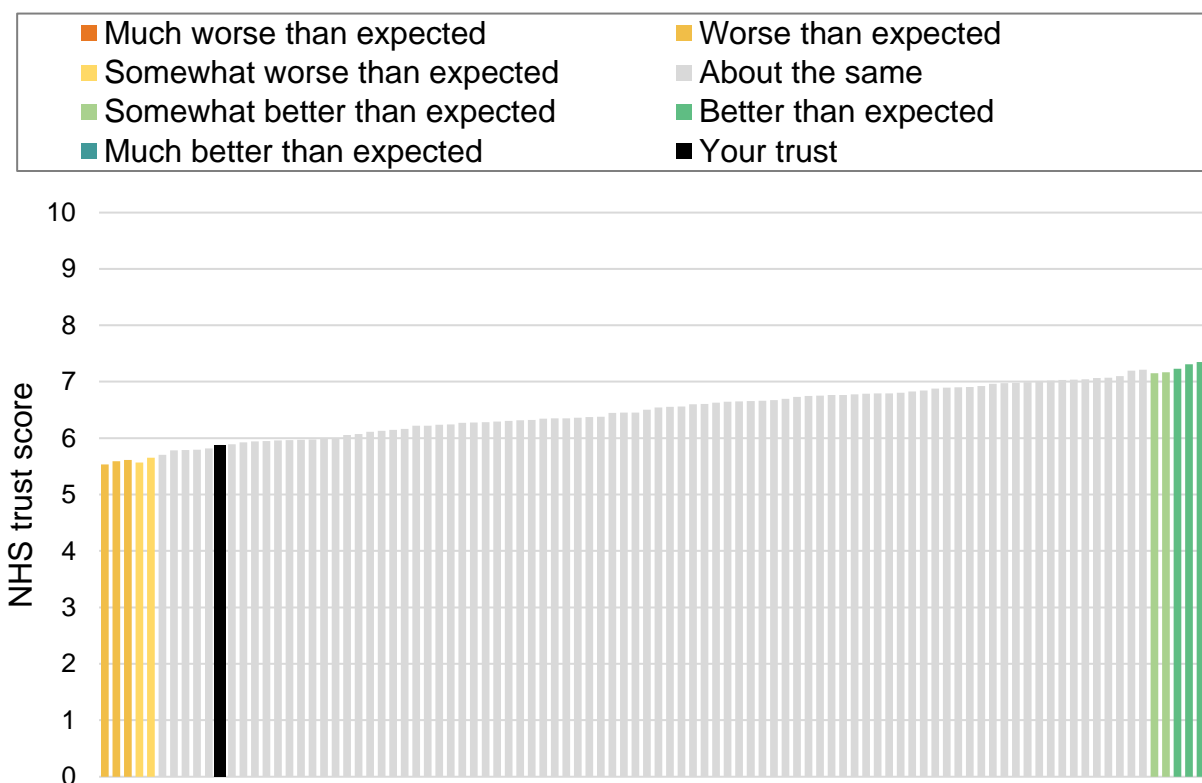
### Question scores



## Section 7. Leaving A&E

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 = 5.9 About the same**



Each vertical line represents an individual NHS trust

### Comparison with other trusts within your region

#### Trusts with the highest scores

Epsom and St Helier  
University Hospitals  
NHS Trust

7.0

Guy's and St Thomas'  
NHS Foundation Trust

6.9

University College  
London Hospitals NHS  
Foundation Trust

6.9

Chelsea and  
Westminster Hospital  
NHS Foundation Trust

6.9

London North West  
University Healthcare  
NHS Trust

6.7

#### Trusts with the lowest scores

Barking, Havering and  
Redbridge University  
Hospitals NHS Trust

5.6

The Hillingdon  
Hospitals NHS  
Foundation Trust

5.8

Kingston Hospital NHS  
Foundation Trust

5.9

Lewisham and  
Greenwich NHS Trust

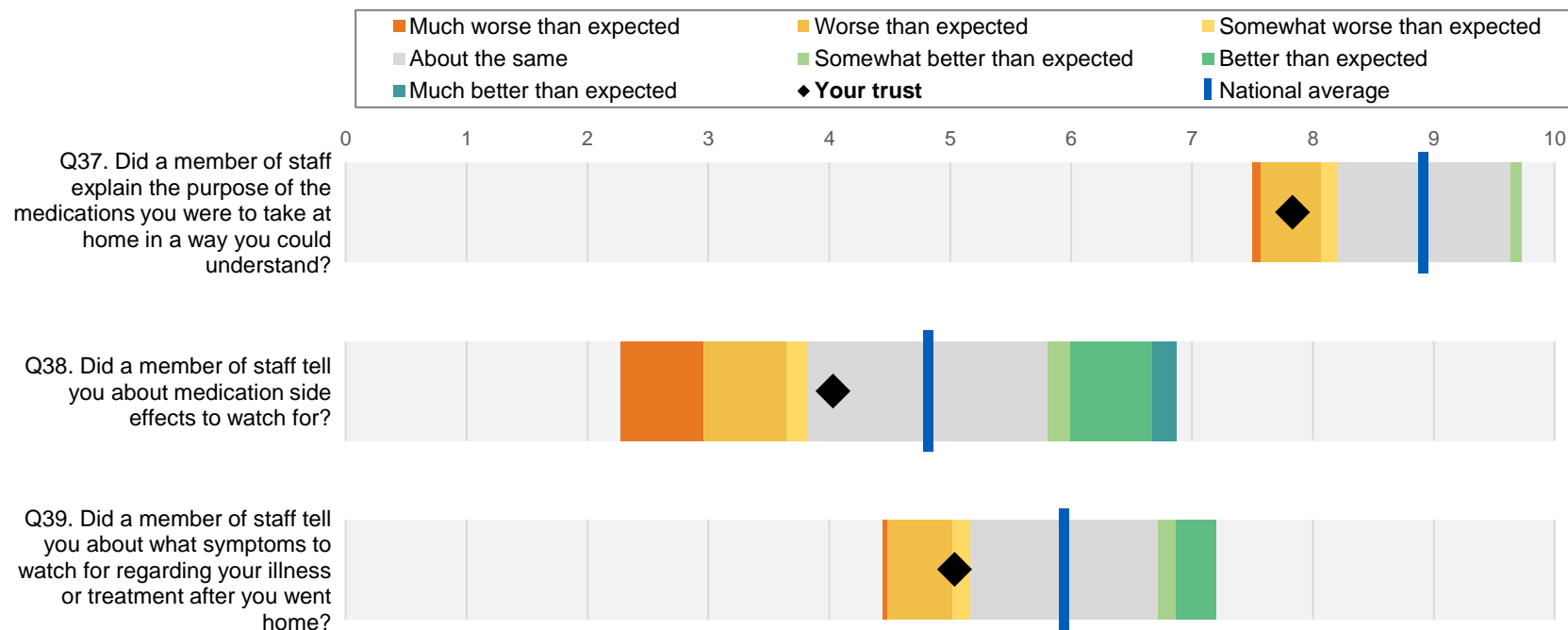
5.9

Homerton Healthcare  
NHS Foundation Trust

6.1

# Section 7. Leaving A&E (continued)

## Question scores



Worse than expected

|                       |            | All trusts in England |              |               |
|-----------------------|------------|-----------------------|--------------|---------------|
| Number of respondents | Your trust | National average      | Lowest score | Highest score |
| 70                    | 7.8        | 8.9                   | 7.5          | 9.7           |

About the same

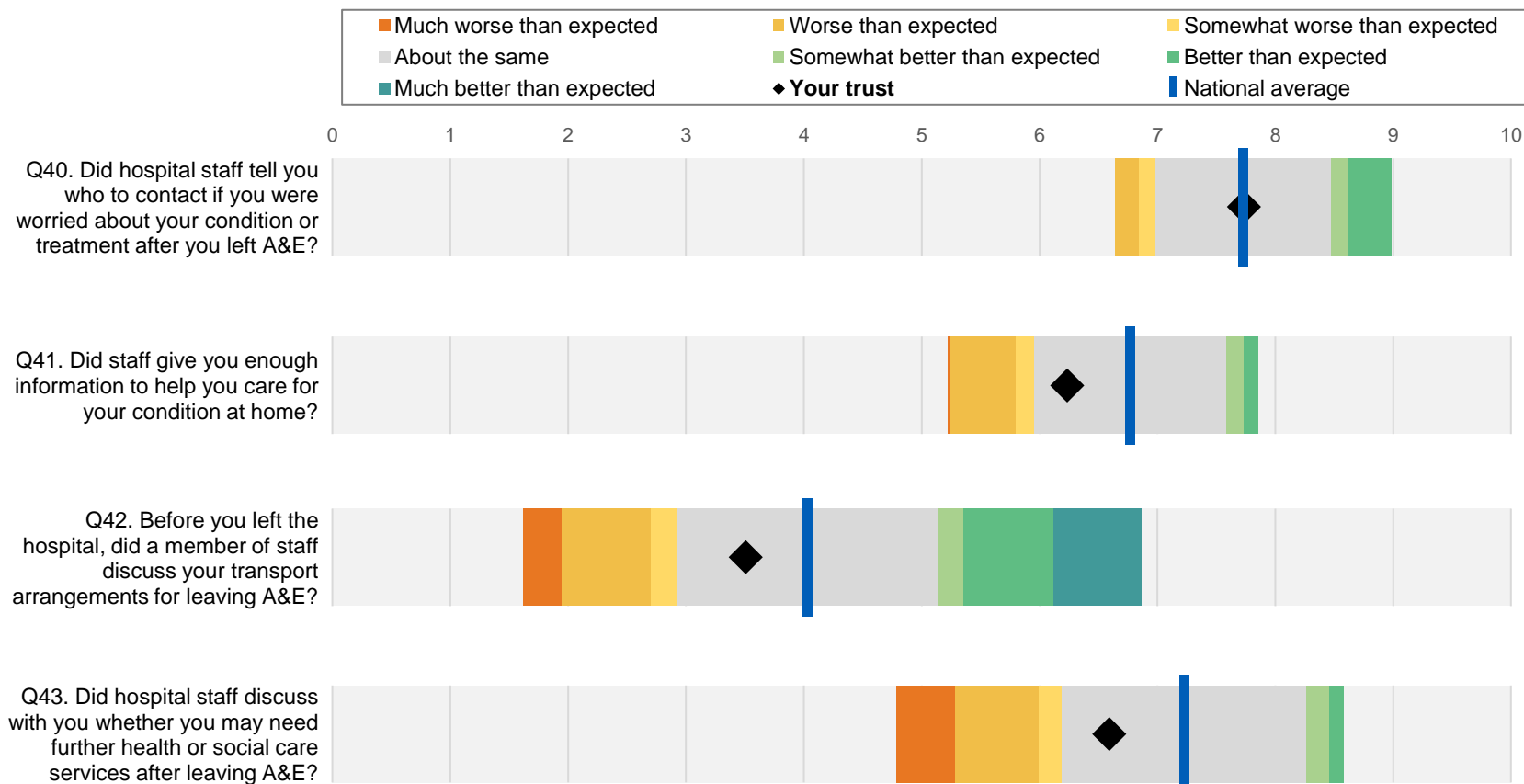
| Number of respondents | Your trust | National average | Lowest score | Highest score |
|-----------------------|------------|------------------|--------------|---------------|
| 58                    | 4.0        | 4.8              | 2.3          | 6.9           |

Somewhat worse than expected

| Number of respondents | Your trust | National average | Lowest score | Highest score |
|-----------------------|------------|------------------|--------------|---------------|
| 122                   | 5.0        | 5.9              | 4.4          | 7.2           |

# Section 7. Leaving A&E (continued)

## Question scores



About the same

About the same

About the same

About the same

|                       |            | All trusts in England |              |               |
|-----------------------|------------|-----------------------|--------------|---------------|
| Number of respondents | Your trust | National average      | Lowest score | Highest score |
| 138                   | 7.7        | 7.7                   | 6.6          | 9.0           |

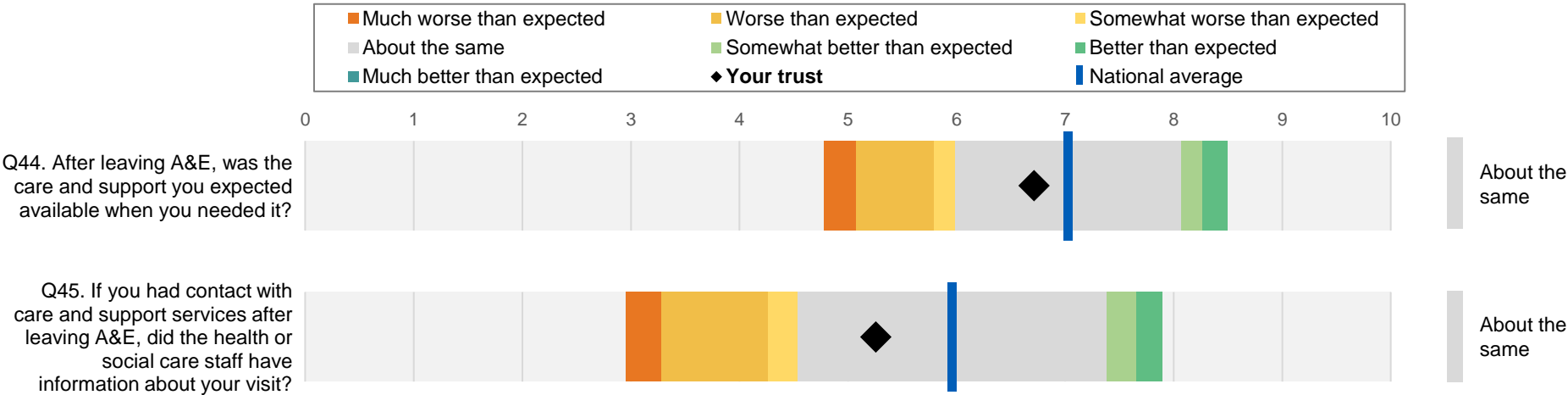
|     |     |     |     |     |
|-----|-----|-----|-----|-----|
| 120 | 6.2 | 6.8 | 5.2 | 7.9 |
|-----|-----|-----|-----|-----|

|    |     |     |     |     |
|----|-----|-----|-----|-----|
| 74 | 3.5 | 4.0 | 1.6 | 6.9 |
|----|-----|-----|-----|-----|

|    |     |     |     |     |
|----|-----|-----|-----|-----|
| 68 | 6.6 | 7.2 | 4.8 | 8.6 |
|----|-----|-----|-----|-----|

# Section 7. Leaving A&E (continued)

## Question scores



|                       |            | All trusts in England |              |               |
|-----------------------|------------|-----------------------|--------------|---------------|
| Number of respondents | Your trust | National average      | Lowest score | Highest score |
| 71                    | 6.7        | 7.0                   | 4.8          | 8.5           |

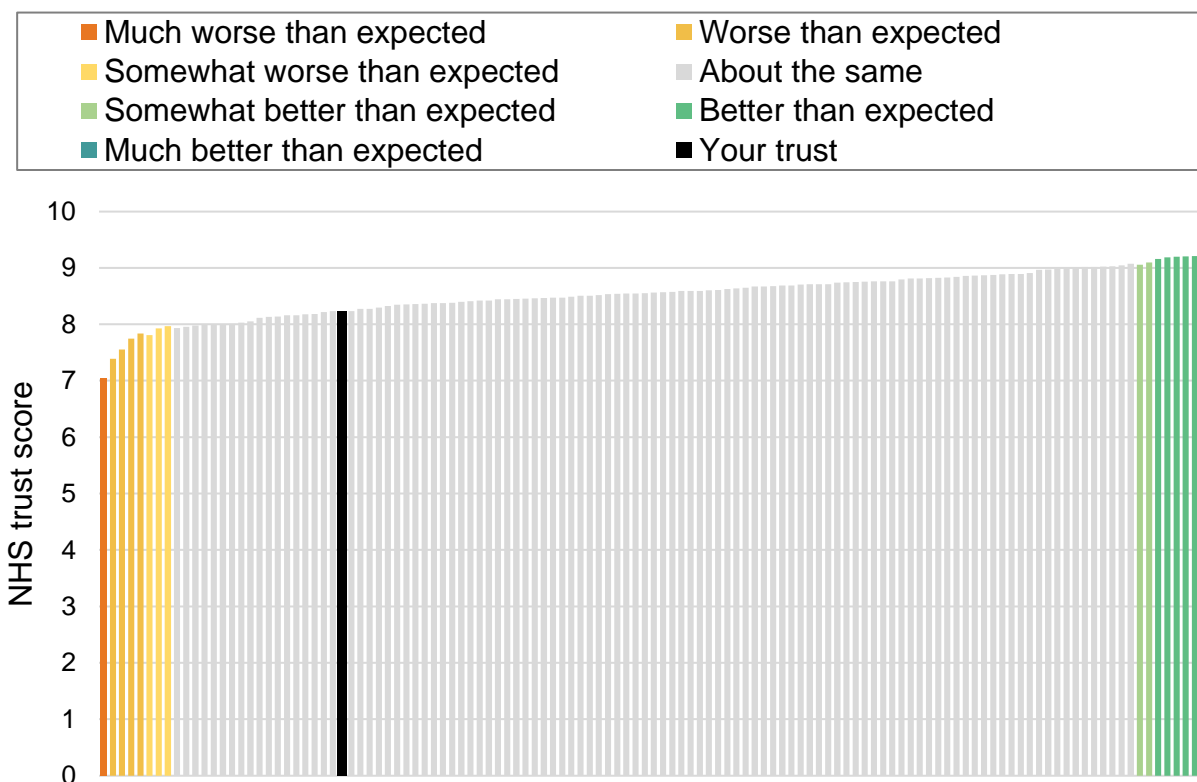
|    |     |     |     |     |
|----|-----|-----|-----|-----|
| 43 | 5.3 | 6.0 | 3.0 | 7.9 |
|----|-----|-----|-----|-----|



## Section 8. Respect and dignity

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**



Each vertical line represents an individual NHS trust

### Comparison with other trusts within your region

#### Trusts with the highest scores

Guy's and St Thomas' NHS Foundation Trust

9.3

Moorfields Eye Hospital NHS Foundation Trust

9.2

Whittington Health NHS Trust

9.1

University College London Hospitals NHS Foundation Trust

9.1

Chelsea and Westminster Hospital NHS Foundation Trust

9.0

#### Trusts with the lowest scores

Barking, Havering and Redbridge University Hospitals NHS Trust

7.6

The Hillingdon Hospitals NHS Foundation Trust

8.0

Kingston Hospital NHS Foundation Trust

8.2

King's College Hospital NHS Foundation Trust

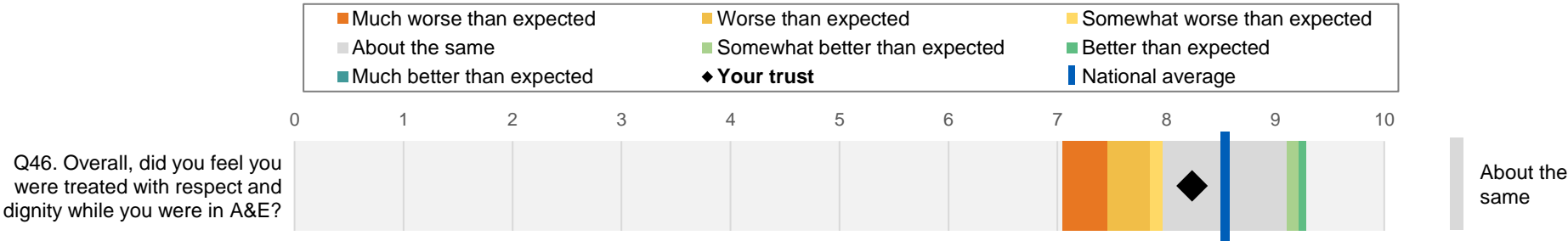
8.3

Lewisham and Greenwich NHS Trust

8.4

# Section 8. Respect and dignity (continued)

## Question scores

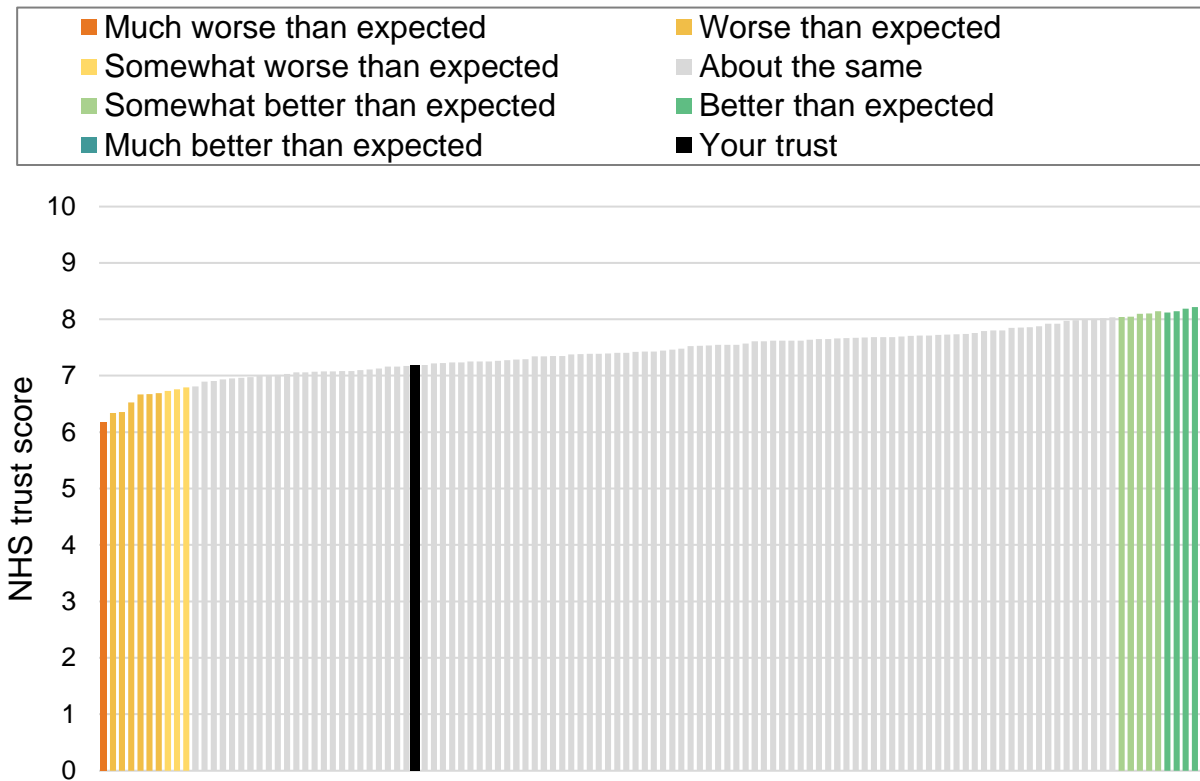


|                       |            | All trusts in England |              |               |
|-----------------------|------------|-----------------------|--------------|---------------|
| Number of respondents | Your trust | National average      | Lowest score | Highest score |
| 218                   | 8.2        | 8.5                   | 7.0          | 9.3           |

## Section 9. Experience overall

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 = 7.2 About the same**



Each vertical line represents an individual NHS trust

### Comparison with other trusts within your region

#### Trusts with the highest scores

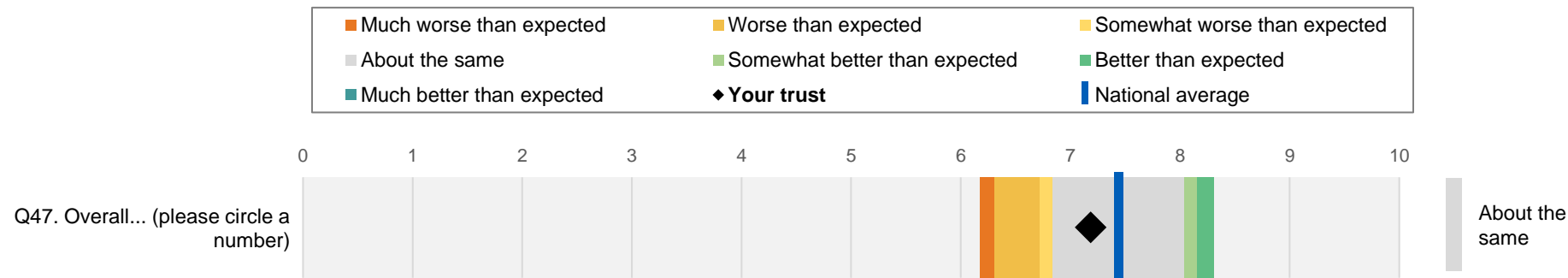
|  |     |
|--|-----|
| Moorfields Eye Hospital NHS Foundation Trust             | 8.3 |
| Guy's and St Thomas' NHS Foundation Trust                | 8.2 |
| University College London Hospitals NHS Foundation Trust | 8.0 |
| Homerton Healthcare NHS Foundation Trust                 | 8.0 |
| Imperial College Healthcare NHS Trust                    | 7.9 |

#### Trusts with the lowest scores

|  |     |
|--|-----|
| Barking, Havering and Redbridge University Hospitals NHS Trust | 6.7 |
| The Hillingdon Hospitals NHS Foundation Trust                  | 7.0 |
| Lewisham and Greenwich NHS Trust                               | 7.1 |
| Kingston Hospital NHS Foundation Trust                         | 7.2 |
| Croydon Health Services NHS Trust                              | 7.2 |

# Section 9. Experience overall (continued)

## Question scores



Please note, Q29 and Q35 have been suppressed as there are fewer than 30 respondents.

# Trust and site-level 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

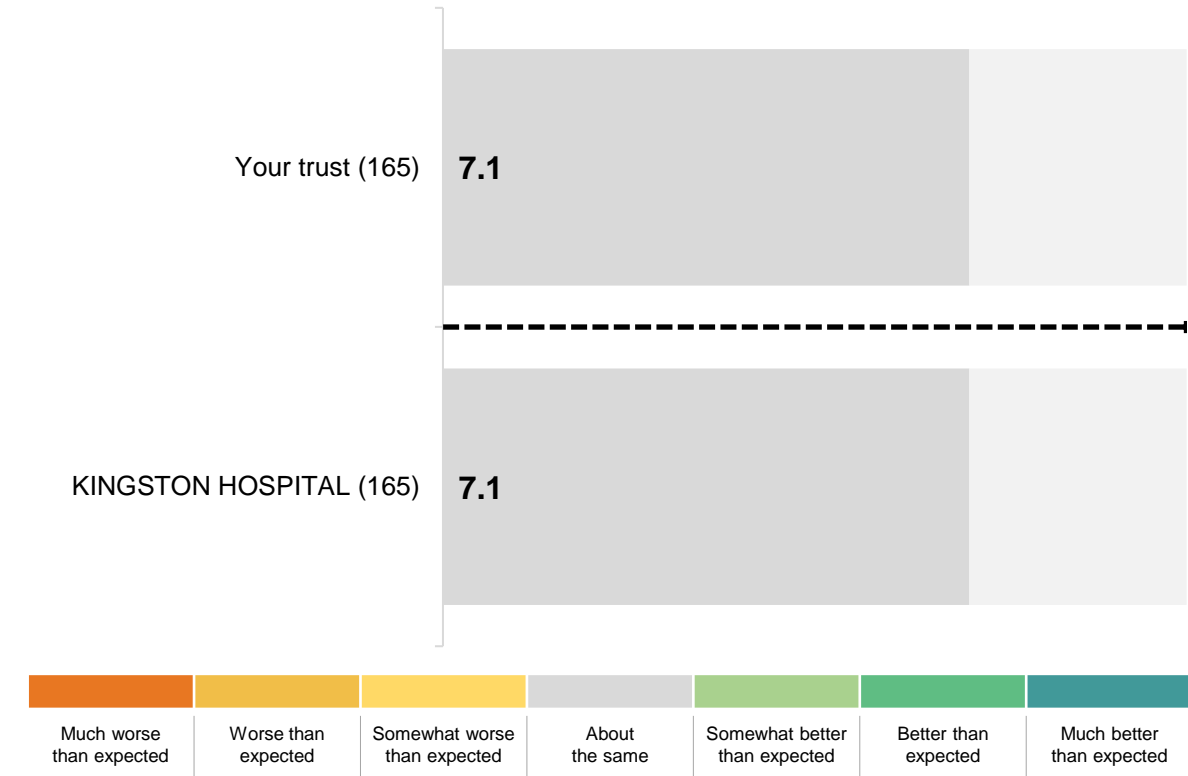


Section 1. Arrival at A&E

Q6. Were you given enough privacy when discussing your condition with the receptionist?

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.



