



2022 Urgent and Emergency Care Survey Benchmark Report for Urgent Treatment Centres (Type 3 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 7,418 people who attended a Type 3 department, this is a response rate of 22.1%.

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 and 2018 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 Urgent Treatment Centres (Type 3 services) 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.

- **Change over time** – displays your trust score for each survey year. Where available, trend data will be shown from 2018 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
- 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.



580 invited to take part



122 completed



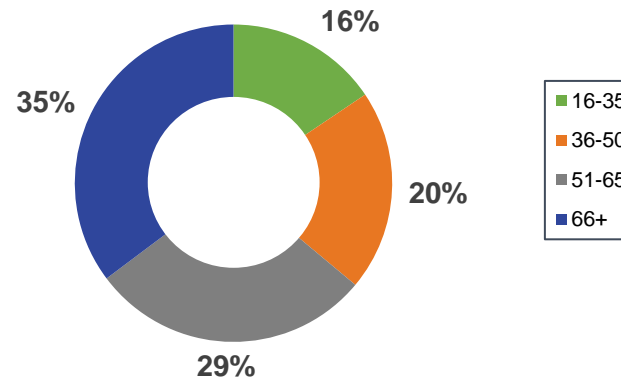
22% response rate

22% average response rate for all trusts

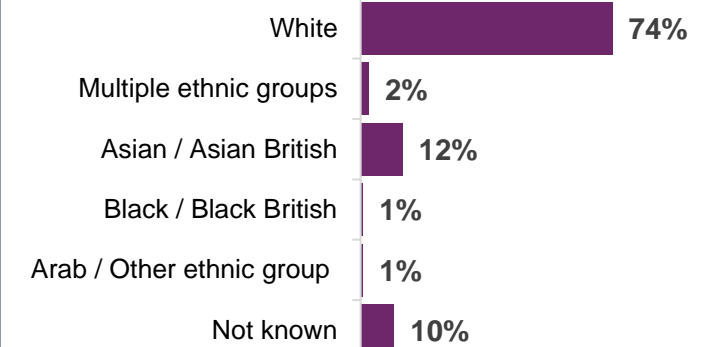
28% response rate for your trust last year



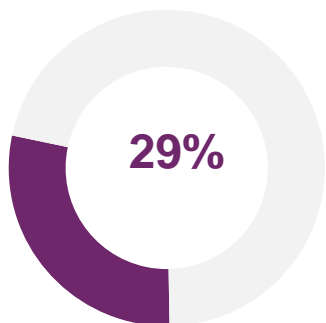
AGE



ETHNICITY



LONG-TERM CONDITIONS

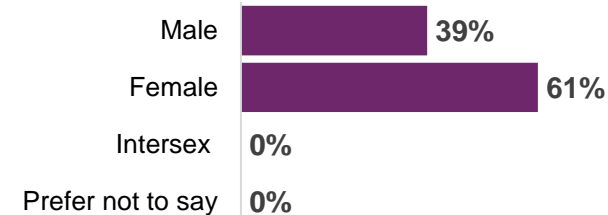


of patients have a **physical or mental health condition or illness** that has lasted or is expected to last for 12 months or more.



SEX

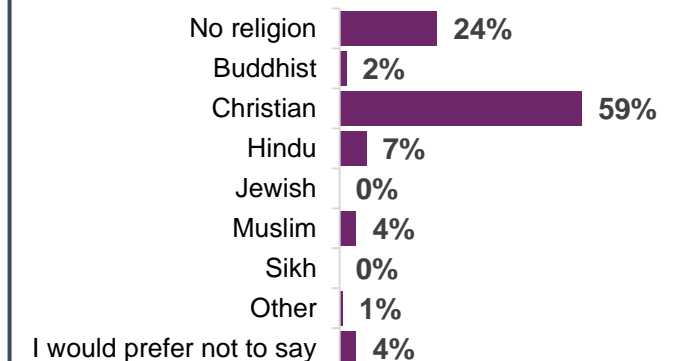
At birth were you registered as...



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



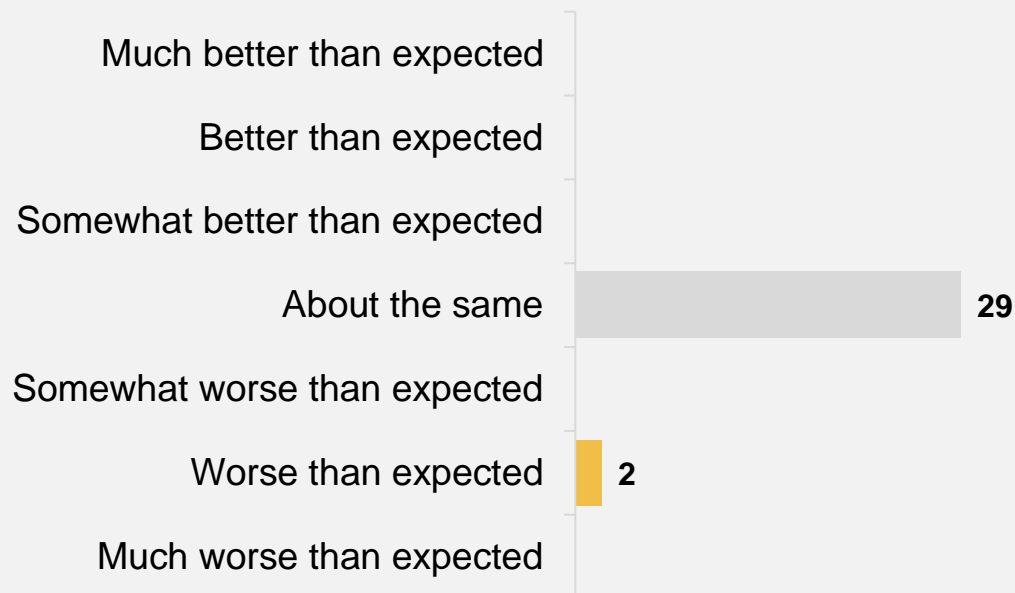
RELIGION



Summary of findings for your trust