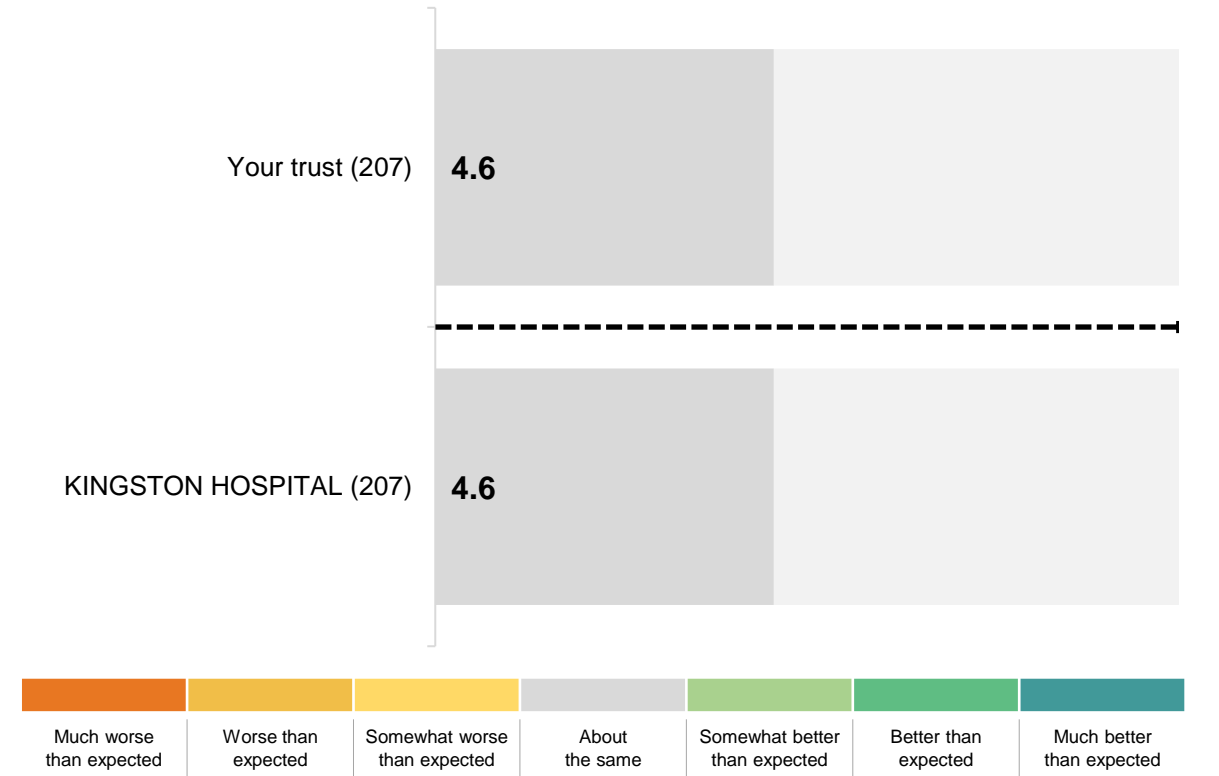
Please note: the number of respondents is shown in brackets next to the site name

Section 2. Waiting

Q7. How long did you wait before you first spoke to a nurse or doctor?

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.



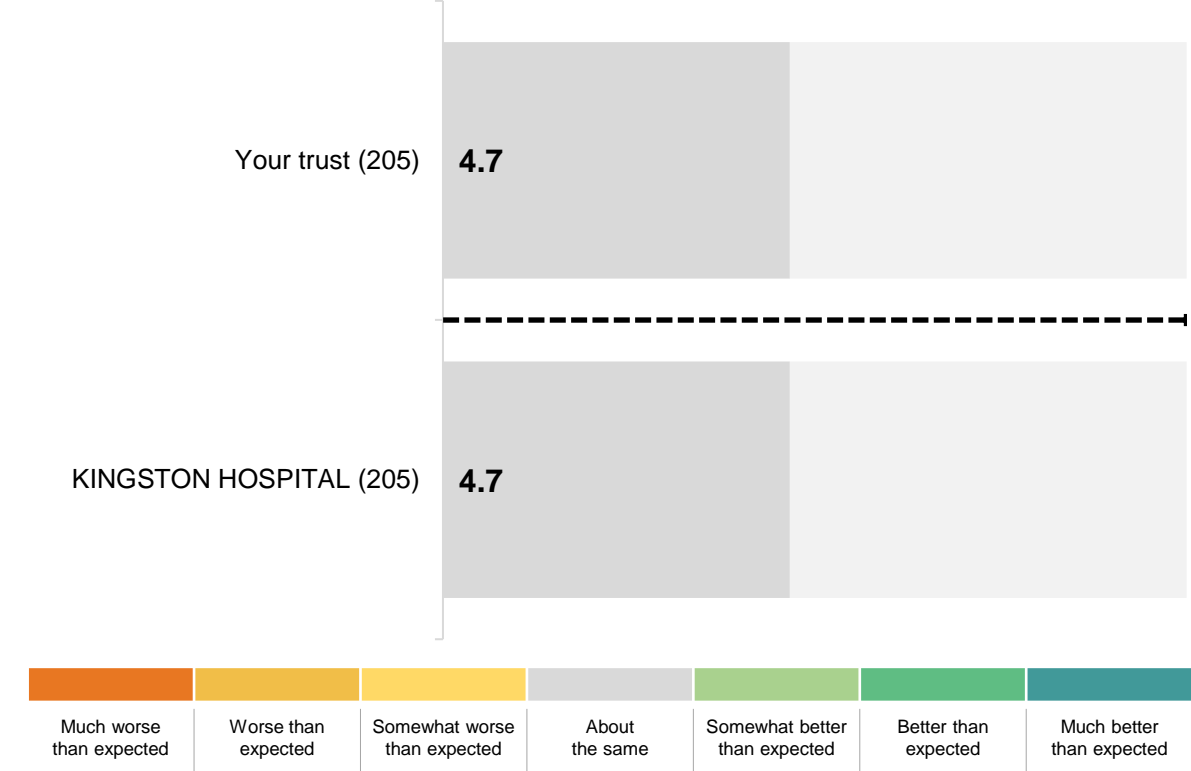
Please note: the number of respondents is shown in brackets next to the site name

Section 2. Waiting

Q8. Sometimes, people will first talk to a doctor or nurse and be examined later. From the time you arrived, how long did you wait before being examined by a doctor or nurse?

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.



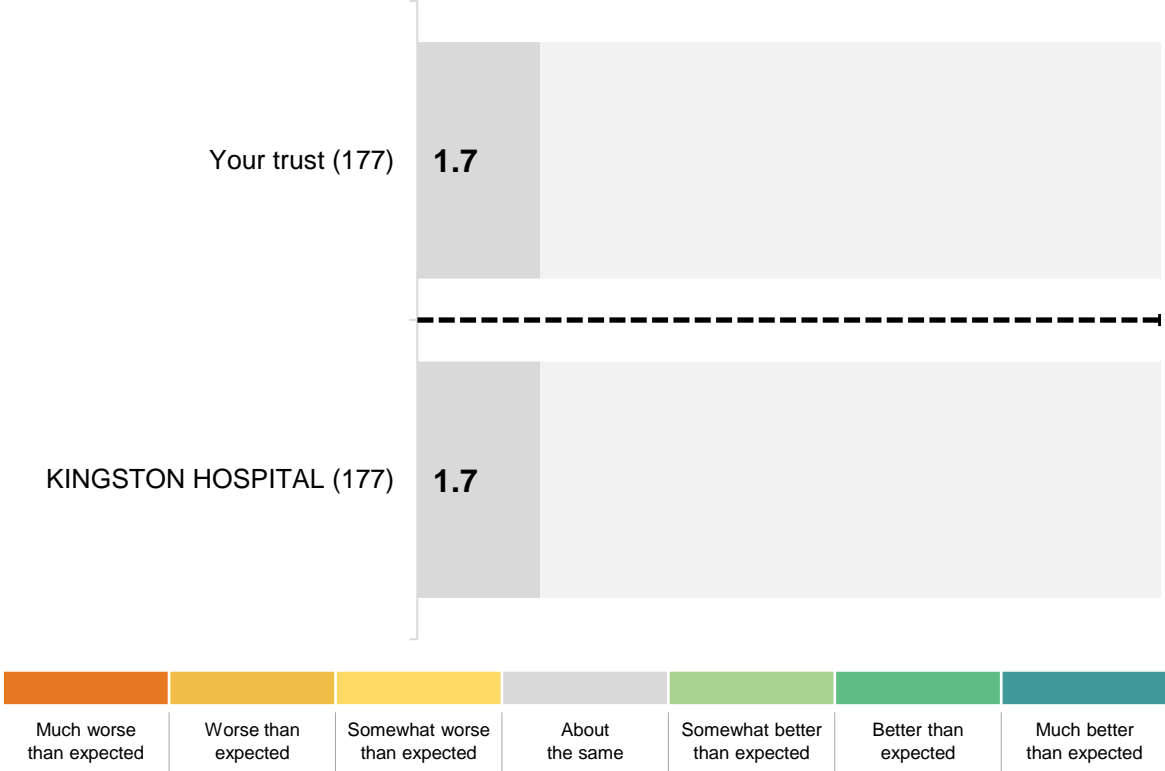
Please note: the number of respondents is shown in brackets next to the site name

Section 2. Waiting

Q9. Were you informed how long you would have to wait to be examined?

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.



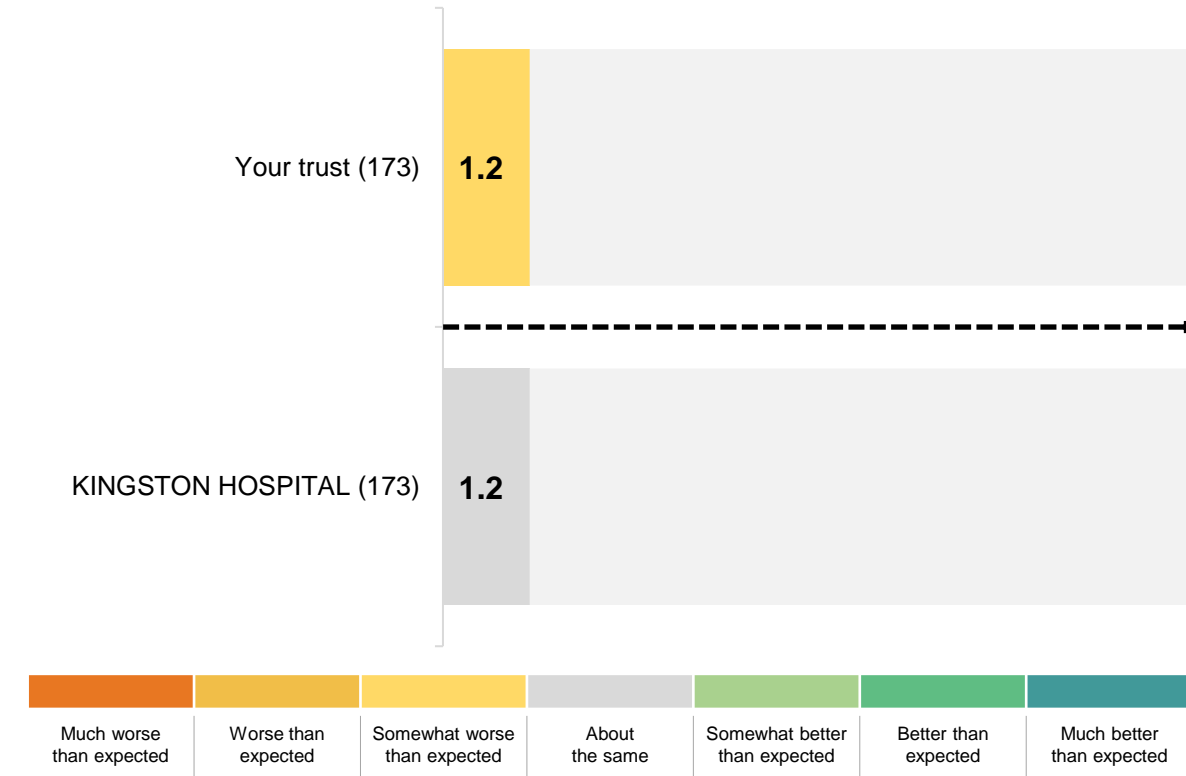
Please note: the number of respondents is shown in brackets next to the site name

Section 2. Waiting

Q10. Were you kept updated on how long your wait would be?

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.



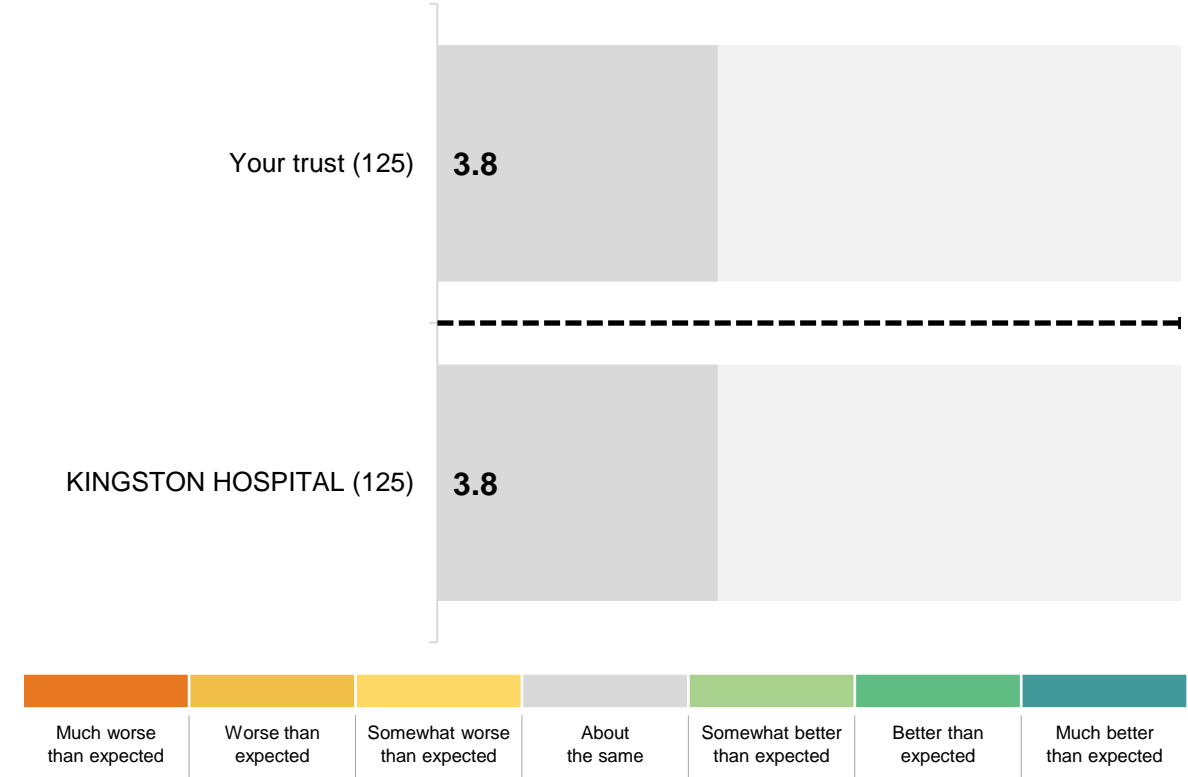
Please note: the number of respondents is shown in brackets next to the site name

Section 2. Waiting

Q11. While you were waiting, were you able to get help with your condition or symptoms from a 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.



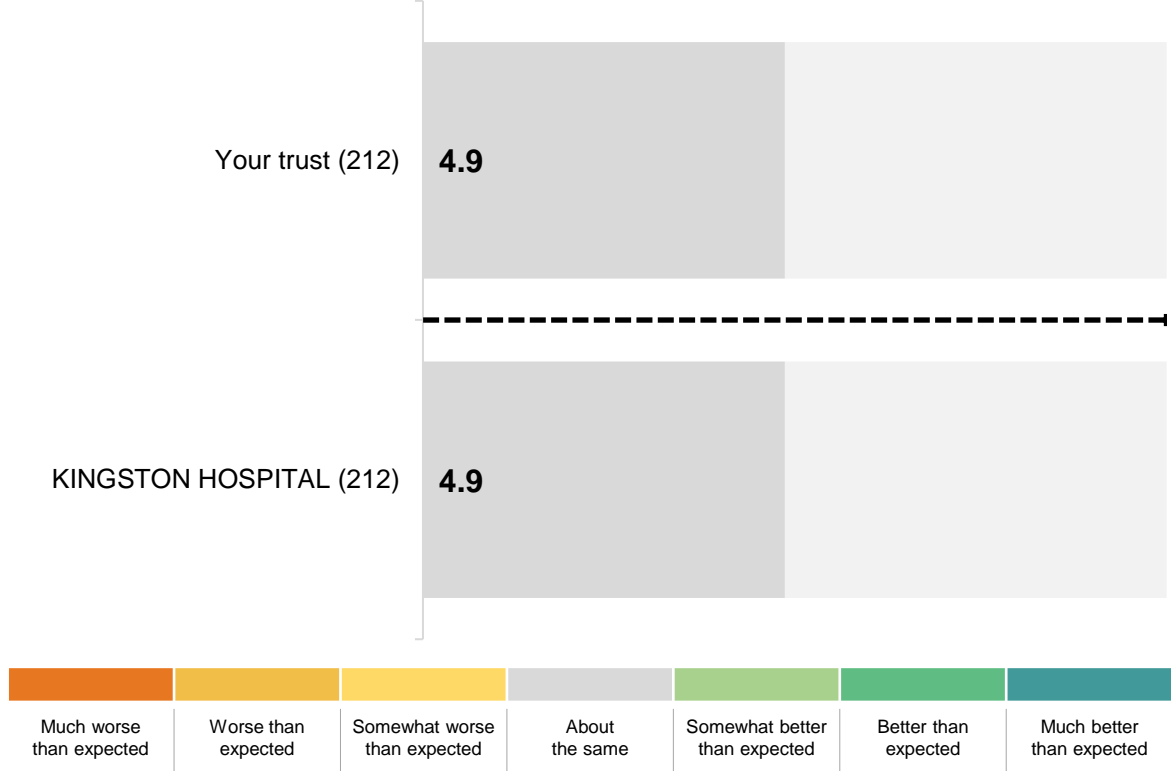
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. Waiting

Q12. Overall, how long did your visit to A&E last?

### 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.



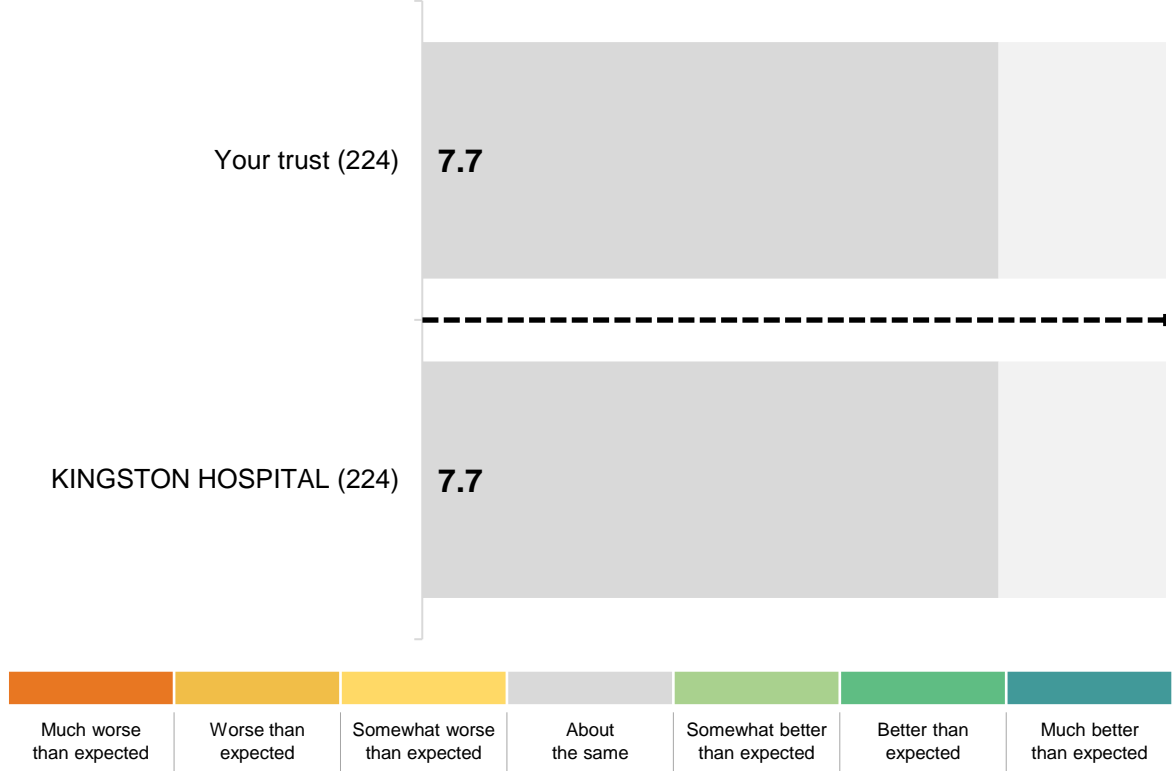
Please note: the number of respondents is shown in brackets next to the site name

## Section 3. Doctors and nurses

Q13. Did you have enough time to discuss your condition with the doctor or nurse?

### 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.



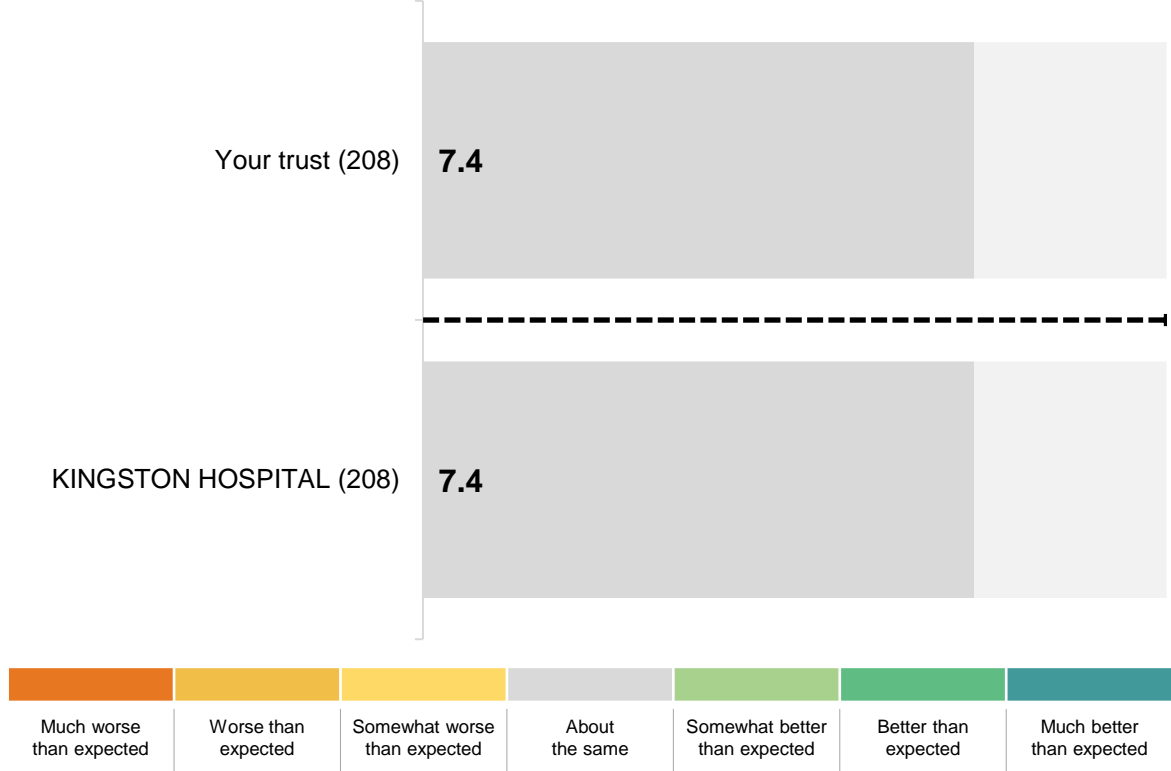
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Doctors and nurses

Q14. While you were in A&E, did a doctor or nurse explain your condition and treatment in a way 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.



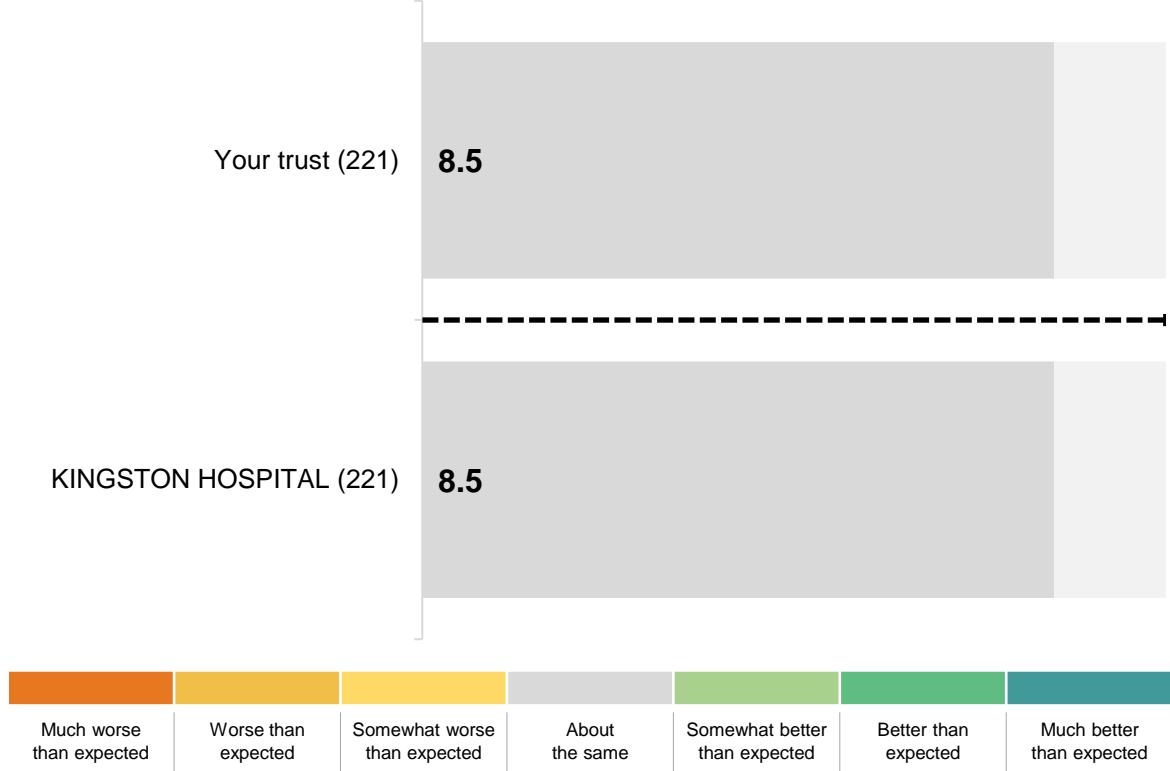
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Doctors and nurses

Q15. Did the doctors and nurses listen to what you had to say?

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.



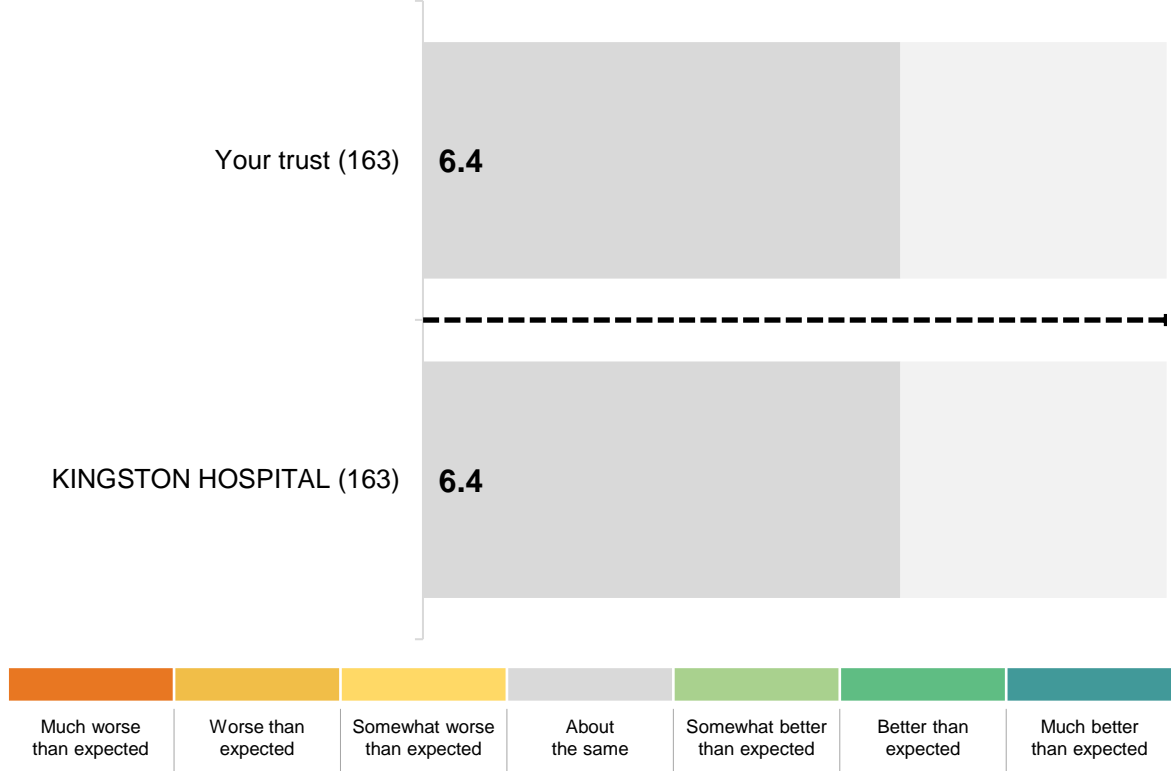
Please note: the number of respondents is shown in brackets next to the site name

### Section 3. Doctors and nurses

Q16. If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with 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.



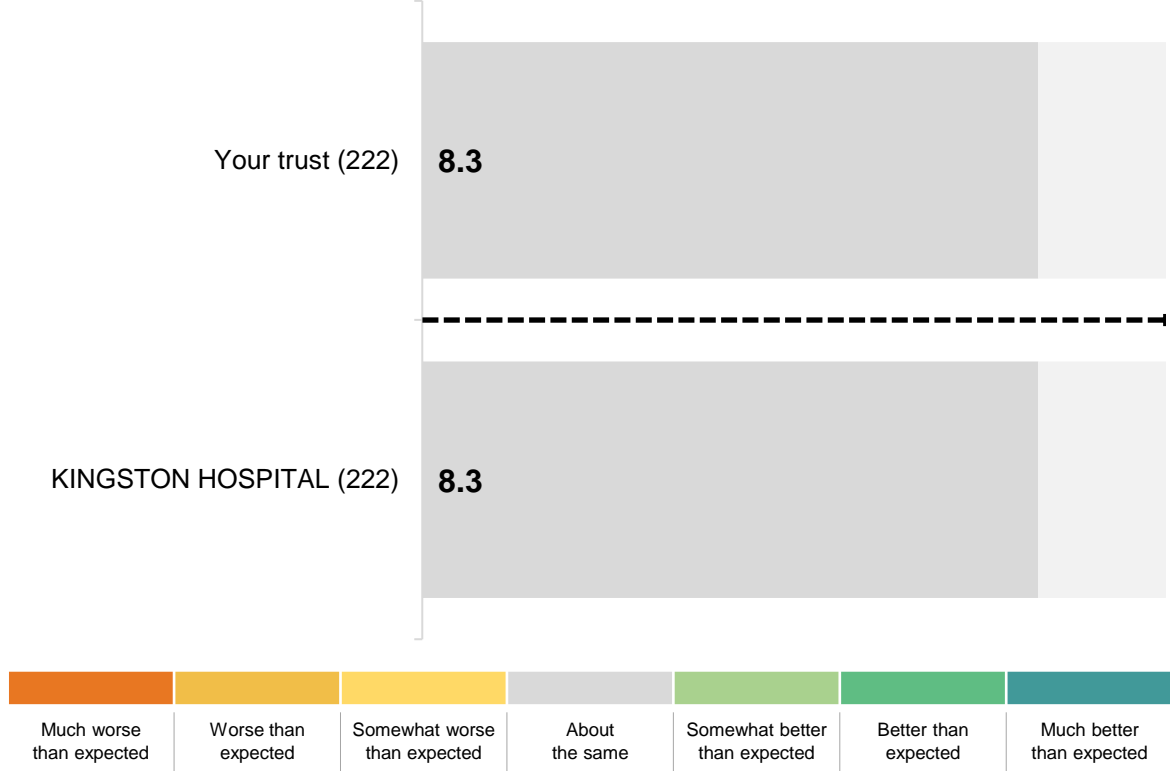
Please note: the number of respondents is shown in brackets next to the site name

### Section 3. Doctors and nurses

Q17. Did you have confidence and trust in the doctors and nurses examining and 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

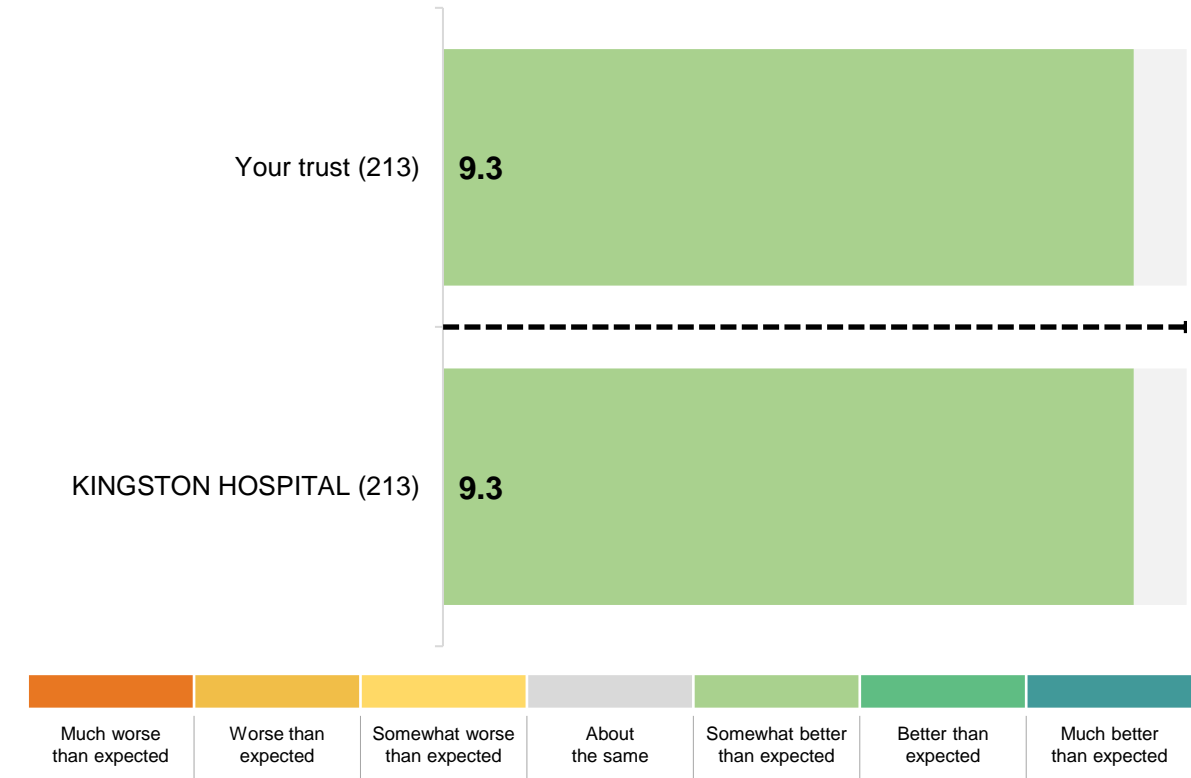


Section 3. Doctors and nurses

Q18. Did doctors or nurses talk to each other about you as if you weren’t there?

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.



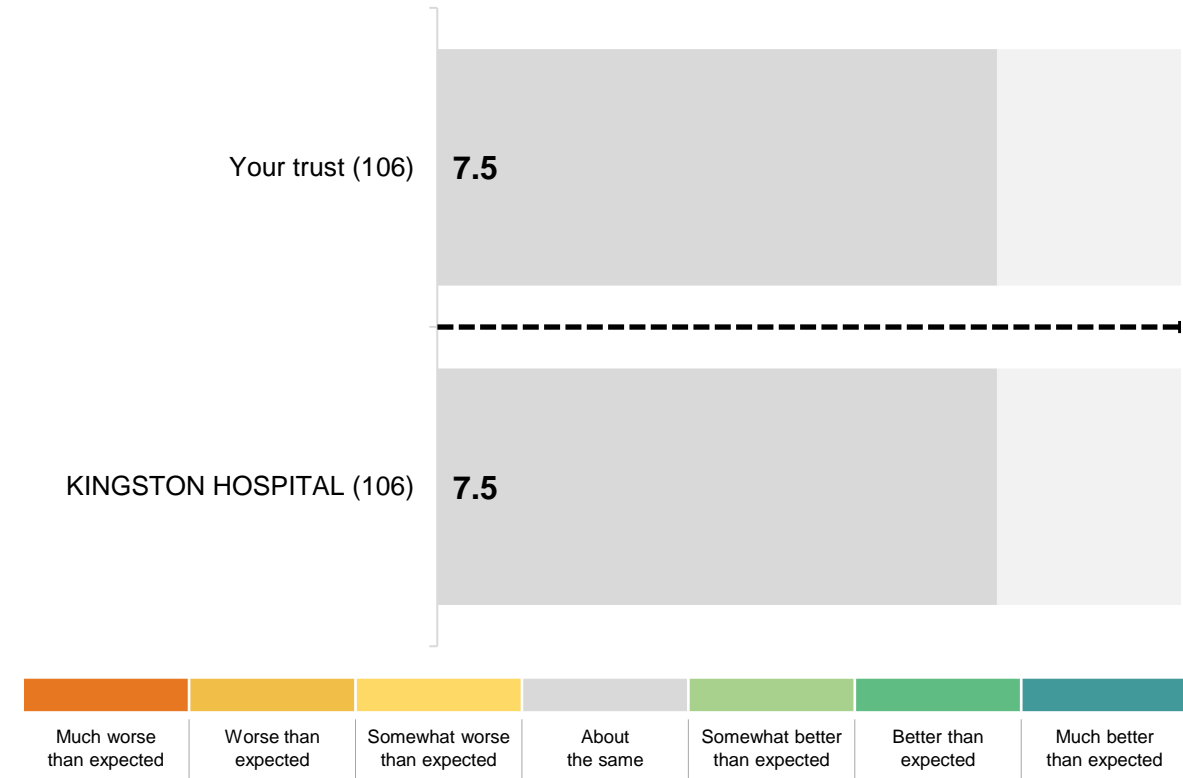
Please note: the number of respondents is shown in brackets next to the site name

Section 3. Doctors and nurses

Q20. If a family member, friend or carer wanted to talk to a health professional, did they have enough opportunity to do so?

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.



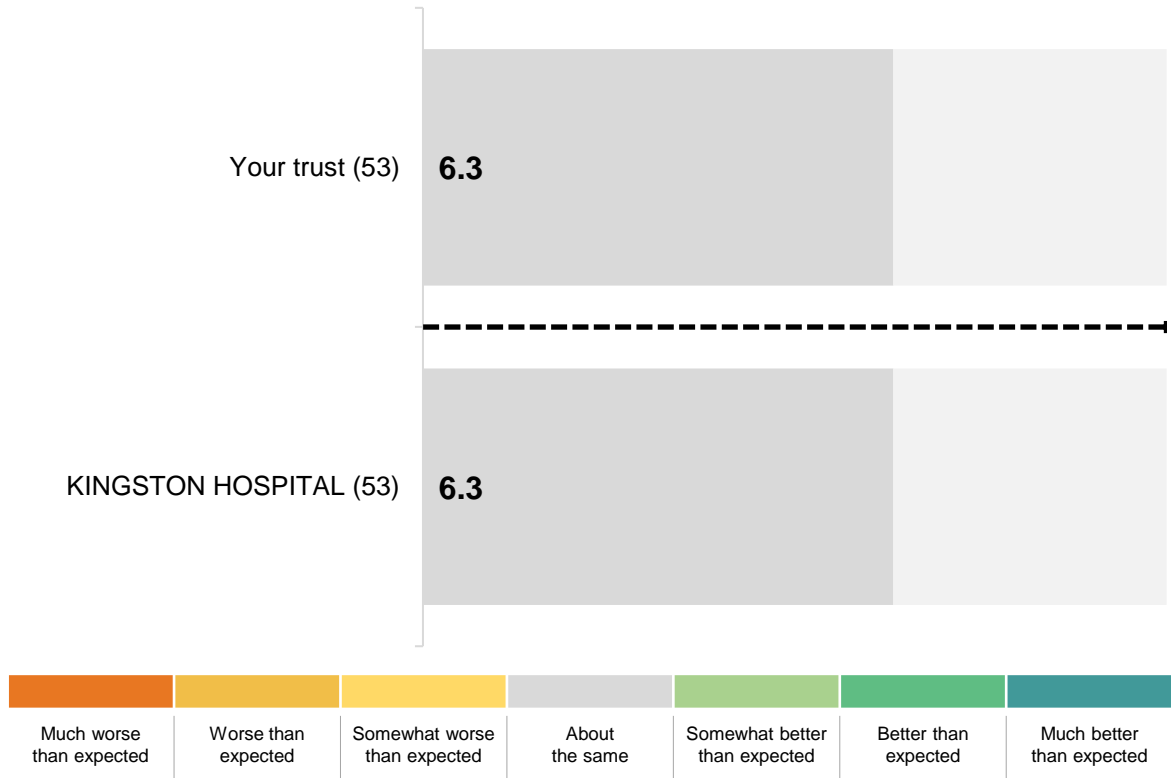
Please note: the number of respondents is shown in brackets next to the site name

Section 4. Care and treatment

Q21. While you were in A&E, did staff help you with your communication needs?

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.



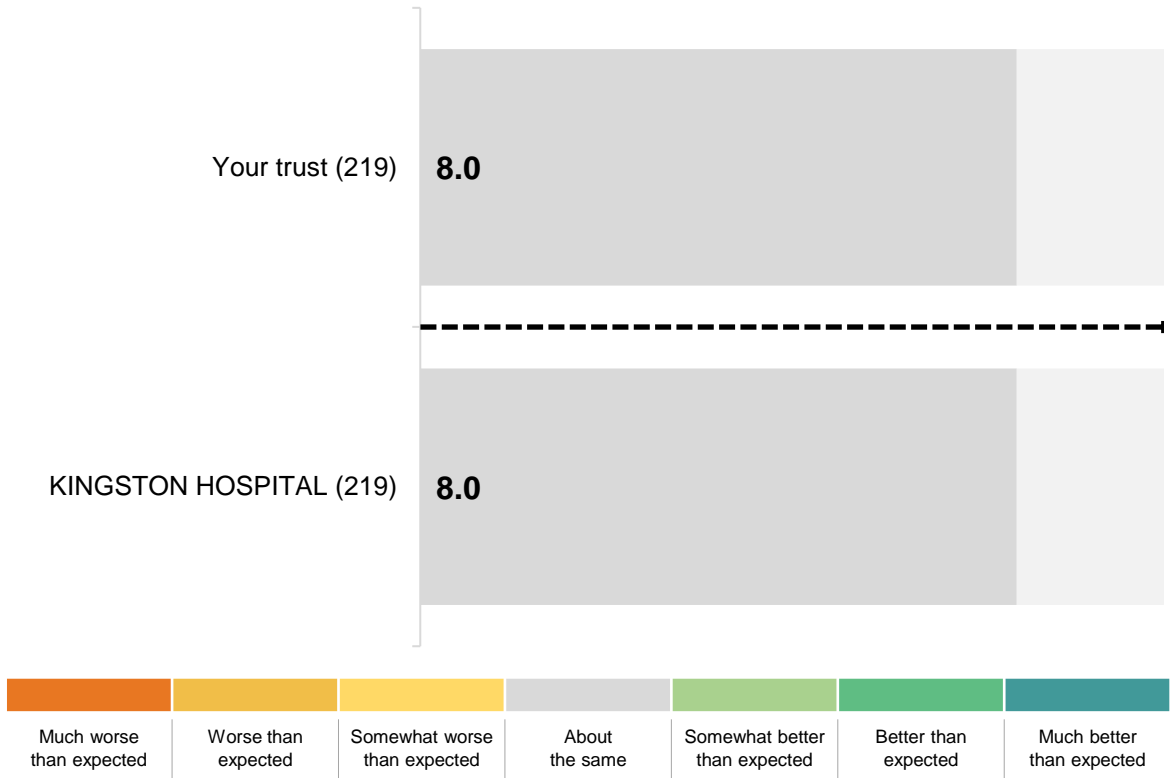
Please note: the number of respondents is shown in brackets next to the site name

Section 4. Care and treatment

Q22. While you were in A&E, 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.



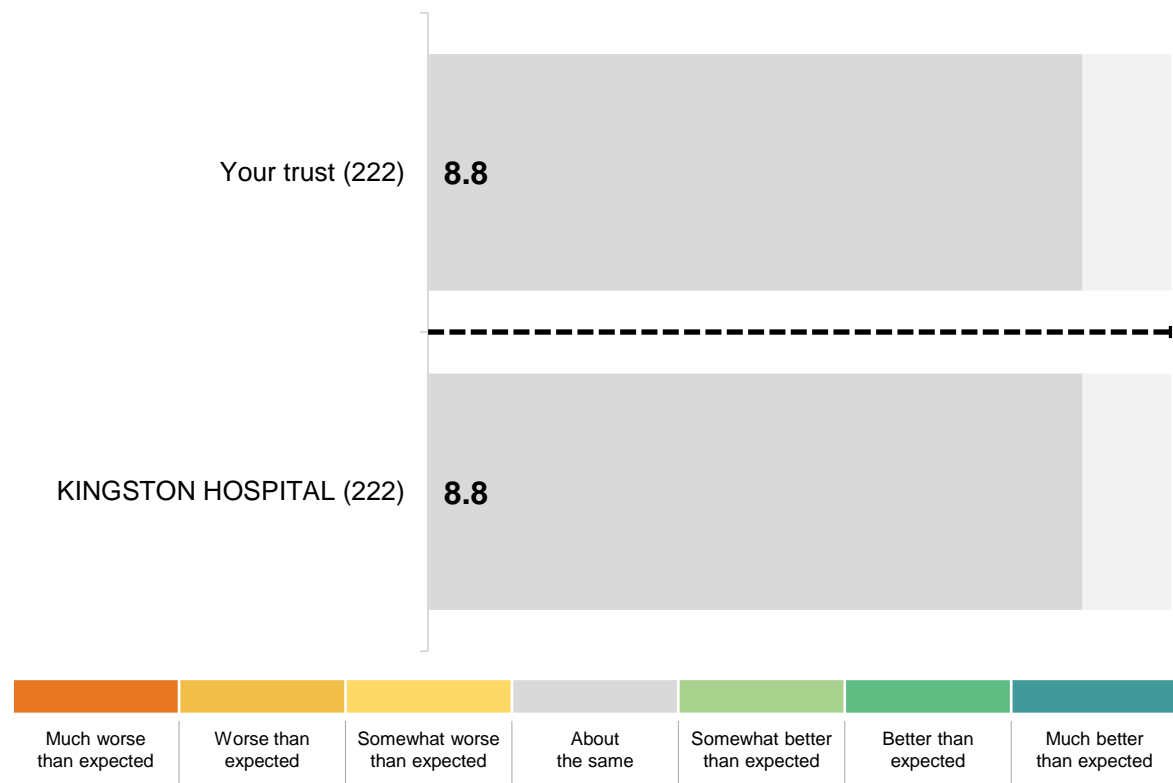
Please note: the number of respondents is shown in brackets next to the site name

## Section 4. Care and treatment

Q23. 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.



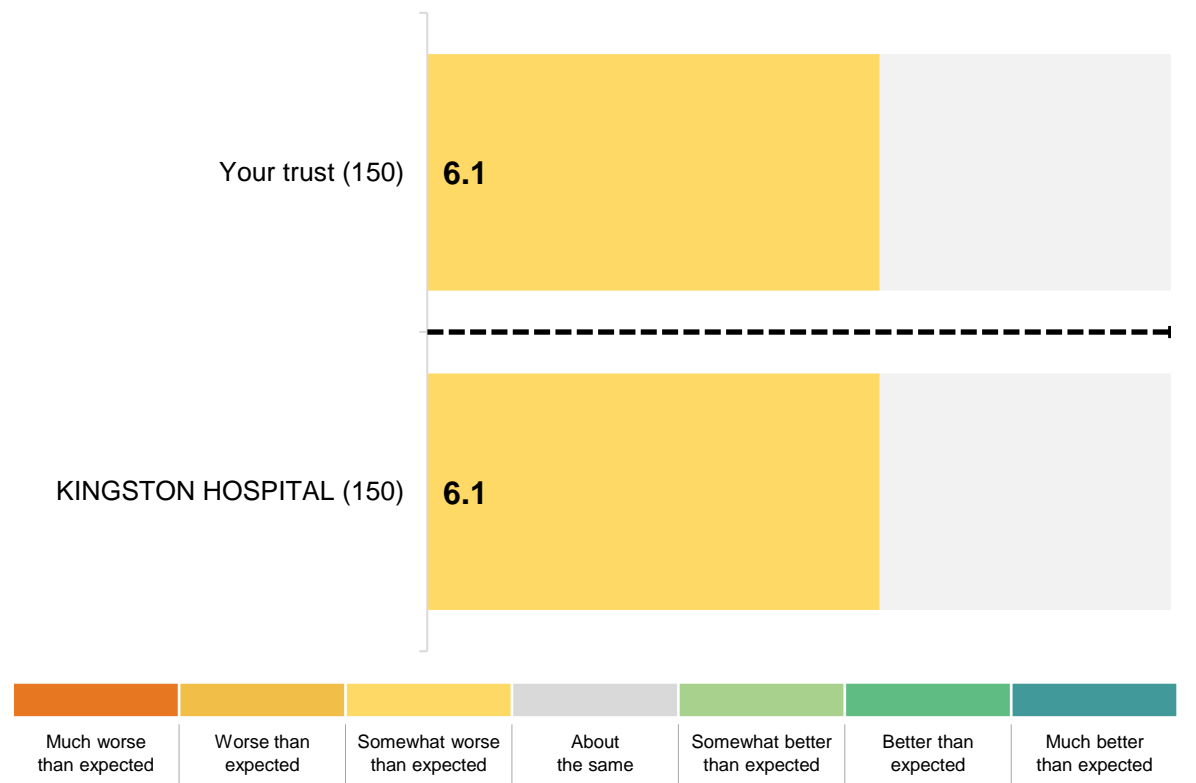
Please note: the number of respondents is shown in brackets next to the site name

## Section 4. Care and treatment

Q24. If you needed attention, were you able to get a member of medical or nursing staff to help 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.



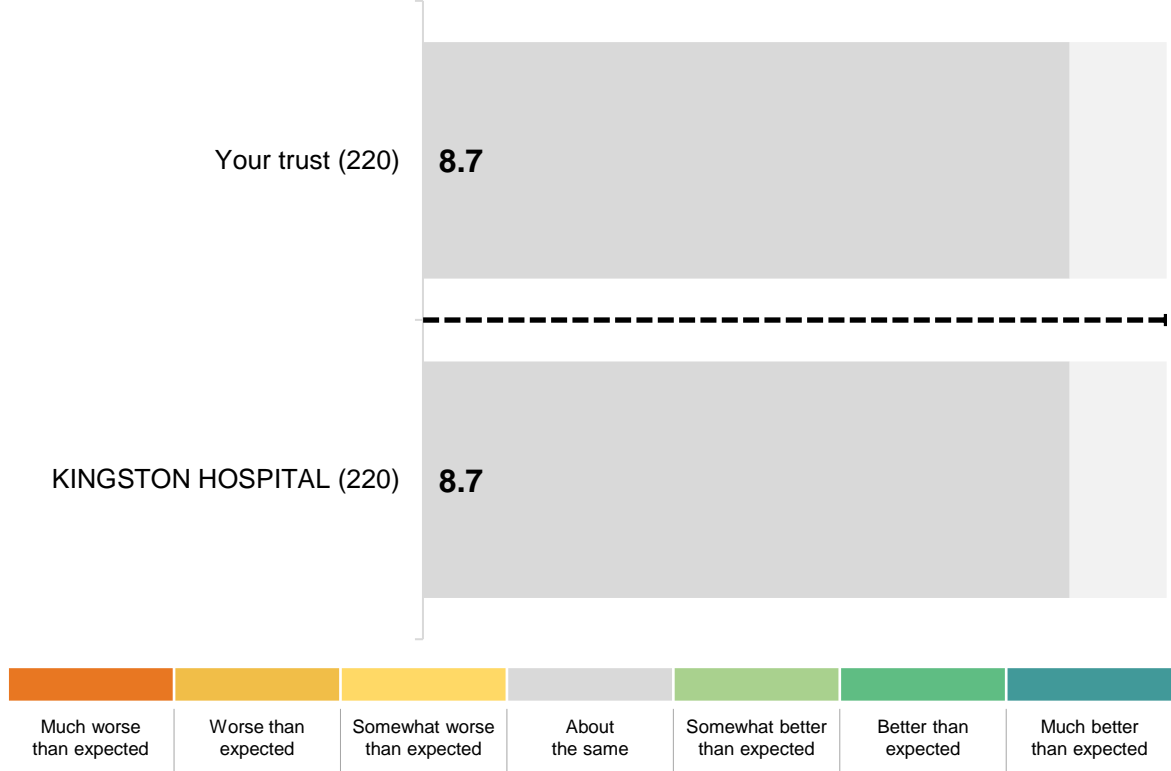
Please note: the number of respondents is shown in brackets next to the site name

## Section 4. Care and treatment

Q25. Sometimes, a member of staff will say one thing and another will say something quite different. Did this happen 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.



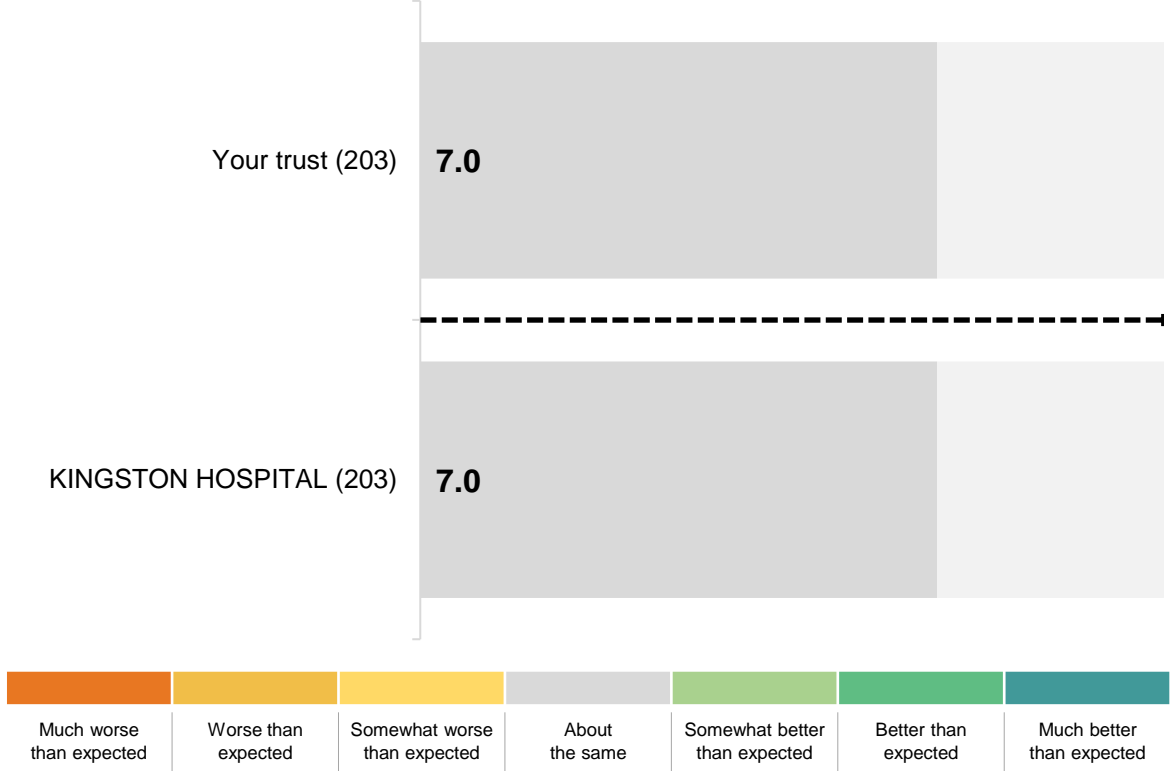
Please note: the number of respondents is shown in brackets next to the site name

## Section 4. Care and treatment

Q26. Were you involved as much as you wanted to be 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.



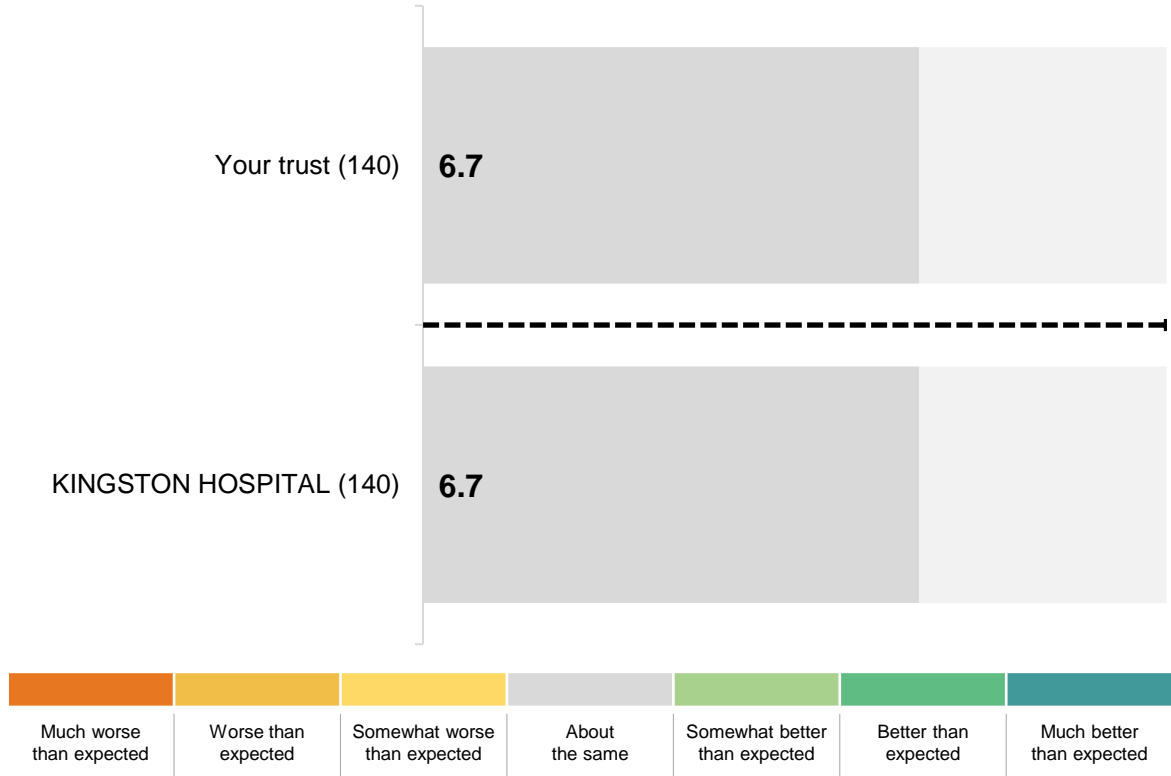
Please note: the number of respondents is shown in brackets next to the site name

Section 4. Care and treatment

Q30. 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.



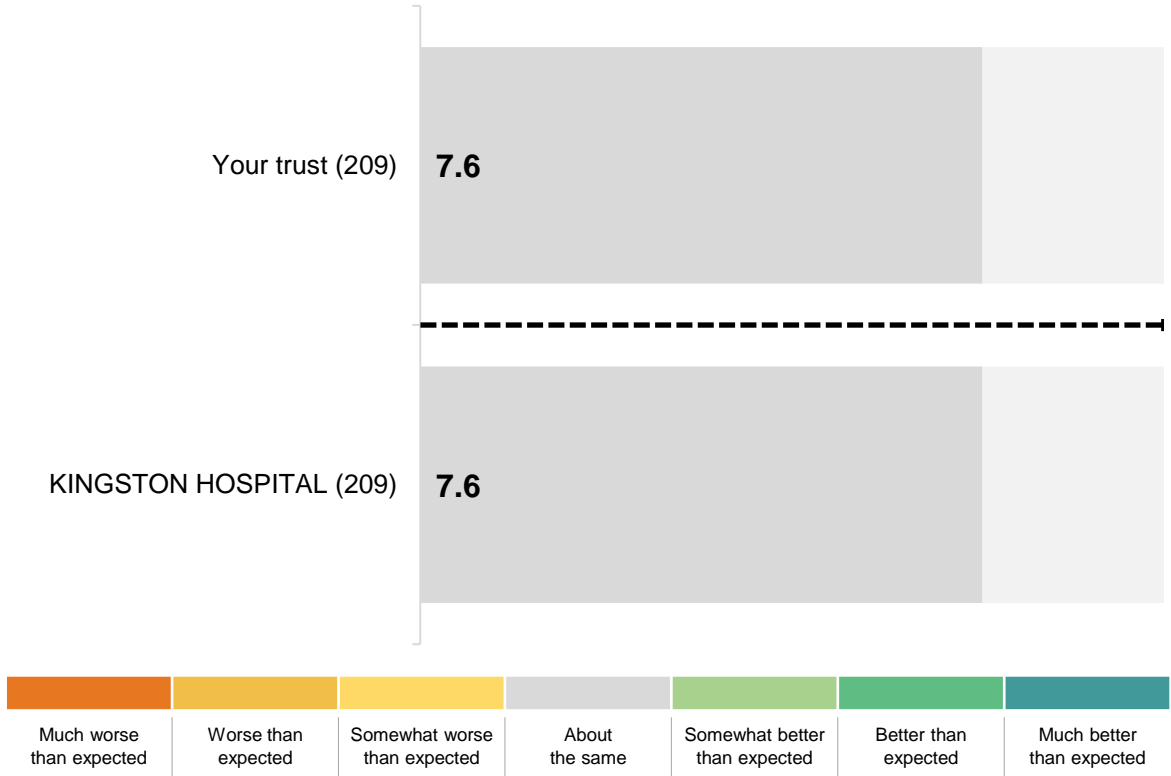
Please note: the number of respondents is shown in brackets next to the site name

Section 5. Tests

Q27. If you had any tests, did a member of staff explain why you needed them in a way 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.



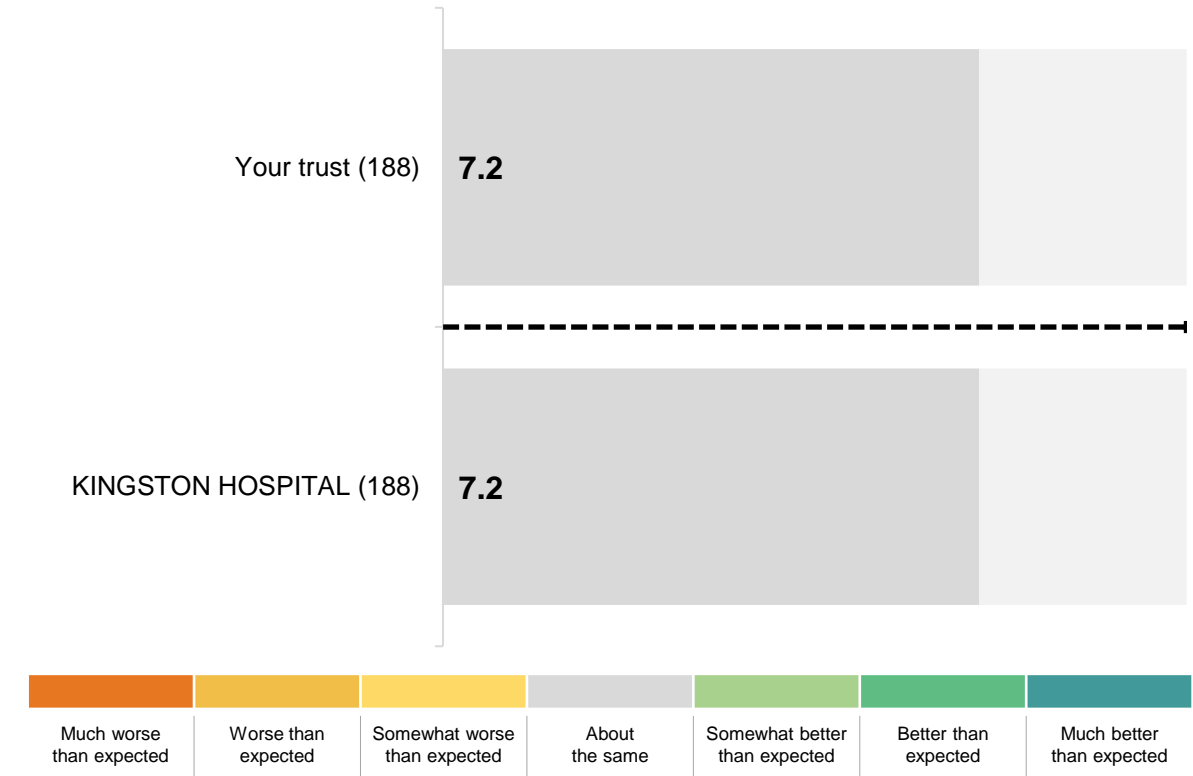
Please note: the number of respondents is shown in brackets next to the site name

Section 5. Tests

Q28. Before you left A&E, did a member of staff explain the results of the tests in a way 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.



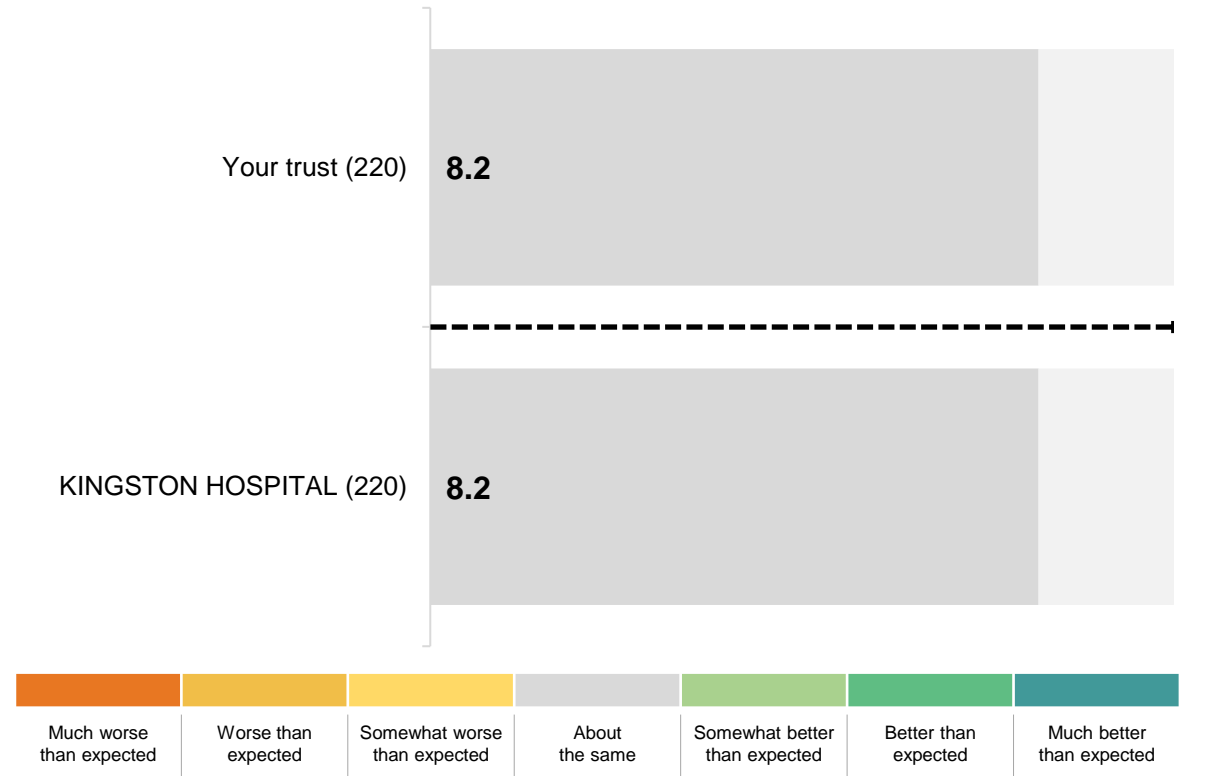
Please note: the number of respondents is shown in brackets next to the site name

Section 6. Environment and facilities

Q31. In your opinion, how clean was the A&E department?

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

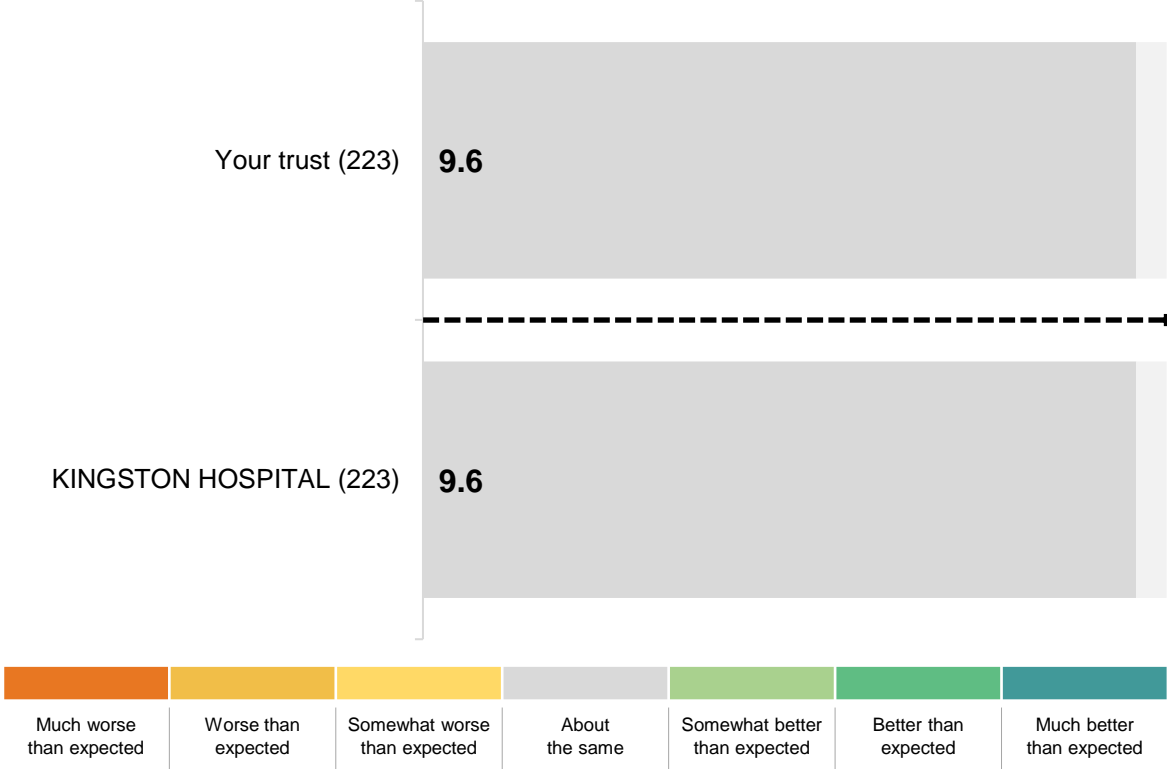


## Section 6. Environment and facilities

Q32. While you were in A&E, did you feel threatened by other patients or visitors?

### 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.



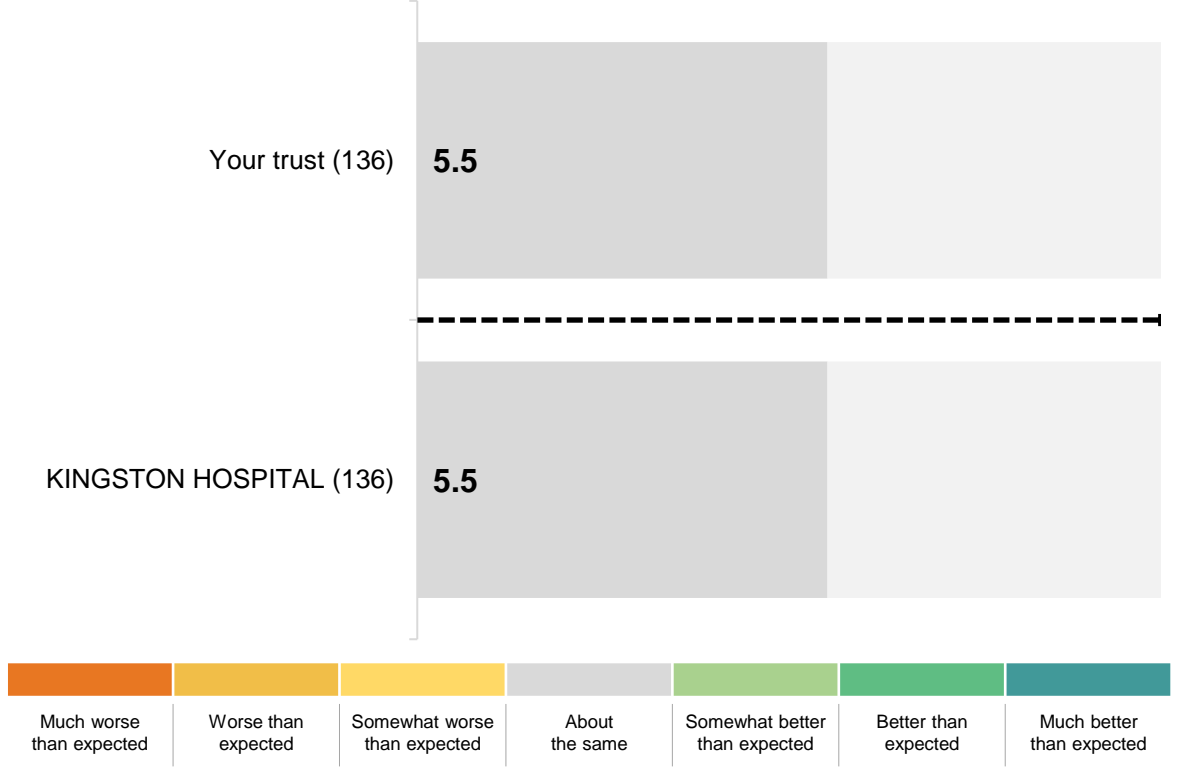
Please note: the number of respondents is shown in brackets next to the site name

## Section 6. Environment and facilities

Q33. Were you able to get suitable food or drinks when you were in A&E?

### 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.



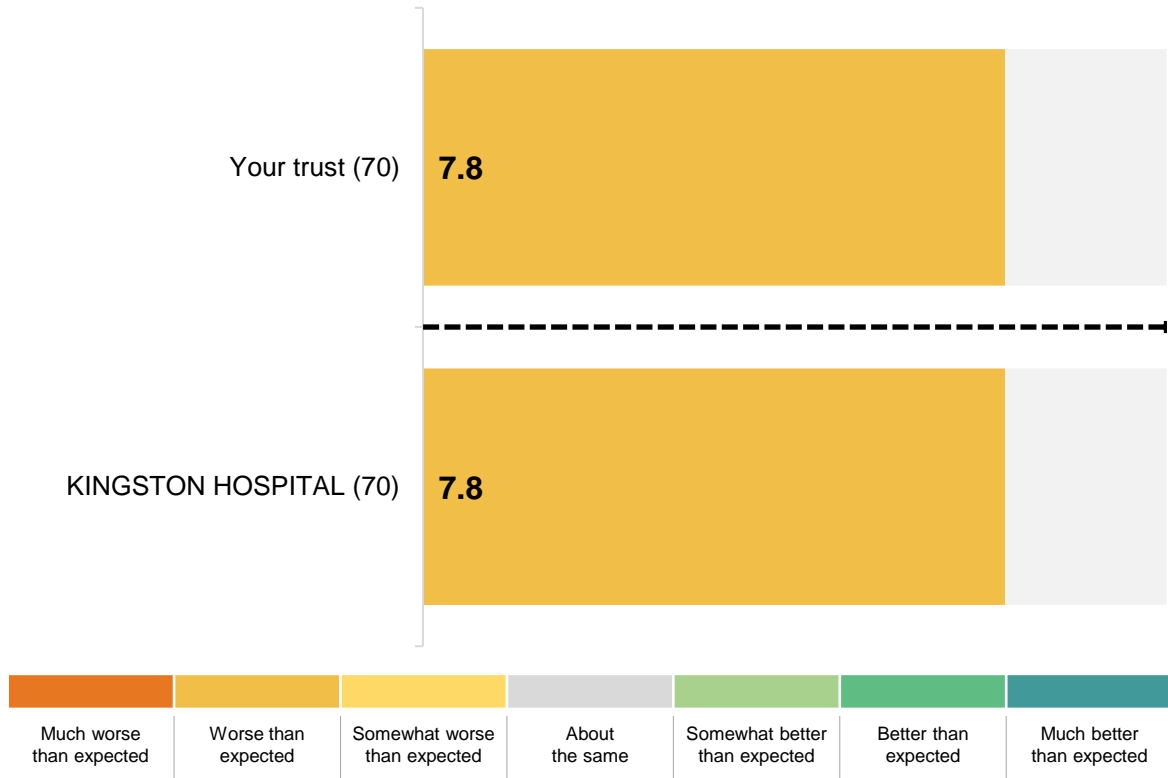
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Leaving A&E

Q37. Did a member of staff explain the purpose of the medications you were to take at home in a way 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.



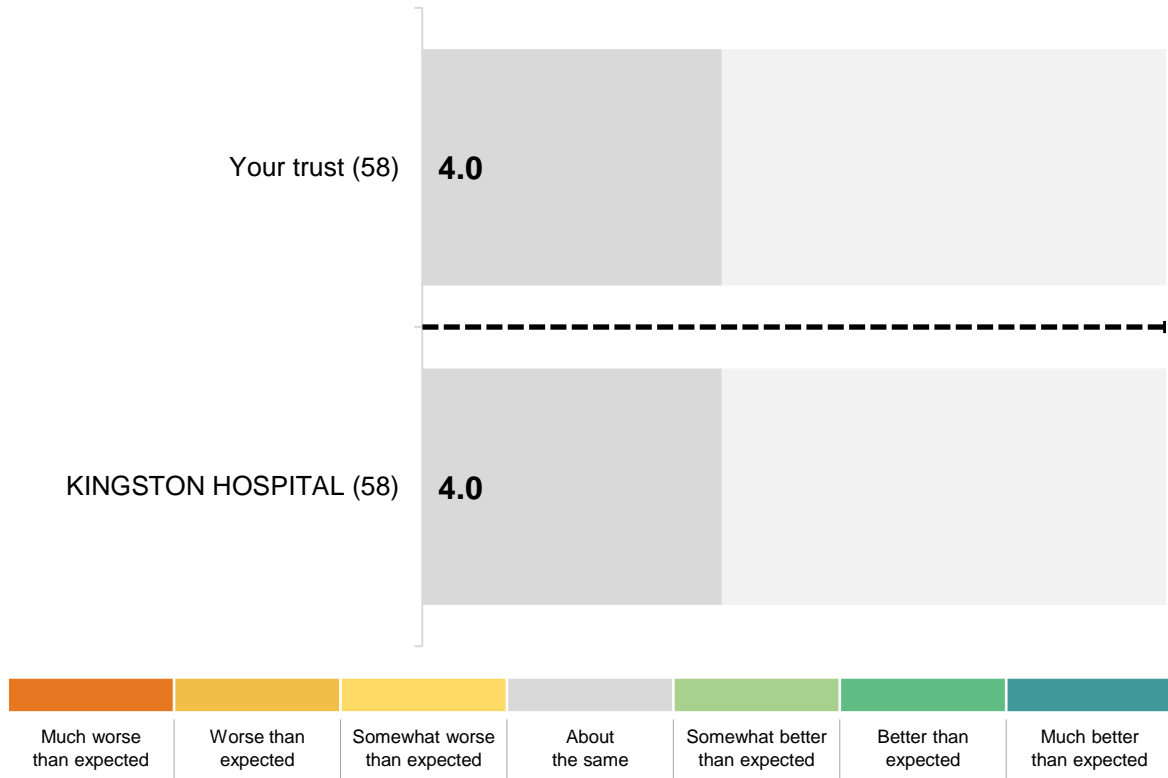
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Leaving A&E

Q38. Did a member of staff tell you about medication side effects to watch for?

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.



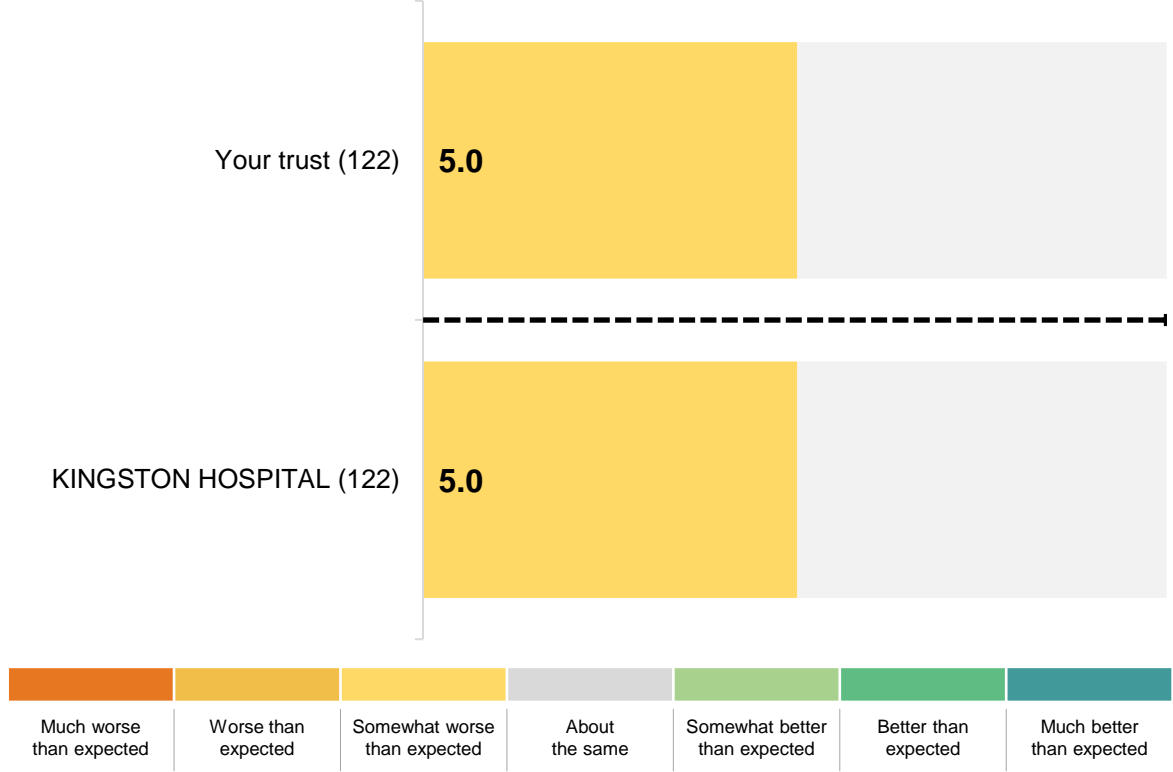
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Leaving A&E

Q39. Did a member of staff tell you about what symptoms to watch for regarding your illness or treatment after you went 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.



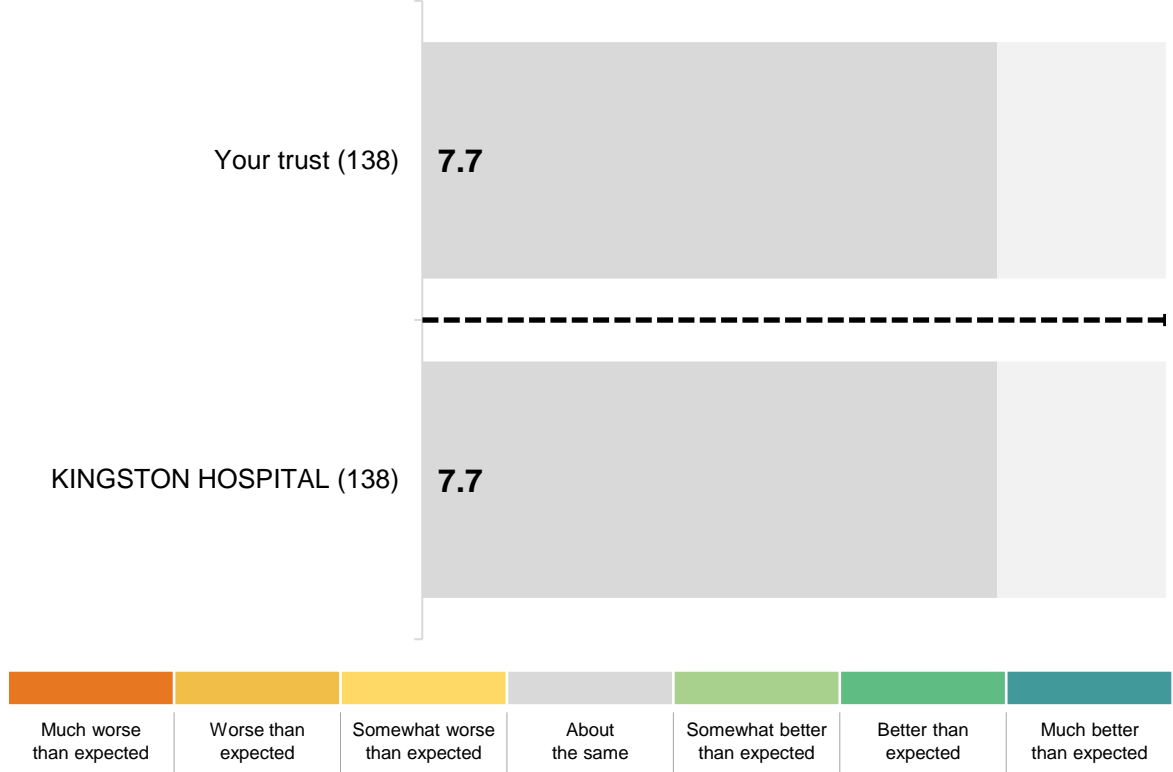
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Leaving A&E

Q40. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left A&E?

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.



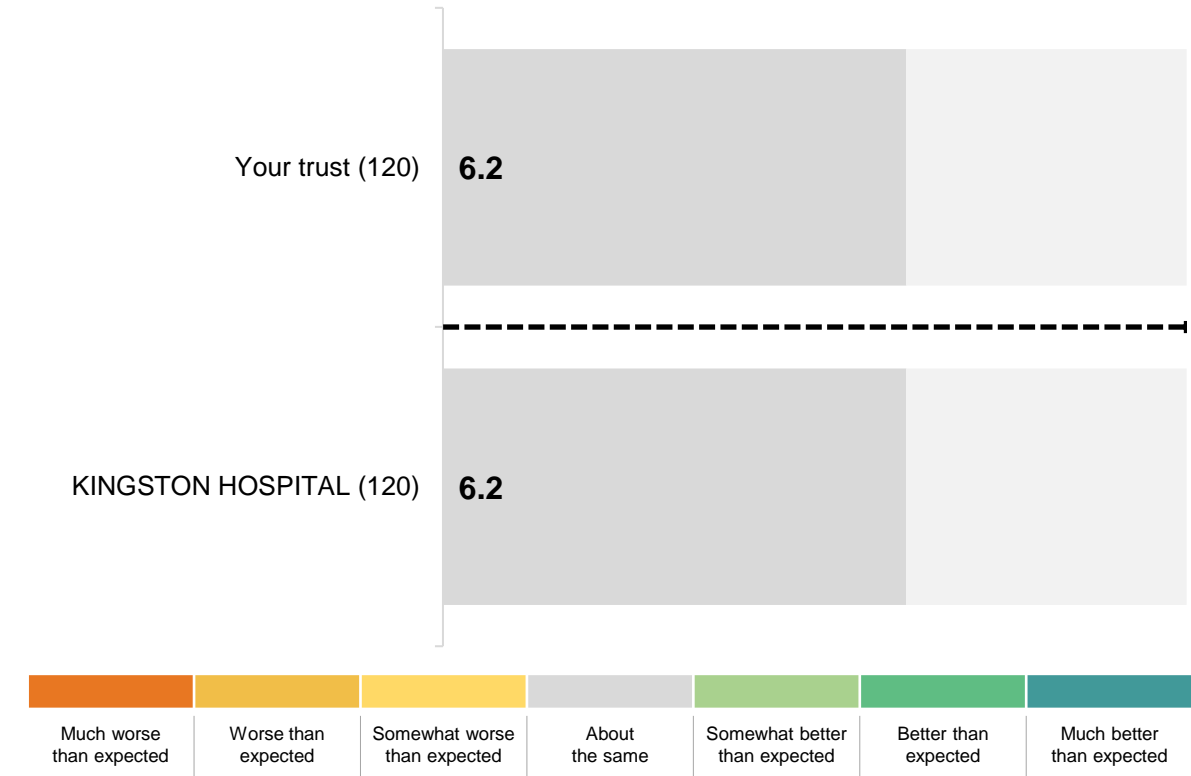
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Leaving A&E

Q41. Did staff give you enough information to help you care for your condition 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.



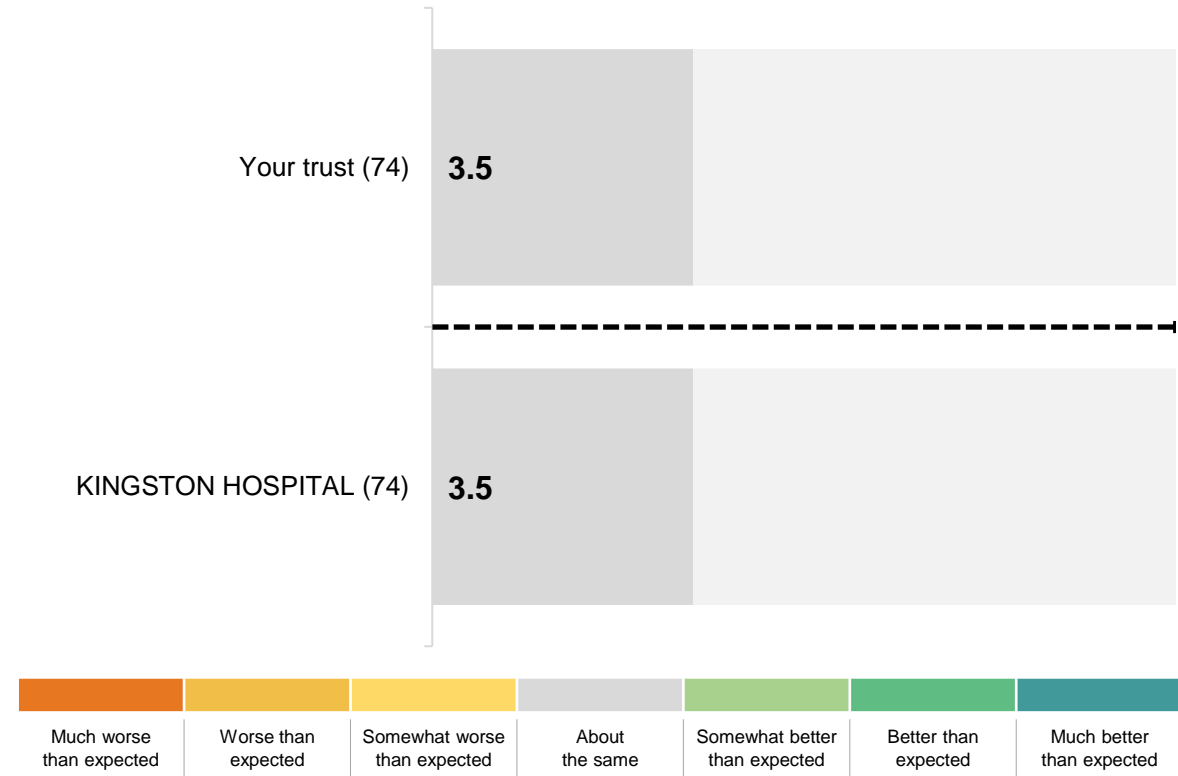
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Leaving A&E

Q42. Before you left the hospital, did a member of staff discuss your transport arrangements for leaving A&E?

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.



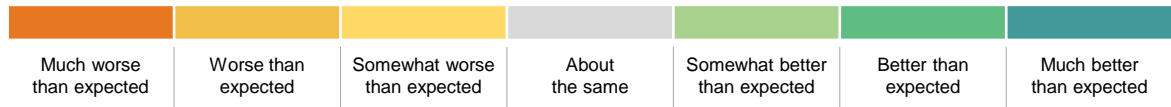
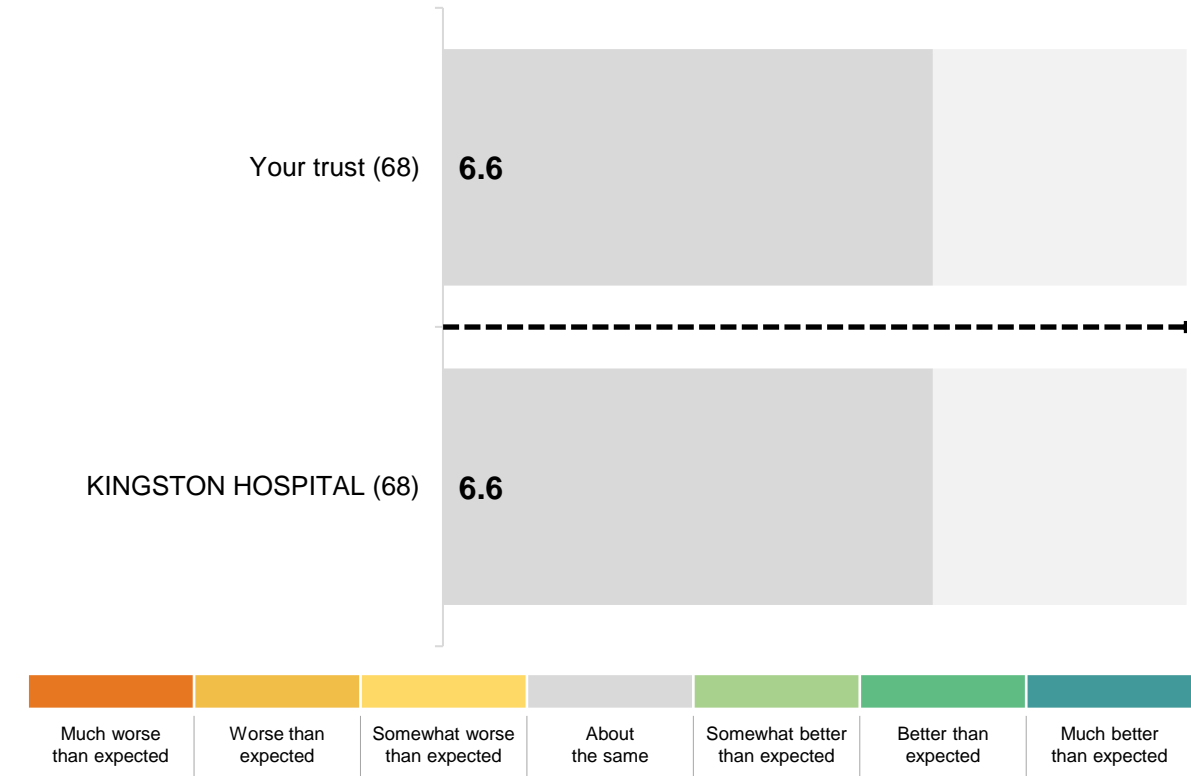
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Leaving A&E

Q43. Did hospital staff discuss with you whether you may need further health or social care services after leaving A&E?

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.



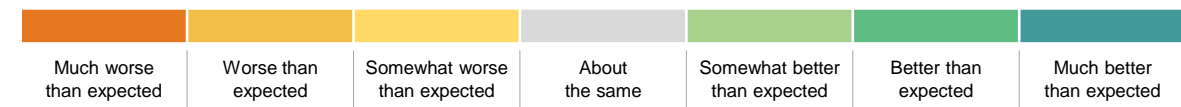
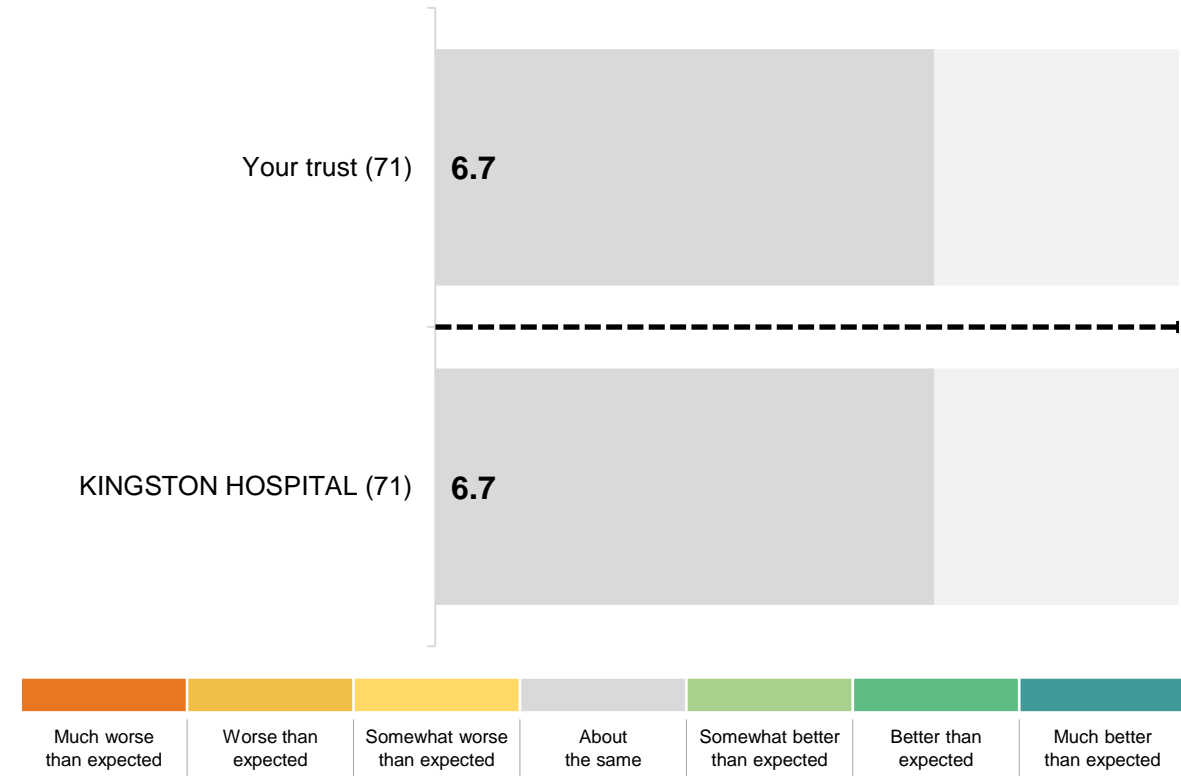
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Leaving A&E

Q44. After leaving A&E, was the care and support you expected available when you needed it?

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.



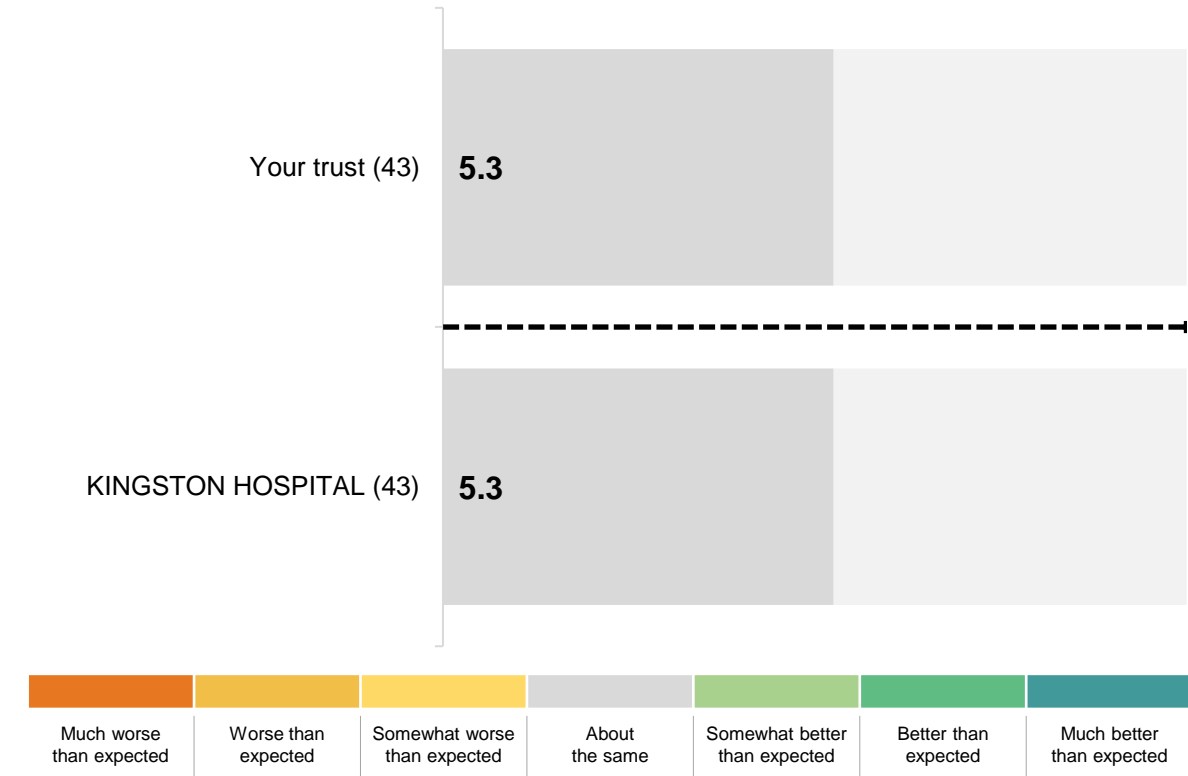
Please note: the number of respondents is shown in brackets next to the site name

Section 7. Leaving A&E

Q45. If you had contact with care and support services after leaving A&E, did the health or social care staff have information about your visit?

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.



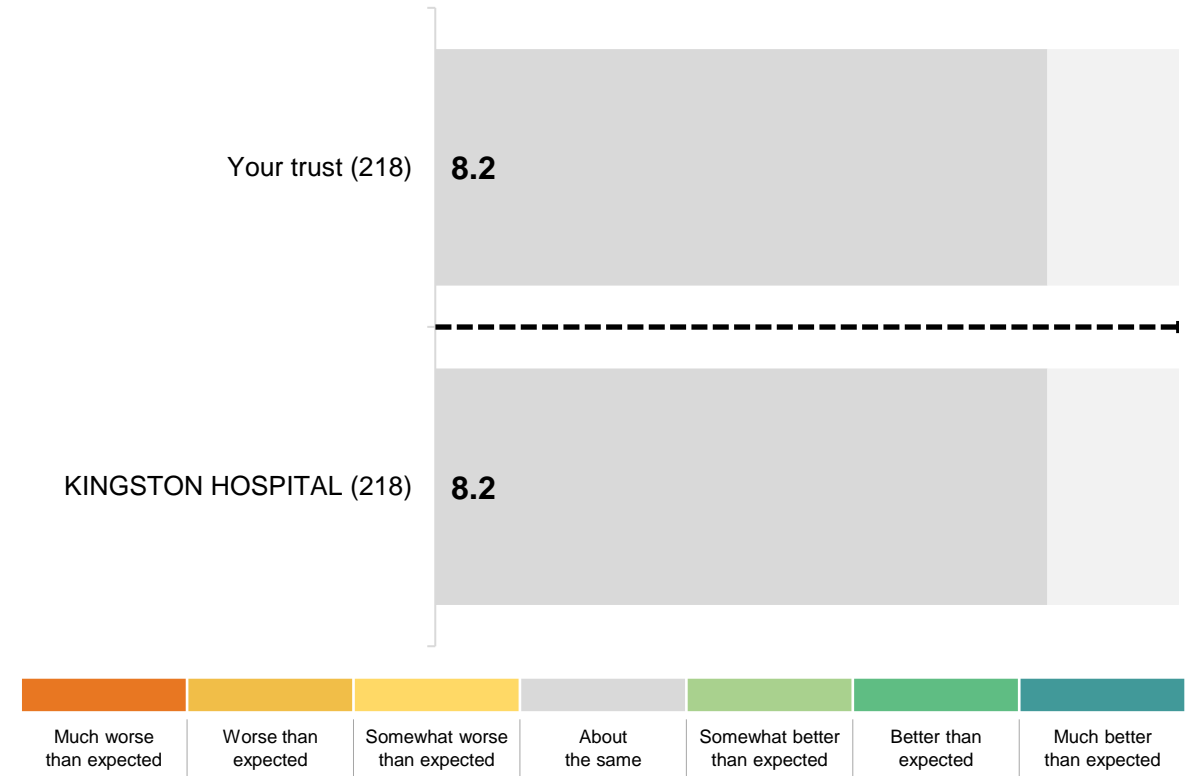
Please note: the number of respondents is shown in brackets next to the site name

Section 8. Respect and dignity

Q46. Overall, did you feel you were treated with respect and dignity while you were in A&E?

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.



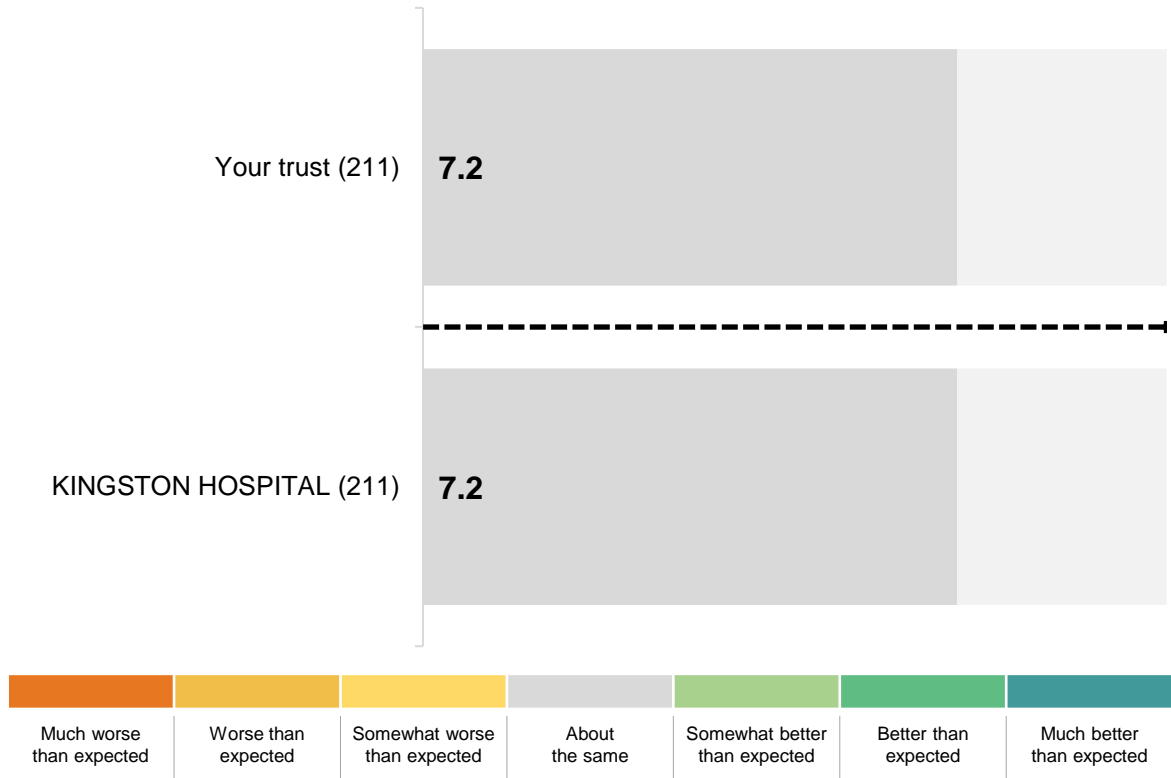
Please note: the number of respondents is shown in brackets next to the site name

Section 9. Experience overall

Q47. Overall... (please circle a number)

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:**

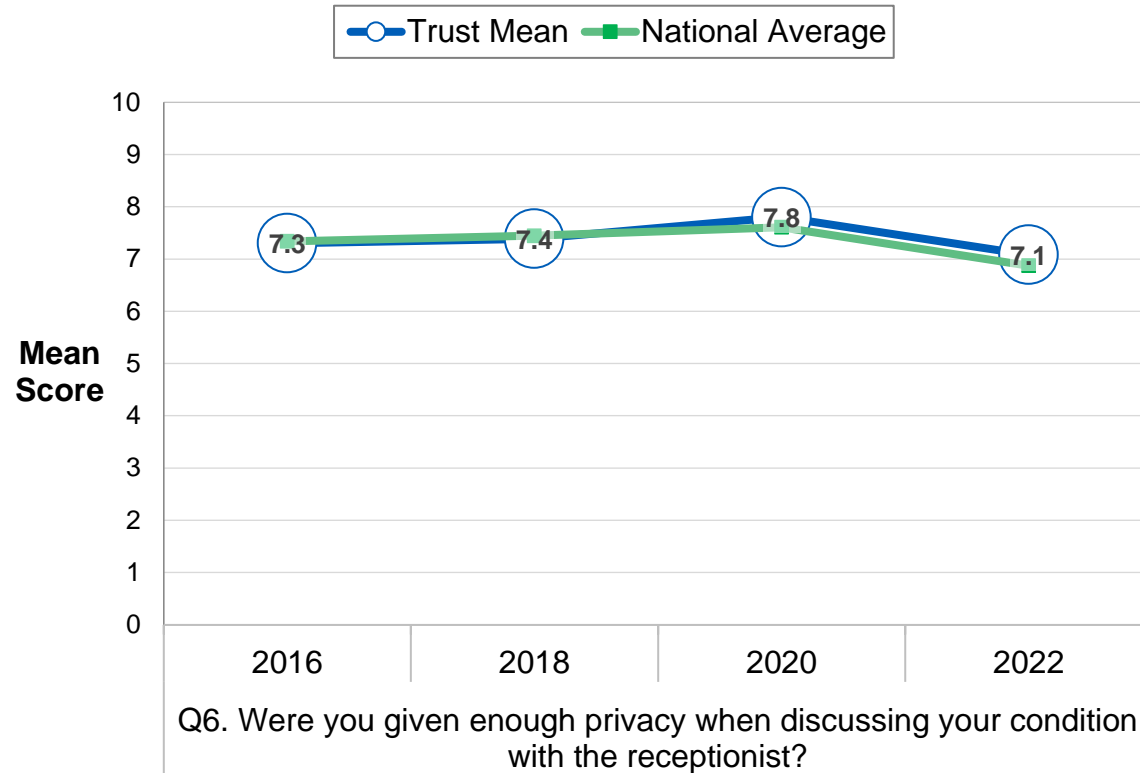
- a comparison to previous survey years scores for your trust for each question, including:
  - your trust's 2022 score compared with its scores from 2016 to 2020.

**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.

# Section 1. Arrival at A&E

## Question scores



Significant change 2022 vs 2020

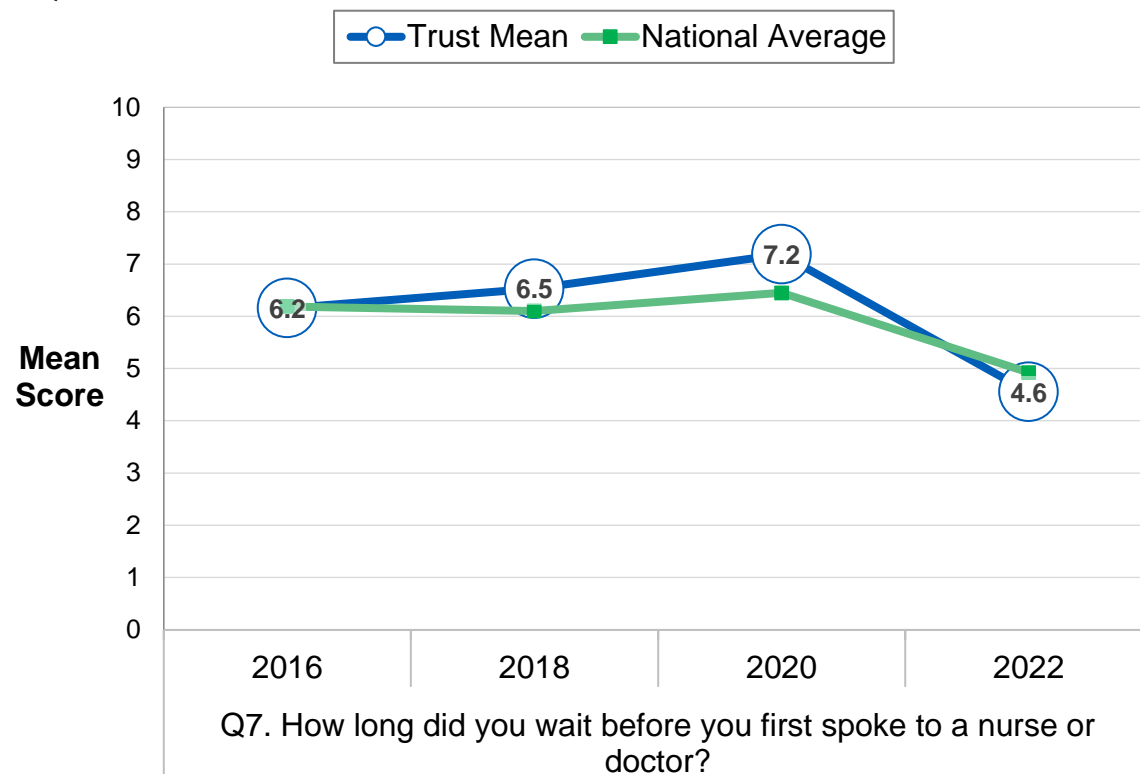
Decrease

Answered by all. Respondents who stated that they didn't discuss their condition with a receptionist have been excluded.

Number of respondents: 2016: 245; 2018: 290; 2020: 226; 2022: 165

## Section 2. Waiting

### Question scores

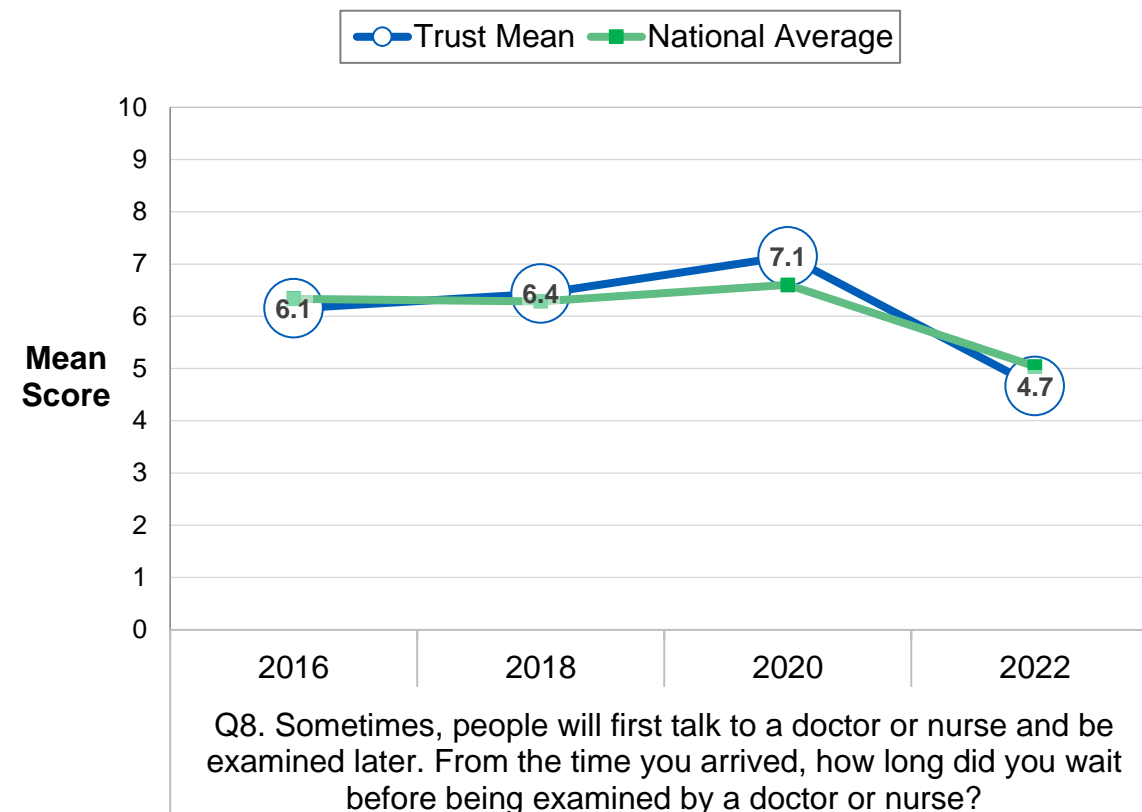


Significant change 2022 vs 2020

Decrease

Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.

Number of respondents: 2016: 288; 2018: 336; 2020: 271; 2022: 207



Significant change 2022 vs 2020

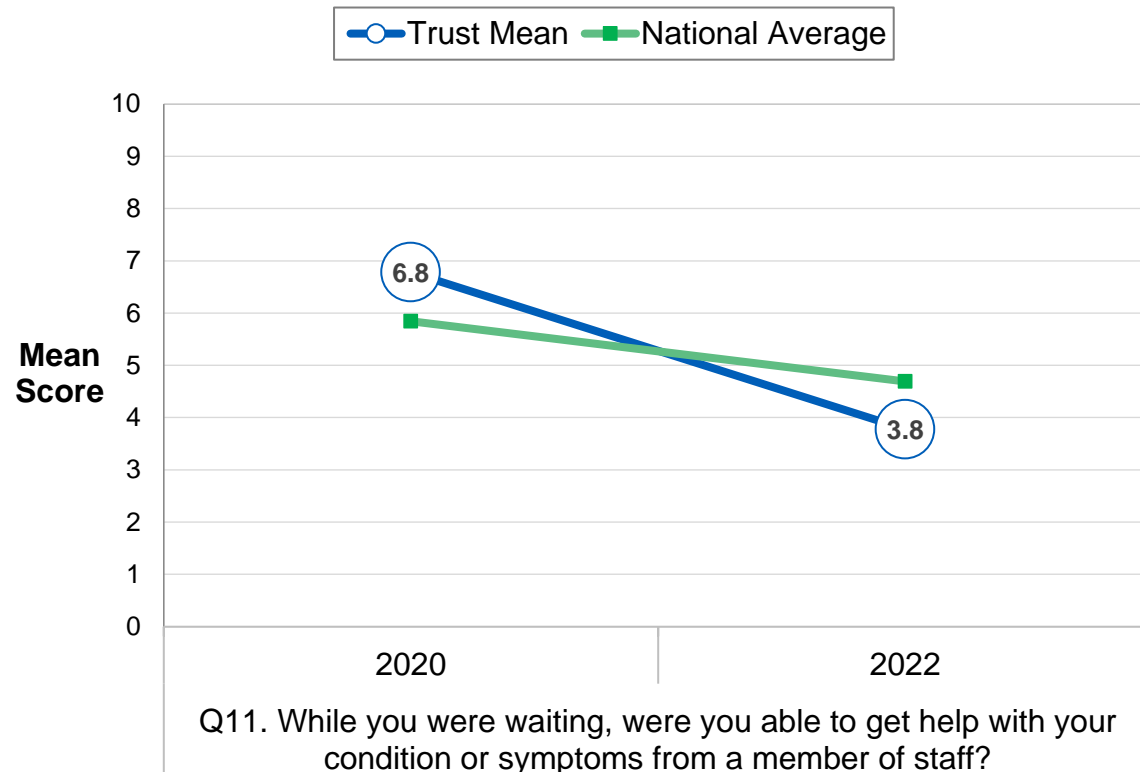
Decrease

Answered by all. Respondents who stated that they didn't know / couldn't remember have been excluded.

Number of respondents: 2016: 293; 2018: 329; 2020: 266; 2022: 205

## Section 2. Waiting

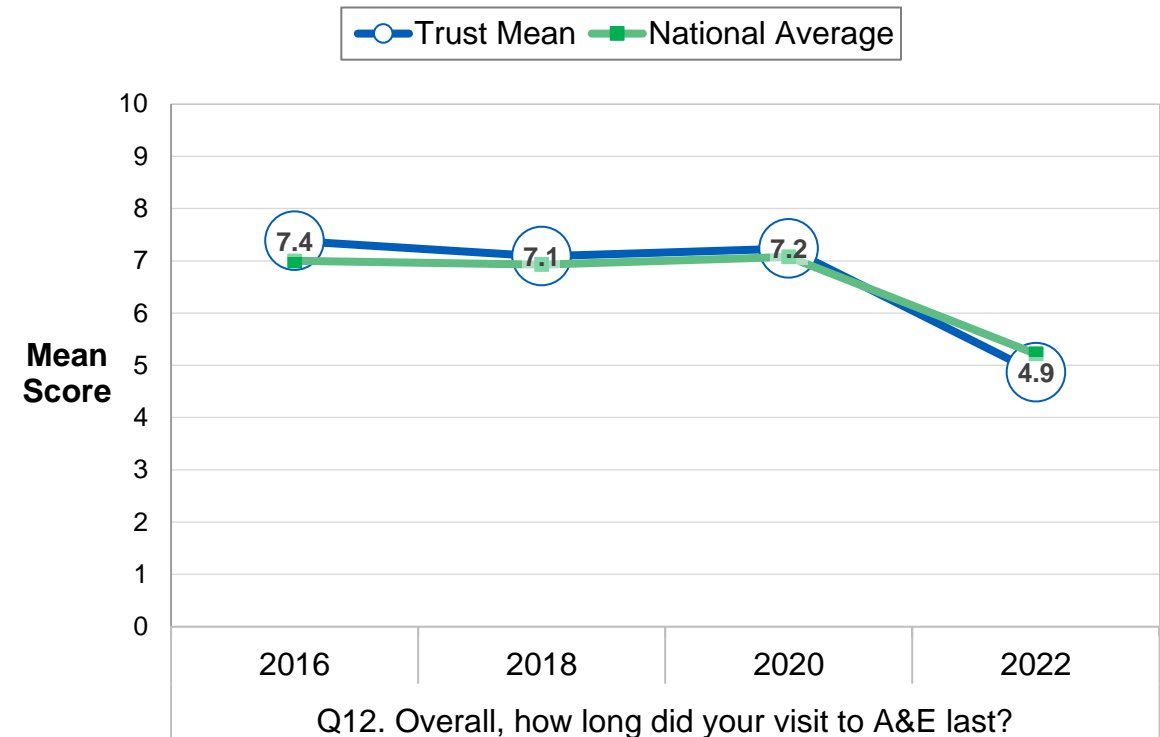
### Question scores



Significant change 2022 vs 2020

Decrease

Answered by those who had to wait to be examined. Respondents who stated that they didn't need any help with their condition or symptoms have been excluded.  
Number of respondents: 2020: 137; 2022: 125



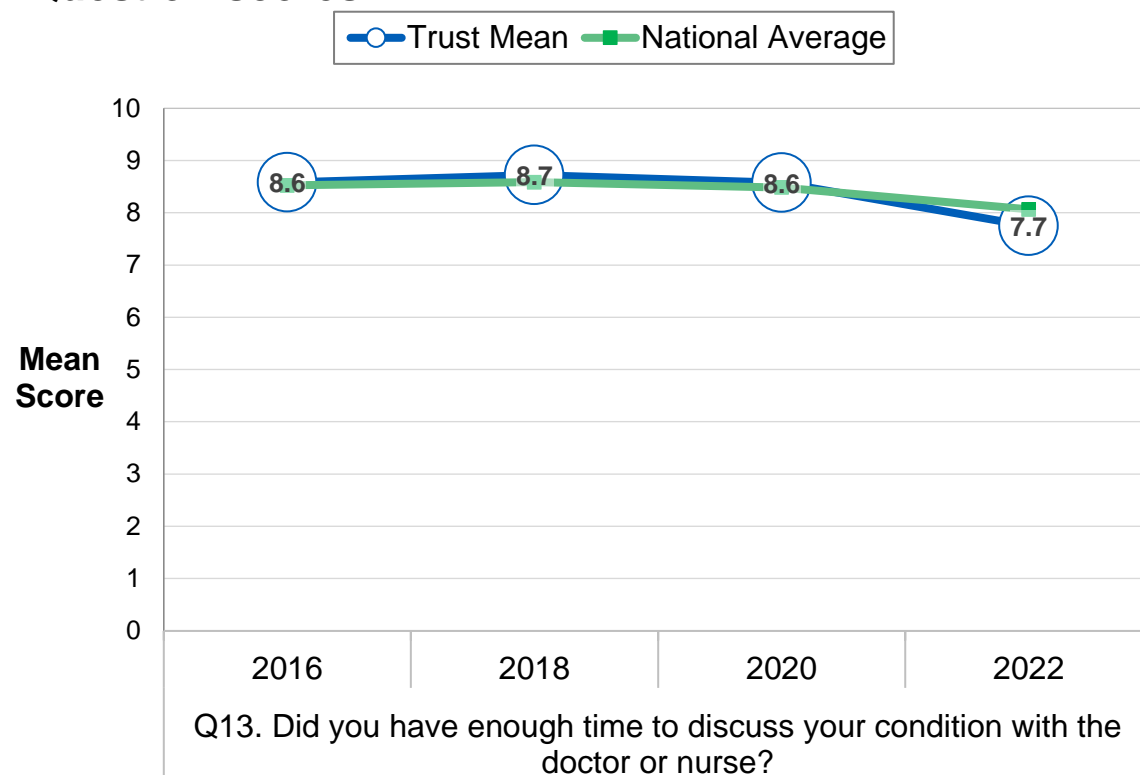
Significant change 2022 vs 2020

Decrease

Answered by all. Respondents who stated that they couldn't remember have been excluded.  
Number of respondents: 2016: 293; 2018: 343; 2020: 265; 2022: 212

## Section 3. Doctors and nurses

### Question scores

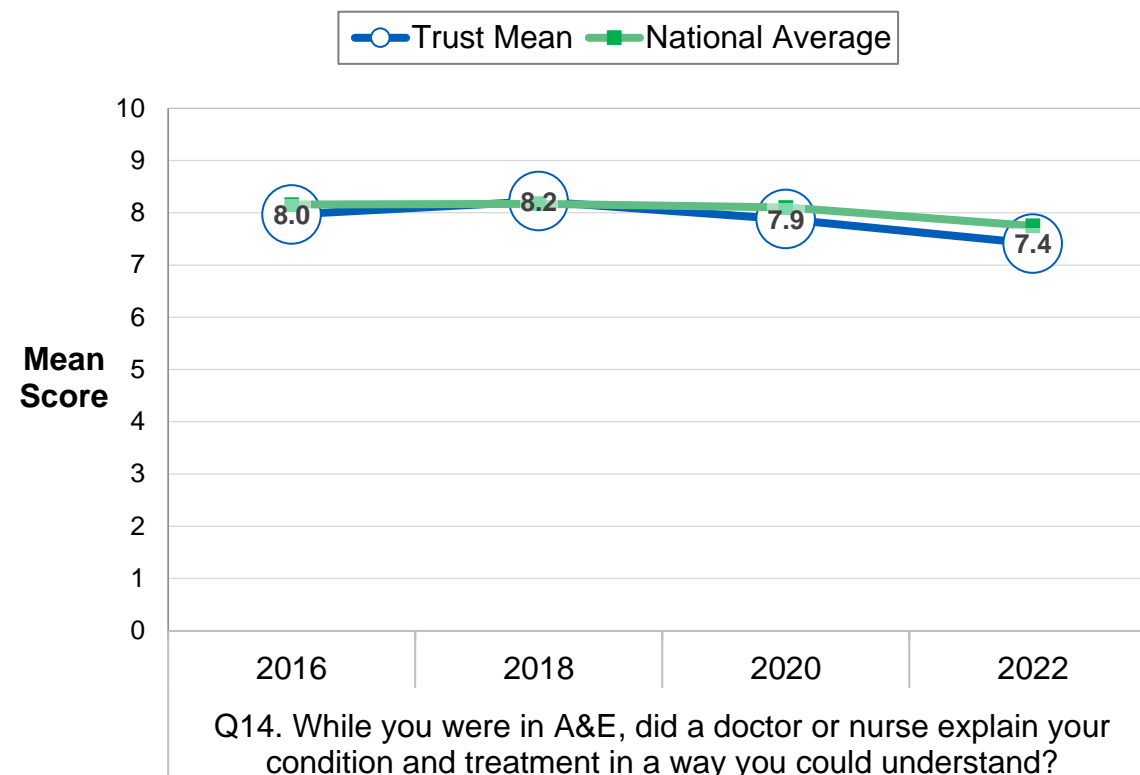


Significant change 2022 vs 2020

Decrease

Answered by all.

Number of respondents: 2016: 306; 2018: 355; 2020: 290; 2022: 224



Significant change 2022 vs 2020

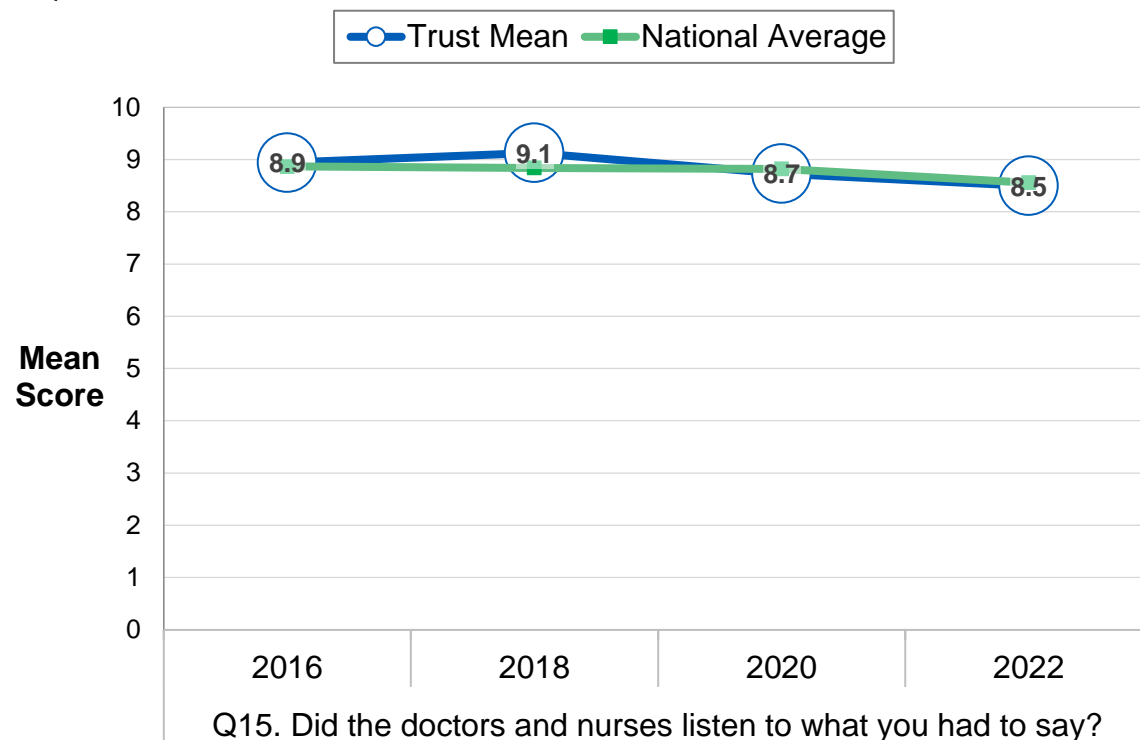
No change

Answered by all. Respondents who stated they did not need an explanation have been excluded.

Number of respondents: 2016: 293; 2018: 340; 2020: 280; 2022: 208

## Section 3. Doctors and nurses

### Question scores

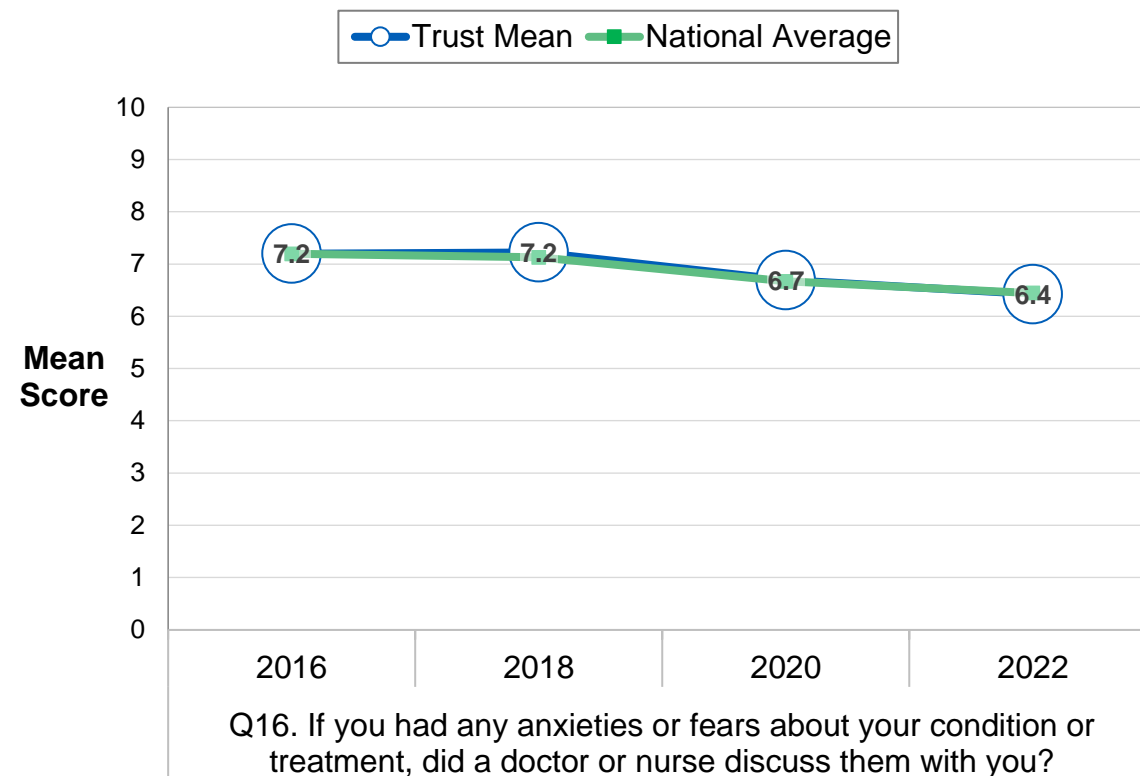


Significant change 2022 vs 2020

No change

Answered by all.

Number of respondents: 2016: 295; 2018: 354; 2020: 289; 2022: 221



Significant change 2022 vs 2020

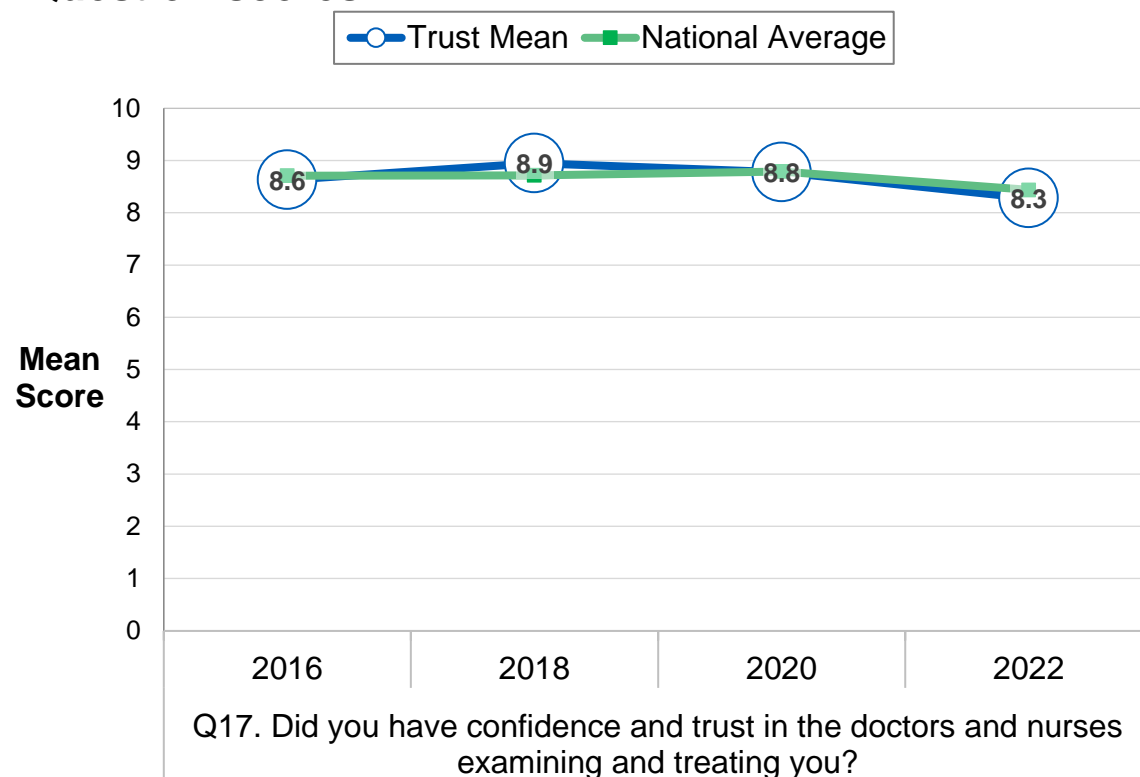
No change

Answered by all. Respondents who did not have any anxieties or fears have been excluded.

Number of respondents: 2016: 217; 2018: 247; 2020: 198; 2022: 163

## Section 3. Doctors and nurses

### Question scores

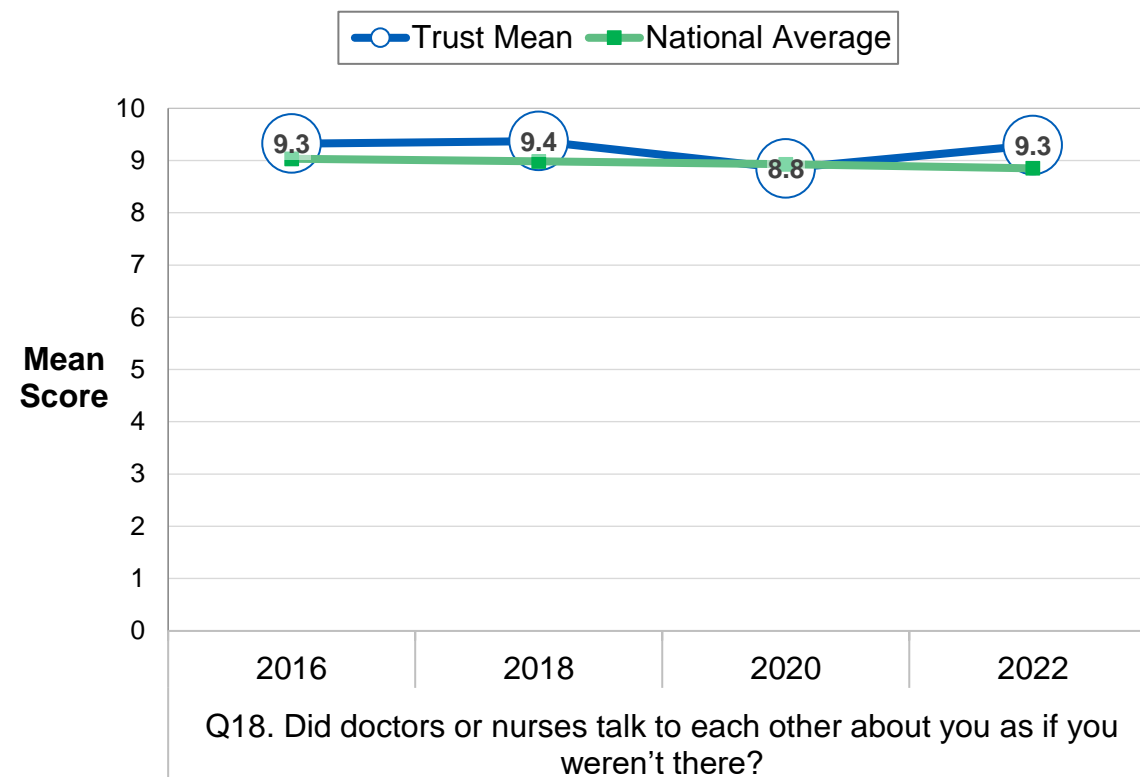


Significant change 2022 vs 2020

Decrease

Answered by all.

Number of respondents: 2016: 304; 2018: 357; 2020: 290; 2022: 222



Significant change 2022 vs 2020

No change

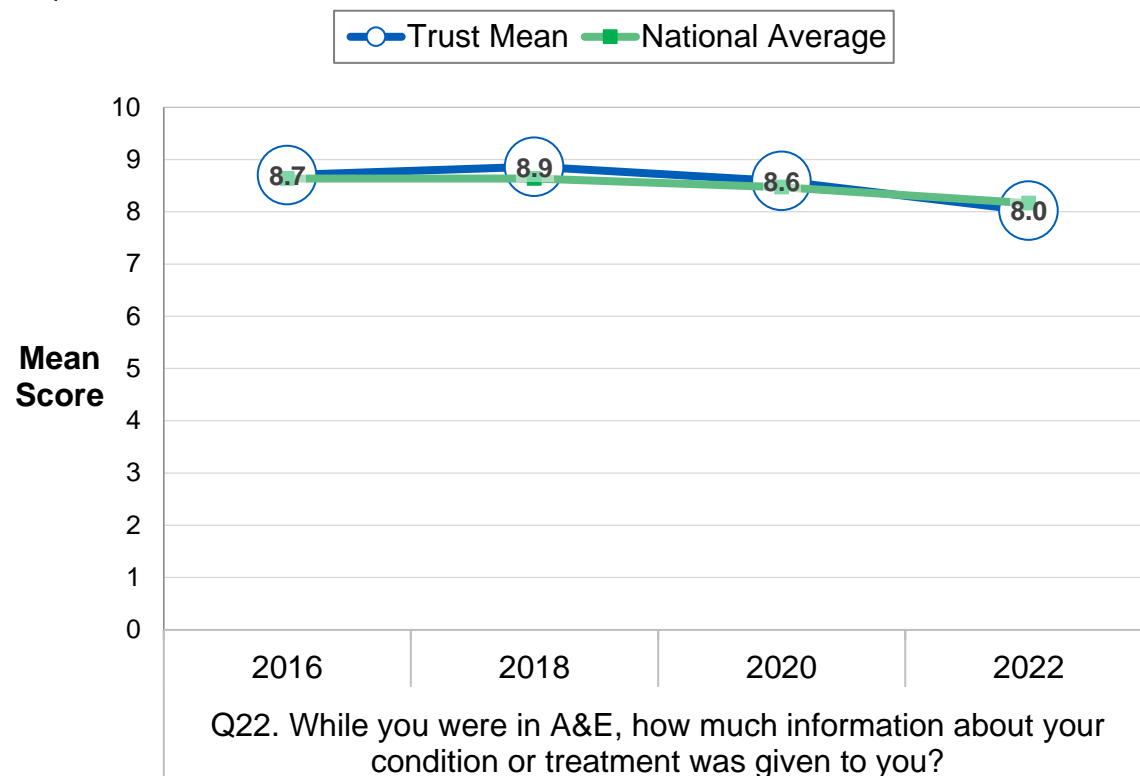
Answered by all.

Number of respondents: 2016: 301; 2018: 353; 2020: 281; 2022: 213



## Section 4. Care and treatment

### Question scores

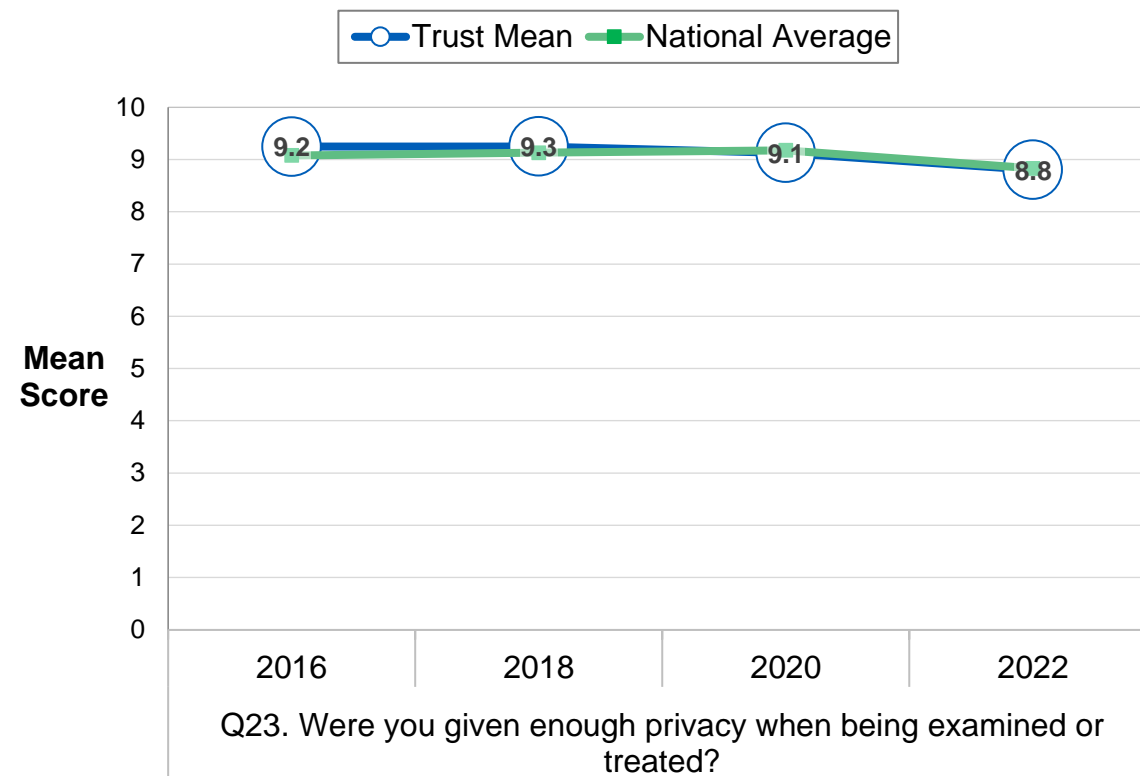


Significant change 2022 vs 2020

Decrease

Answered by all.

Number of respondents: 2016: 302; 2018: 355; 2020: 285; 2022: 219



Significant change 2022 vs 2020

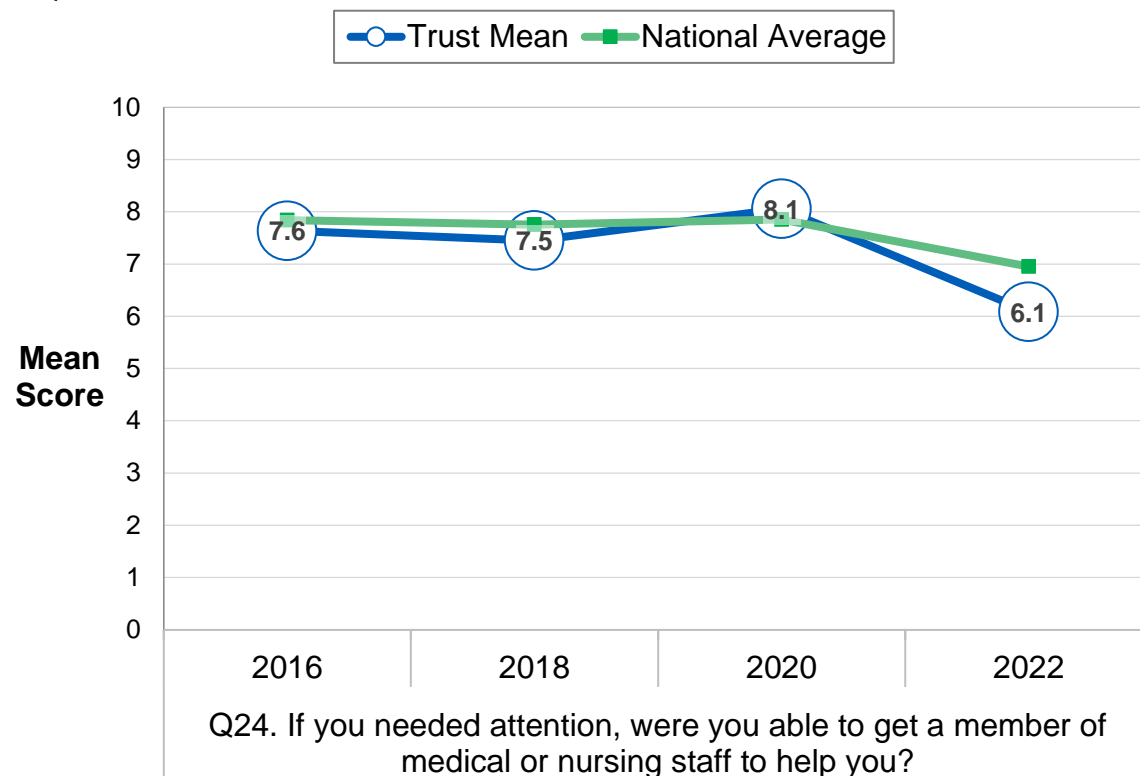
No change

Answered by all.

Number of respondents: 2016: 304; 2018: 356; 2020: 289; 2022: 222

## Section 4. Care and treatment

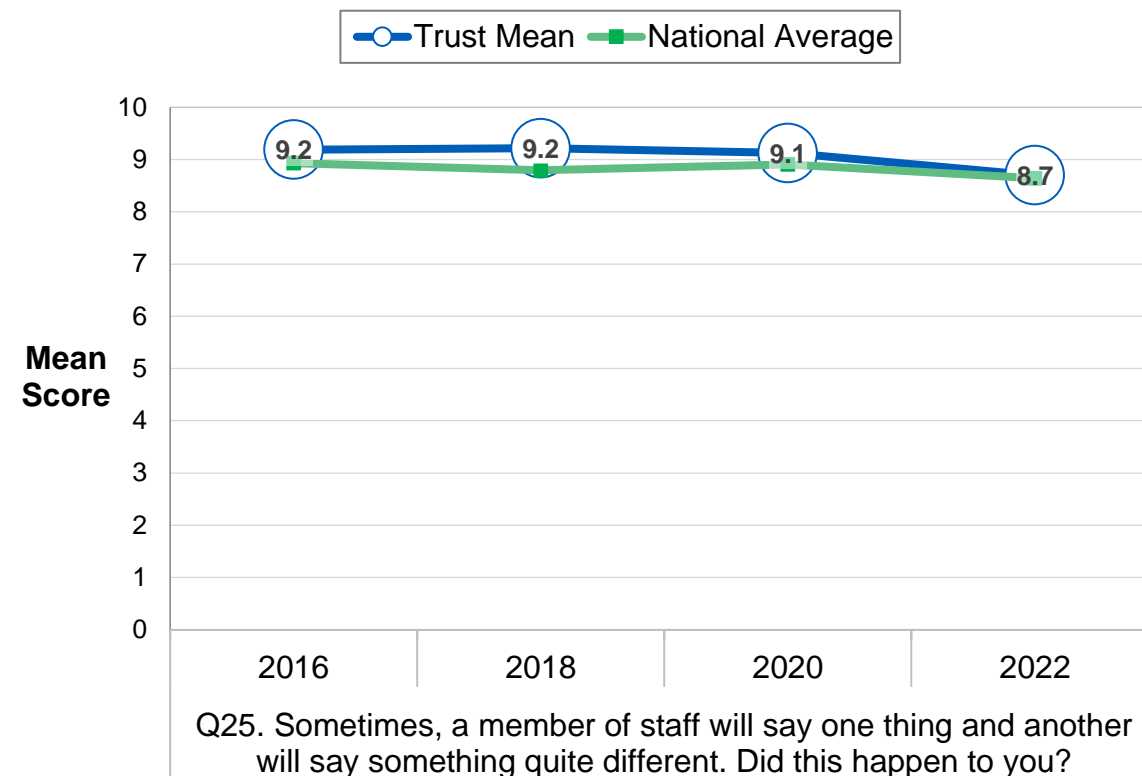
### Question scores



Significant change 2022 vs 2020

Decrease

Answered by all. Respondents who stated that they did not need attention have been excluded.  
Number of respondents: 2016: 210; 2018: 209; 2020: 198; 2022: 150



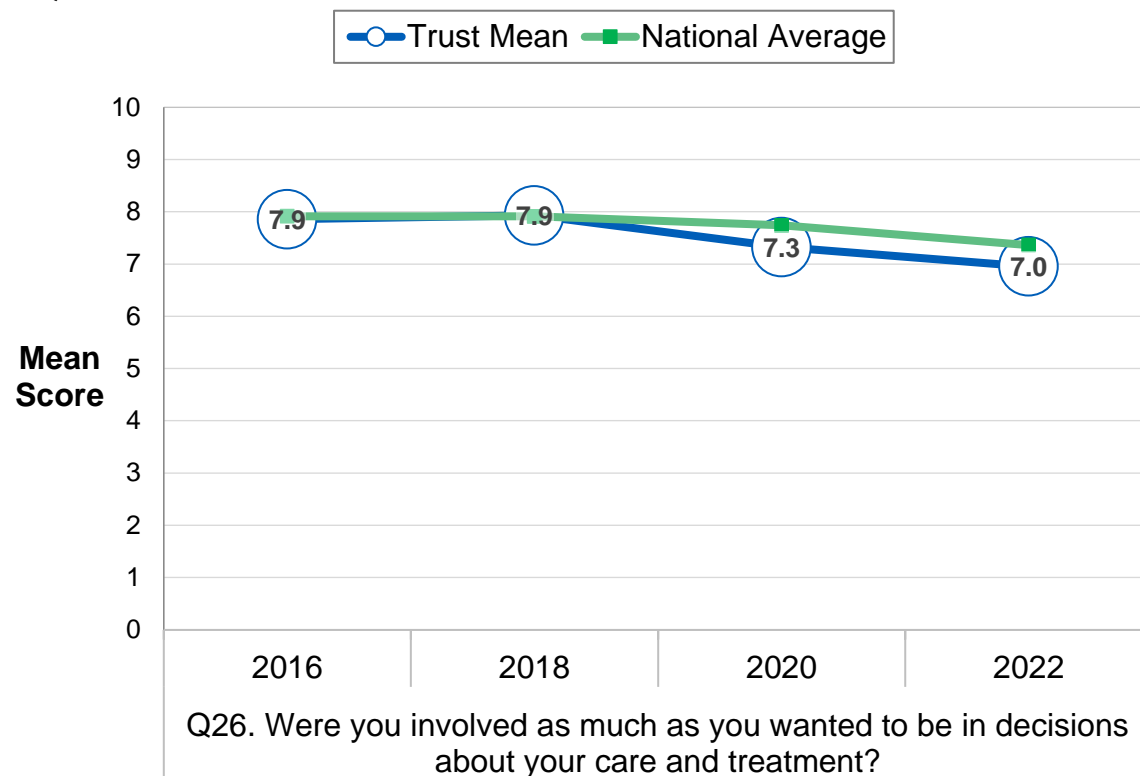
Significant change 2022 vs 2020

No change

Answered by all.  
Number of respondents: 2016: 303; 2018: 351; 2020: 288; 2022: 220

## Section 4. Care and treatment

### Question scores

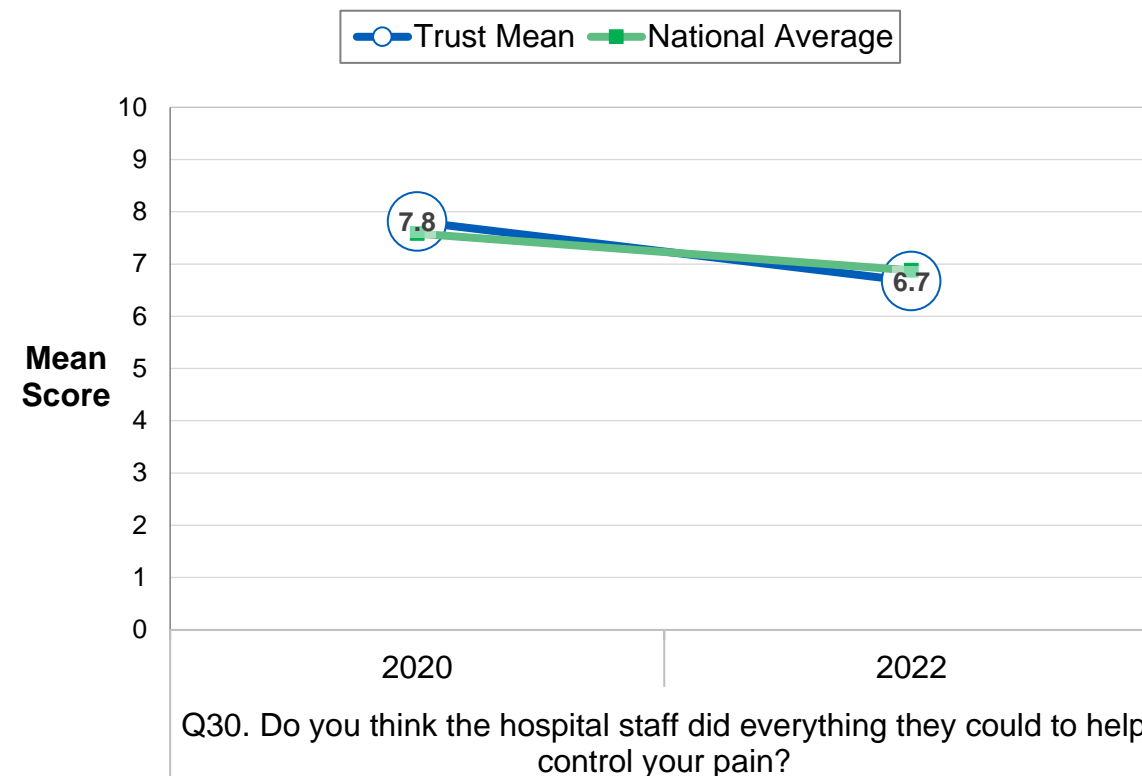


Significant change 2022 vs 2020

No change

Answered by all. Respondents who stated that they were not well enough to be involved in decisions about their care have been excluded.

Number of respondents: 2016: 288; 2018: 324; 2020: 276; 2022: 203



Significant change 2022 vs 2020

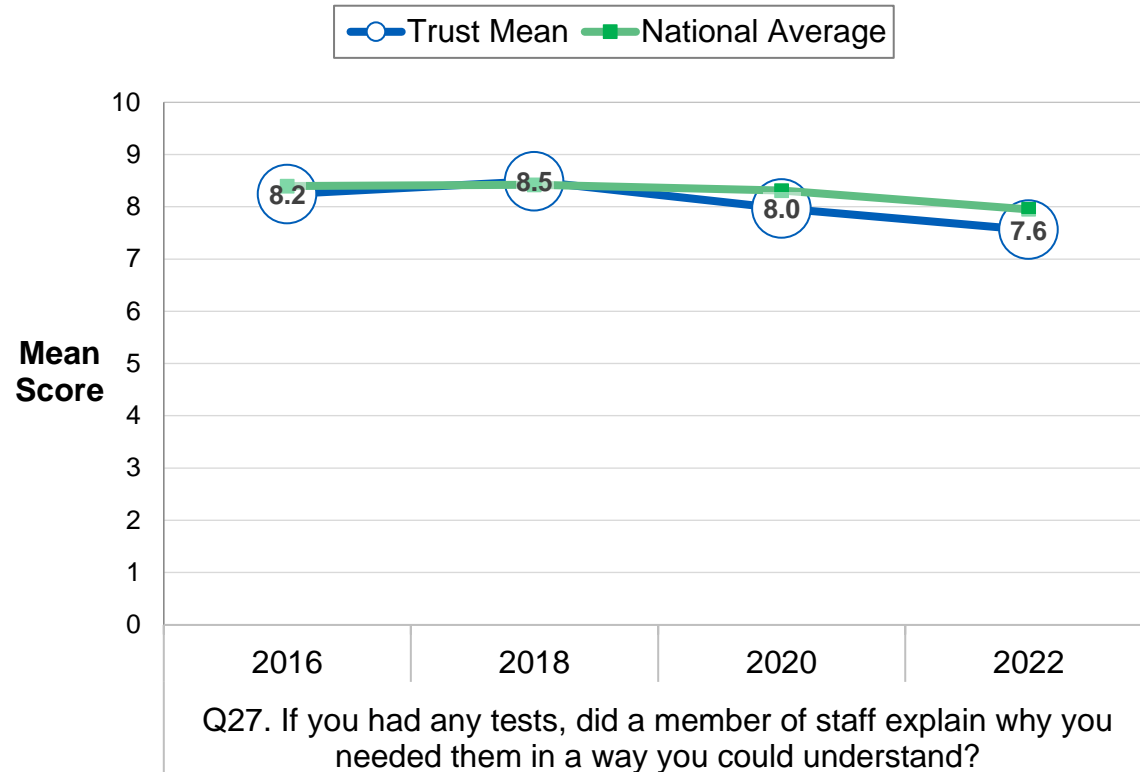
Decrease

Answered by all. Respondents who stated that they weren't in any pain, couldn't say / didn't know have been excluded.

Number of respondents: 2020: 180; 2022: 140

## Section 5. Tests

### Question scores



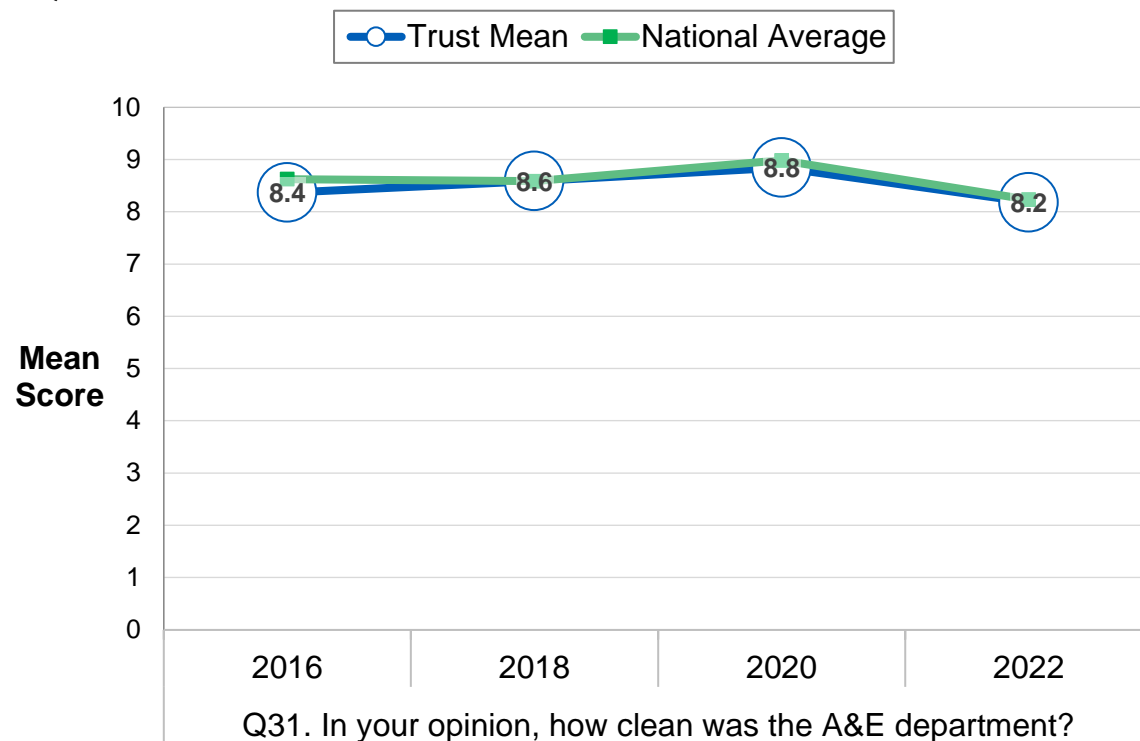
Significant change 2022 vs 2020

No change

Answered by all. Respondents who stated that they did not have any tests have been excluded.  
Number of respondents: 2016: 218; 2018: 282; 2020: 242; 2022: 209

## Section 6. Environment and facilities

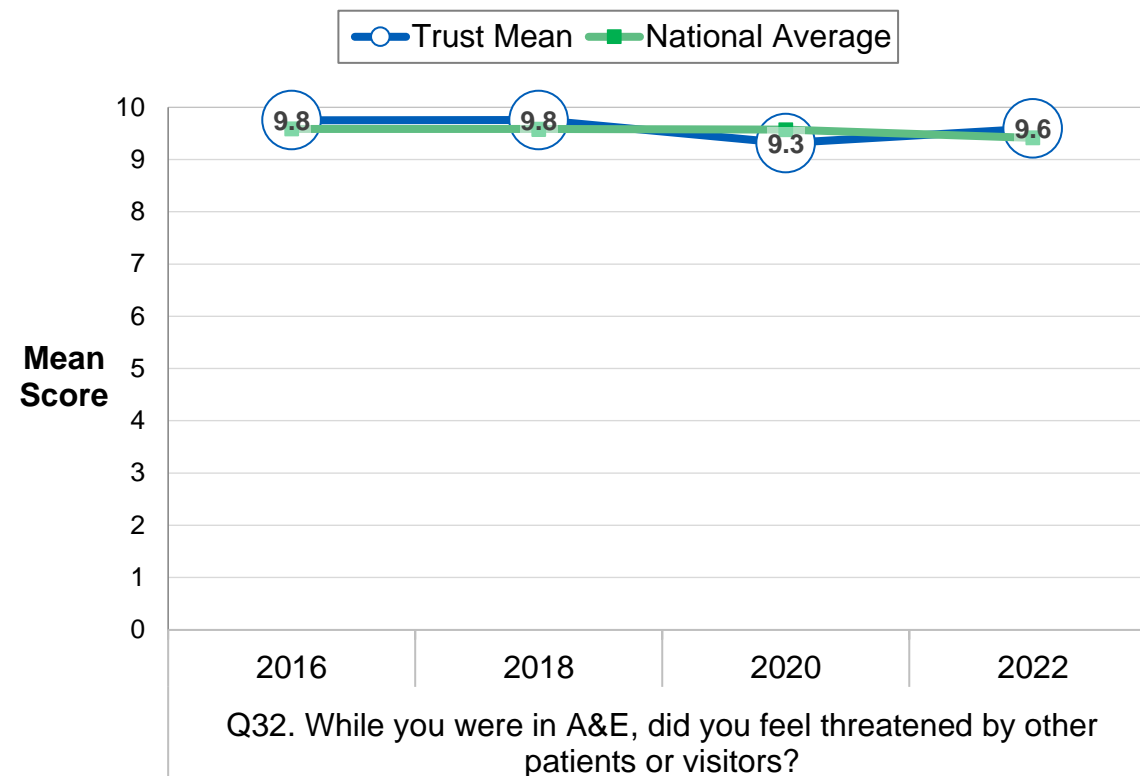
### Question scores



Significant change 2022 vs 2020

Decrease

Answered by all. Respondents who stated that they couldn't say have been excluded.  
Number of respondents: 2016: 297; 2018: 347; 2020: 285; 2022: 220



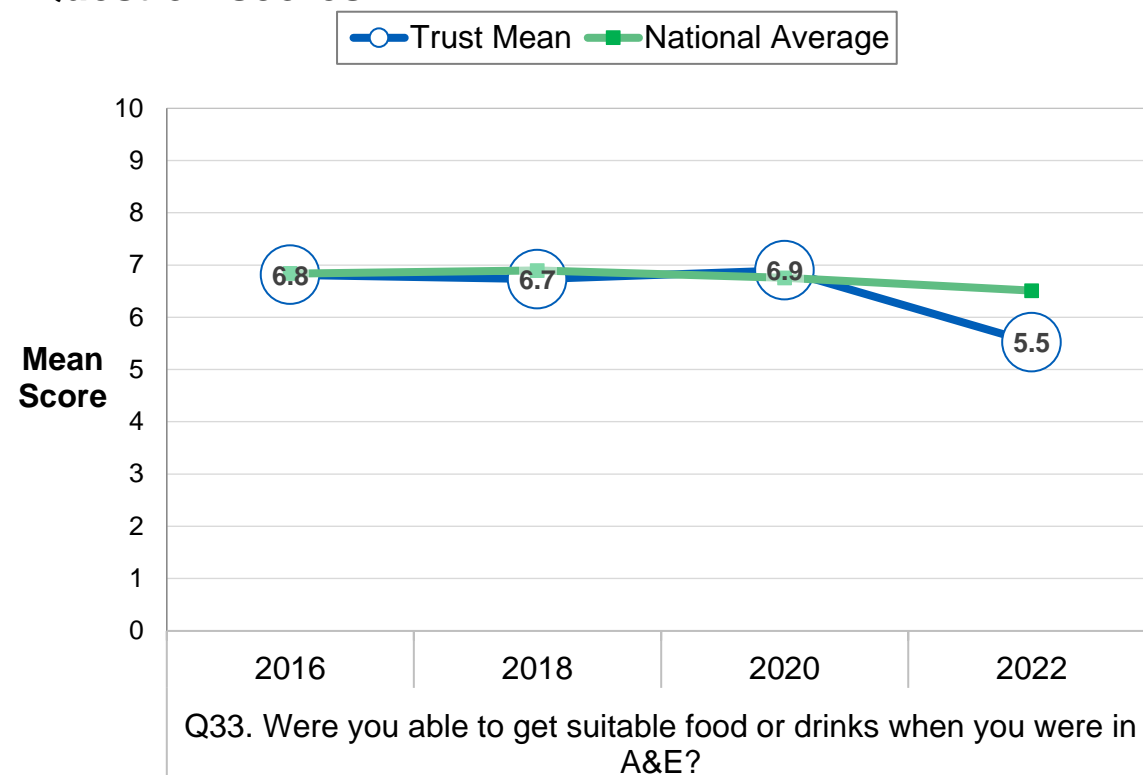
Significant change 2022 vs 2020

No change

Answered by all.  
Number of respondents: 2016: 303; 2018: 358; 2020: 290; 2022: 223

## Section 6. Environment and facilities

### Question scores

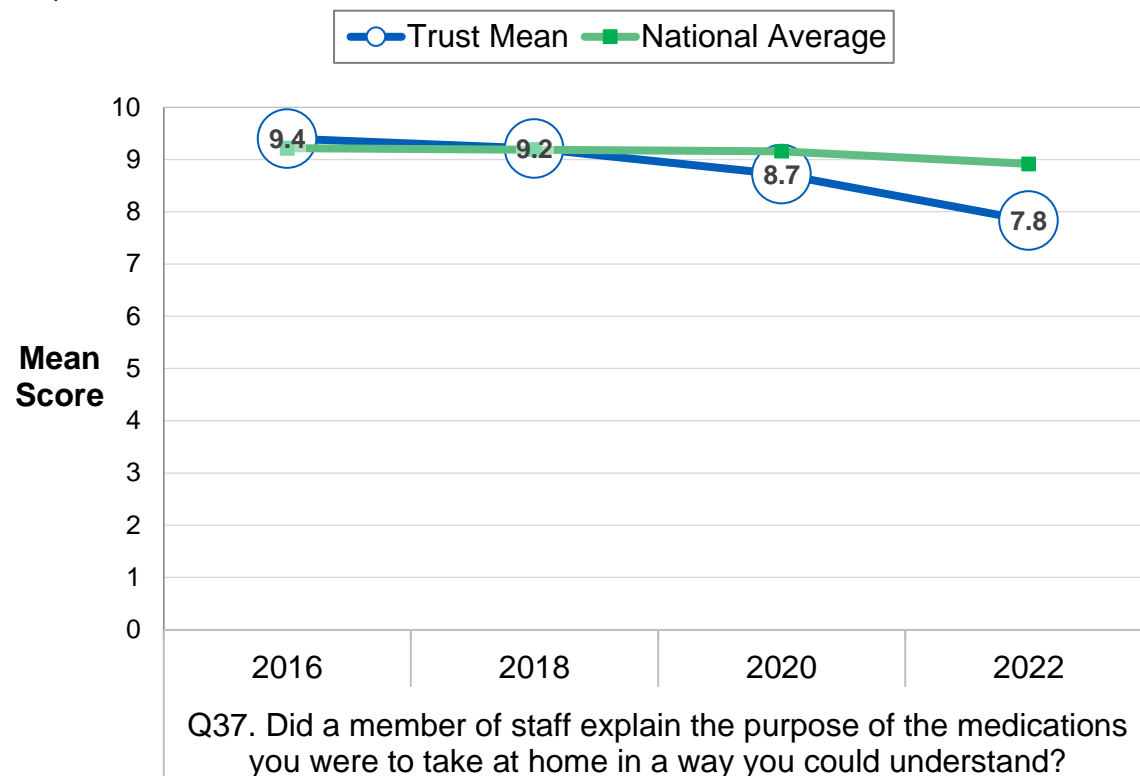
**Significant change 2022 vs 2020**

Decrease

Answered by all. Respondents who stated that they were told not to eat or drink, did not know if they were allowed to eat or drink, or did not want anything to eat or drink have been excluded.  
Number of respondents: 2016: 156; 2018: 187; 2020: 146; 2022: 136

# Section 7. Leaving A&E

## Question scores

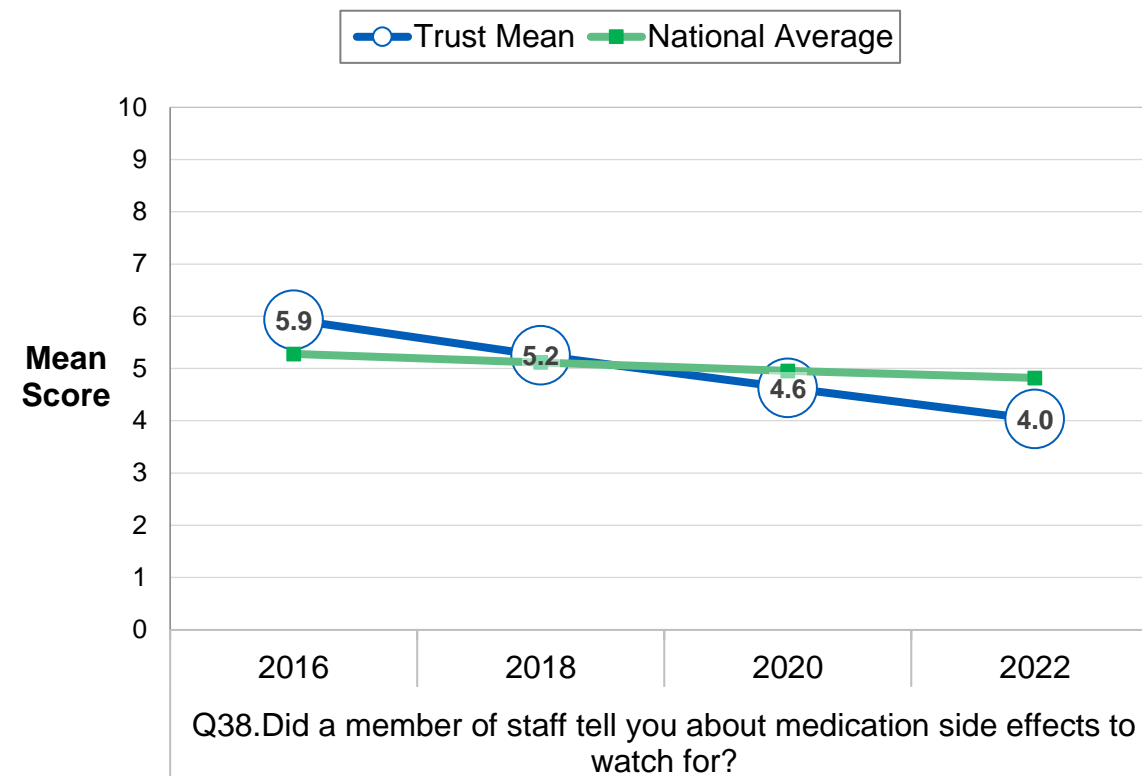


Significant change 2022 vs 2020

No change

Answered by those who were not admitted / transferred to a hospital ward and who were prescribed new medications. Respondents who stated that they did not need an explanation have been excluded.

Number of respondents: 2016: 80; 2018: 96; 2020: 72; 2022: 70



Significant change 2022 vs 2020

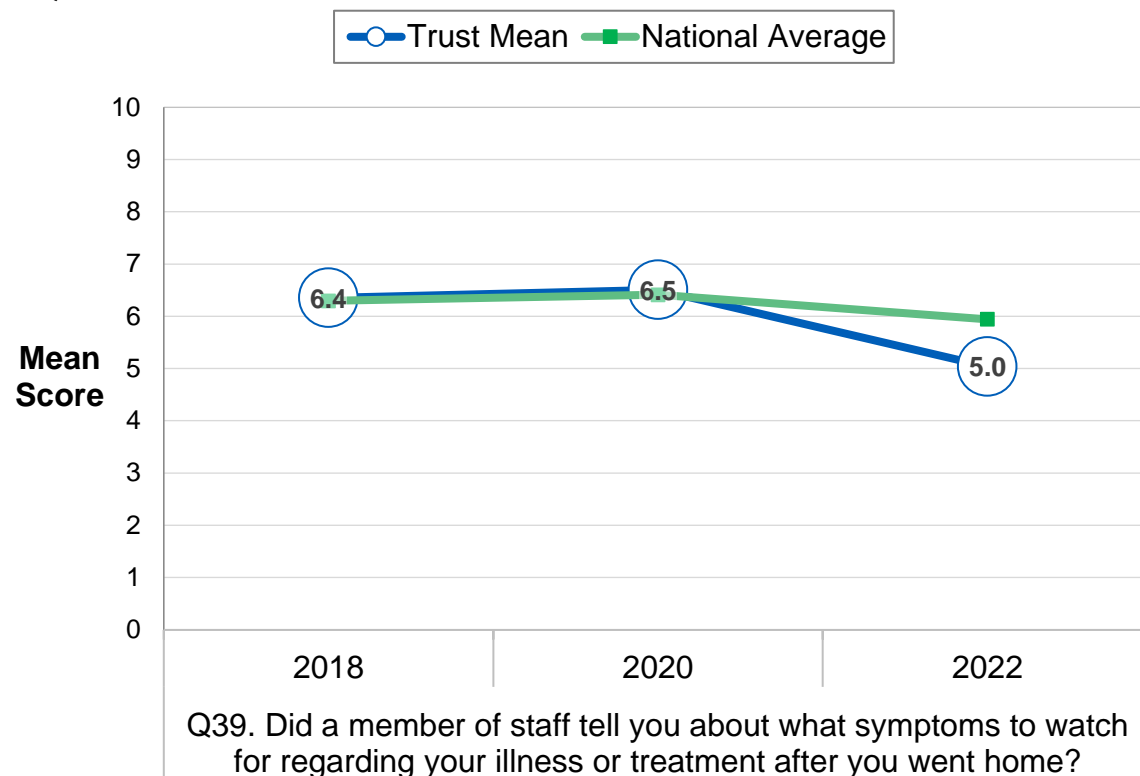
No change

Answered by those who were not admitted / transferred to a hospital ward and who were prescribed new medications. Respondents who stated that they did not need information have been excluded.

Number of respondents: 2016: 68; 2018: 81; 2020: 68; 2022: 58

# Section 7. Leaving A&E

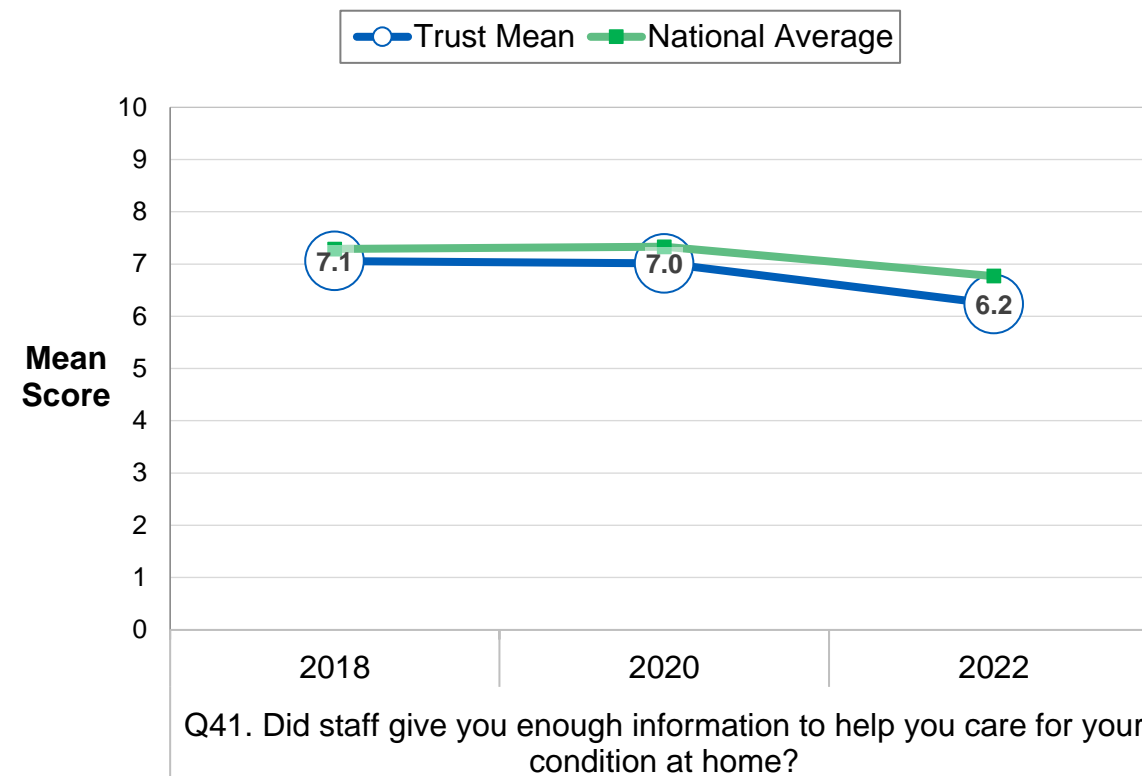
## Question scores



Significant change 2022 vs 2020

Decrease

Answered by those who were not admitted / transferred to a hospital ward. Respondents who stated that they did not need information have been excluded.  
Number of respondents: 2018: 180; 2020: 167; 2022: 122



Significant change 2022 vs 2020

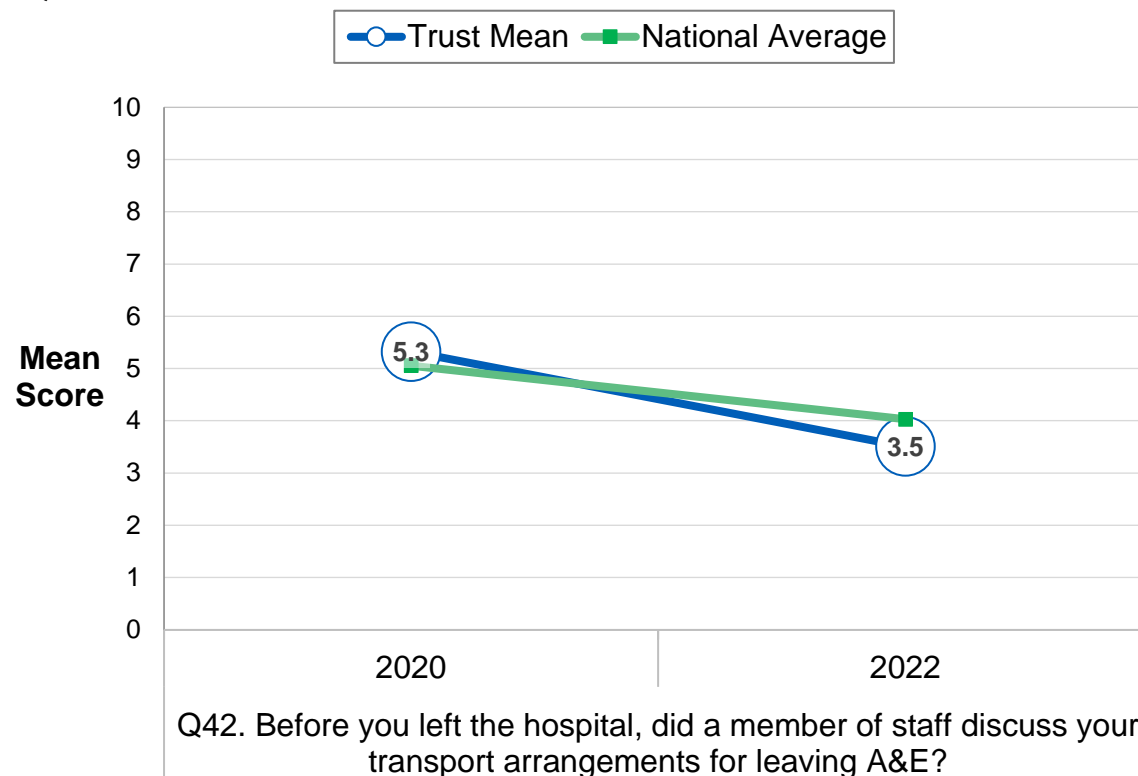
No change

Answered by those who were not admitted / transferred to a hospital ward. Respondents who stated that they didn't need information have been excluded.  
Number of respondents: 2018: 203; 2020: 167; 2022: 120



# Section 7. Leaving A&E

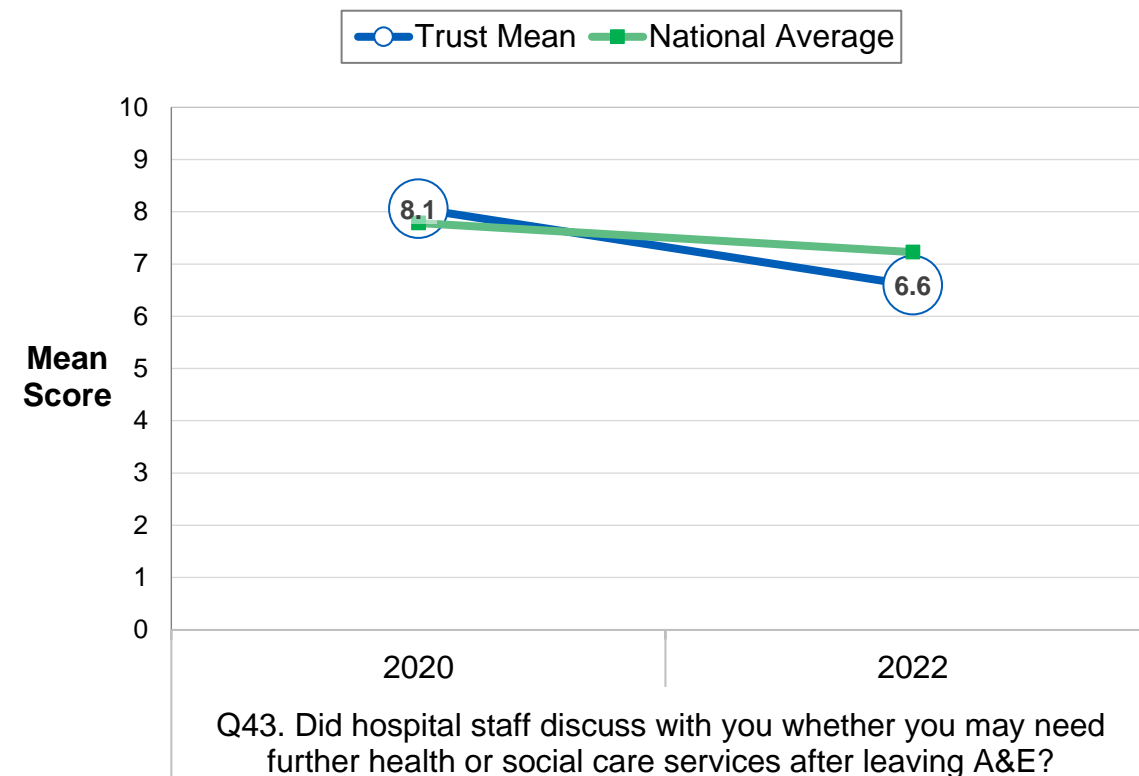
## Question scores



Significant change 2022 vs 2020

Decrease

Answered by those who were not admitted / transferred to a hospital ward. Respondents who stated that it was not necessary or didn't know / couldn't remember have been excluded.  
Number of respondents: 2020: 106; 2022: 74



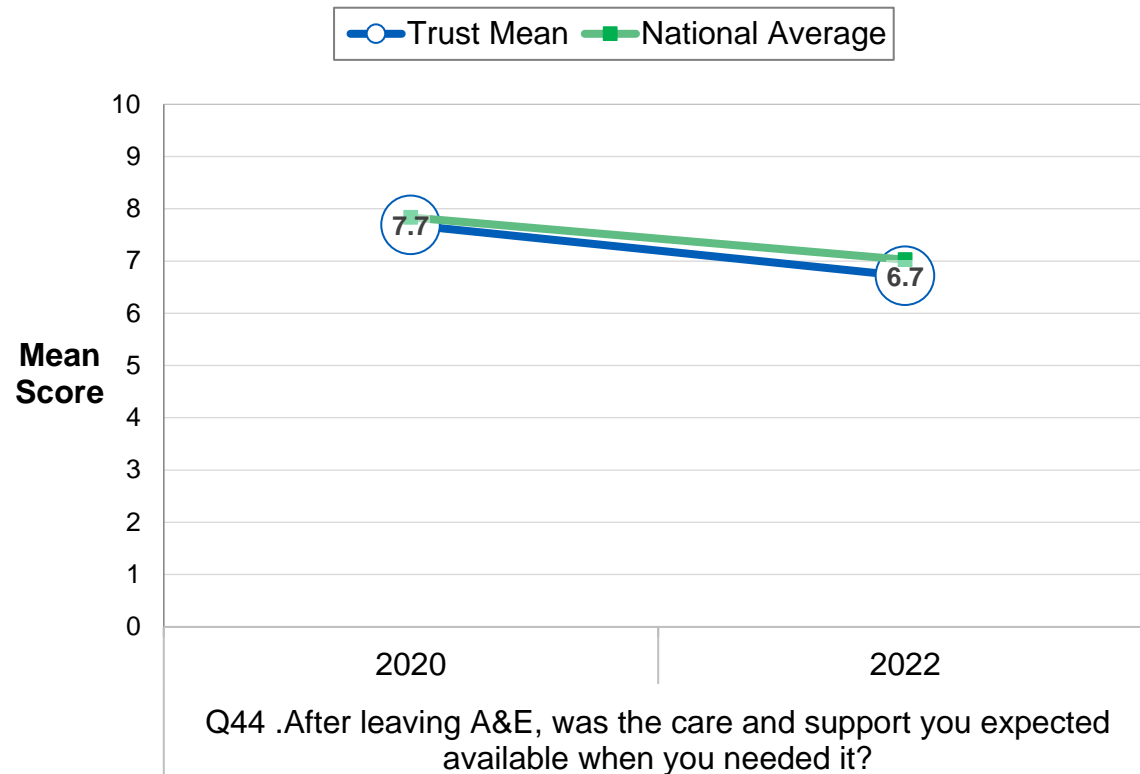
Significant change 2022 vs 2020

Decrease

Answered by those who were not admitted / transferred to a hospital ward. Respondents who stated that it was not necessary to discuss it have been excluded.  
Number of respondents: 2020: 91; 2022: 68

# Section 7. Leaving A&E

## Question scores



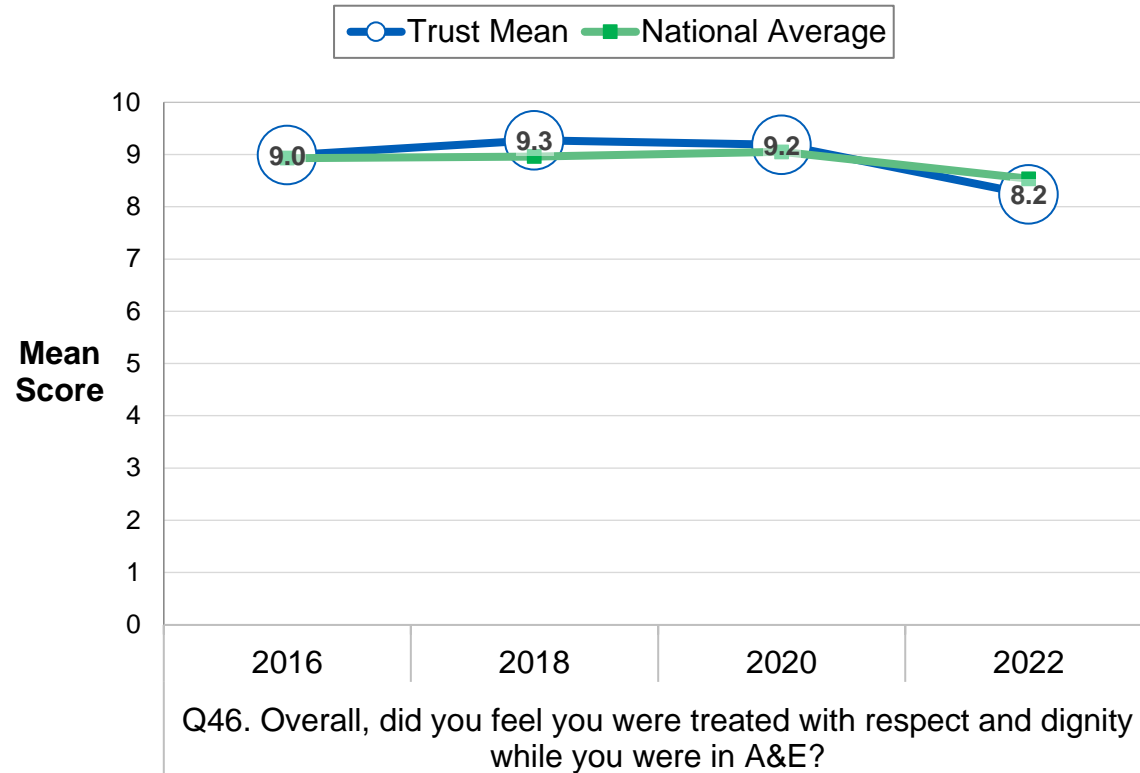
Significant change 2022 vs 2020

No change

Answered by those who were not admitted / transferred to a hospital ward. Respondents who stated that they didn't expect any further care or support have been excluded.  
Number of respondents: 2020: 104; 2022: 71

# Section 8. Respect and dignity

## Question scores



Significant change 2022 vs 2020

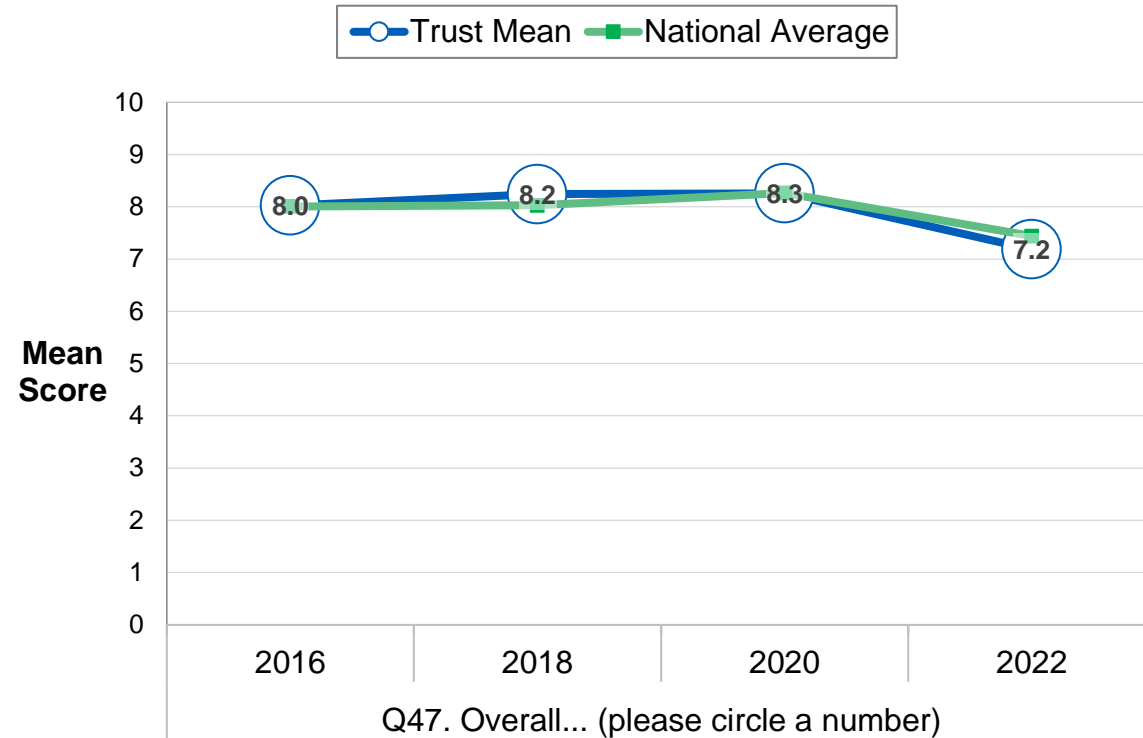
Decrease

Answered by all.

Number of respondents: 2016: 306; 2018: 351; 2020: 284; 2022: 218

# Section 9. Experience overall

## Question scores



Significant change 2022 vs 2020

Decrease

Answered by all.

Number of respondents: 2016: 294; 2018: 339; 2020: 272; 2022: 211

# Appendix

# Comparison to other trusts: where your trust has performed much better

The questions at which your trust has performed 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: where your trust has performed better

The questions at which your trust has performed better than 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: where your trust has performed somewhat better

The questions at which your trust has performed somewhat 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

- Q18. Did doctors or nurses talk to each other about you as if you weren't there?



# Comparison to other trusts: where your trust has performed somewhat worse

The questions at which your trust has performed somewhat worse 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

- Q10. Were you kept updated on how long your wait would be?
- Q24. If you needed attention, were you able to get a member of medical or nursing staff to help you?
- Q39. Did a member of staff tell you about what symptoms to watch for regarding your illness or treatment after you went home?

## Comparison to other trusts: where your trust has performed worse

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

### Worse than expected

- Q37. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?

# Comparison to other trusts: where your trust has performed much worse

The questions at which your trust has performed much worse 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.

# 2022 Urgent and Emergency Care Survey

## A&E Departments (Type 1 services) results for Kingston Hospital NHS Foundation Trust

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

- ✓ **Communication:** Doctors or nurses talking to each other as if patients aren't there
- ✓ **Family involvement:** Family members, friends or carers having enough opportunity to talk to health professionals
- ✓ **Privacy:** Patients being given enough privacy when discussing their condition with receptionist
- ✓ **Safety:** Patient perception of feeling threatened by other patients or visitors
- ✓ **Communication:** Patients experiencing some staff saying one thing, and other staff saying something different

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

- **Medication:** Staff members explaining purpose of medications in a way patients can understand
- **Food & drink:** Availability of suitable food or drink
- **Help while waiting:** Patients being able to get help with their condition from staff
- **Symptoms:** Staff telling patients what symptoms of their illness to watch out for when they are home
- **Staff responsiveness:** Patient being able to get help from staff if they needed attention

These questions are calculated by comparing your trust's results to the national average. "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 receiving care or treatment in a Type 1 accident and emergency (A&E) department and had been treated by the trust between 1<sup>st</sup> and 30<sup>th</sup> September 2022. Between November 2022 and March 2023, a questionnaire was sent to 950 recent patients. Responses were received from 225 patients at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].

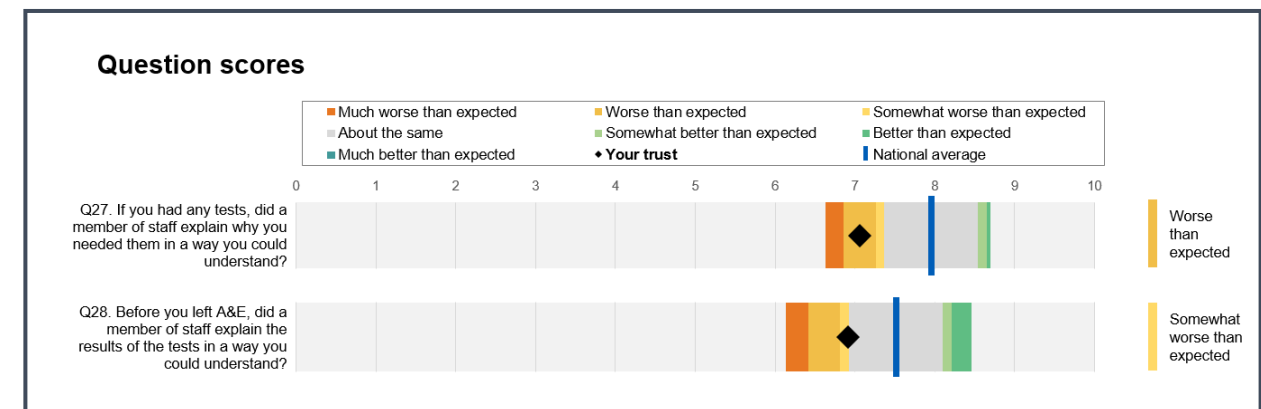
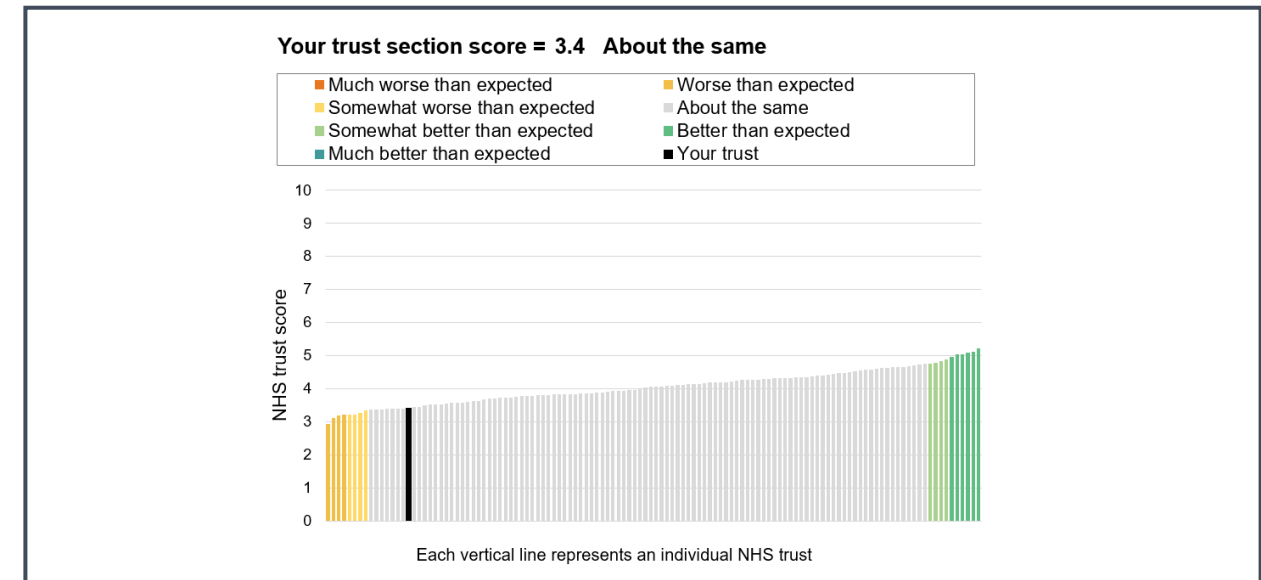


# How to interpret benchmarking in this report

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

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

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



## How to interpret benchmarking in this report (continued)

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.

In some cases, there will be no shades of orange and/or green area in the graph. This happens when the expected range for your trust is so broad that it encompasses either the highest possible score for all trusts (no green section) or the lowest possible score for all trusts (no orange section). This could be because there were few respondents and/or a lot of variation in their answers.

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.

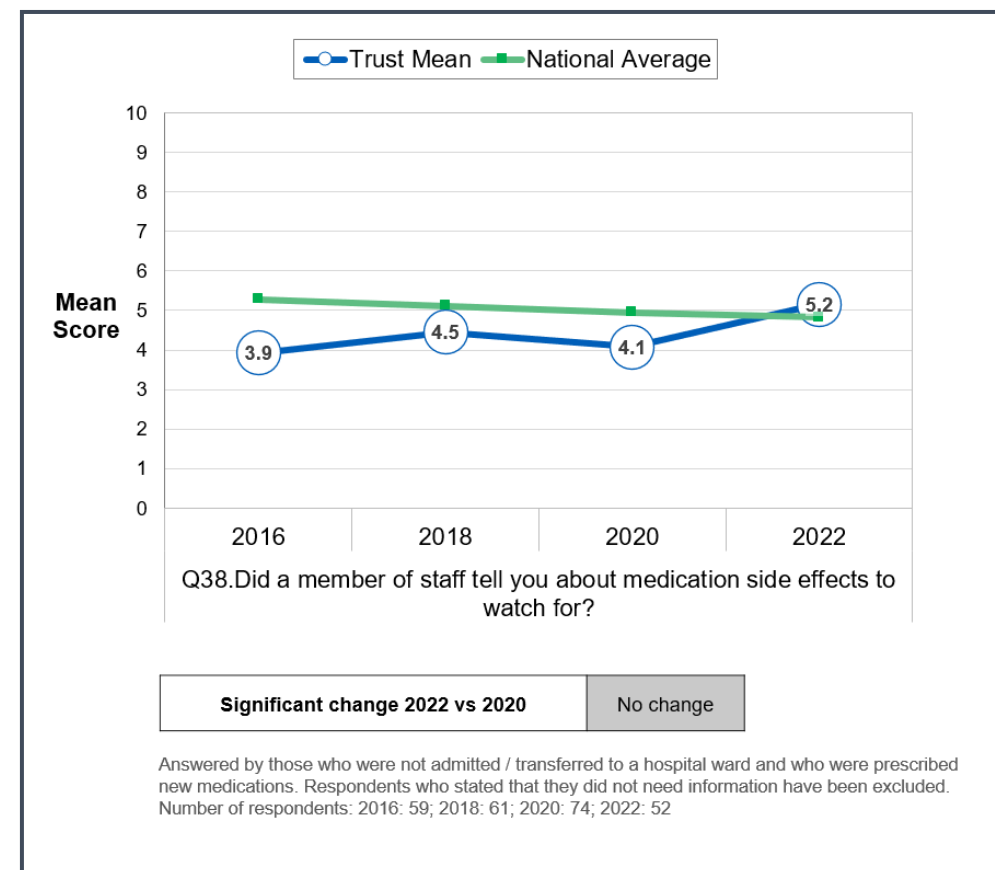
Additional information on the 'expected range' analysis technique can be found in the survey technical report on the [NHS Surveys website](#).

# How to interpret change over time in this report

The charts in the 'change over time' section show how your trust scored in each Urgent & Emergency Care survey iteration. Where available, trend data from 2016 to 2022 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 a Type 1 accident and emergency (A&E) department 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 (2022) and the previous year (2020). Z-tests set to 95% significance were used to compare data between the two years (2022 vs 2020). A statistically significant difference means it is unlikely we would have obtained this result if there was no real difference.



# An example of scoring

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

## Calculating an individual respondent's score

The following provides an example for the scoring system applied for each respondent. For question 6 "Were you given enough privacy when discussing your condition with the receptionist?":

- The answer code "Yes, definitely" would be given a score of 10, as this refers to the most positive patient experience possible.
- The answer code "Yes, to some extent" would be given a score of 5, as it is placed at an equal interval along the scale.
- The answer code "No" would be given a score of 0, as this response reflects considerable scope for improvement.
- The answer code "I did not discuss my condition with a receptionist" 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.



# Thank you.

For further information, please contact  
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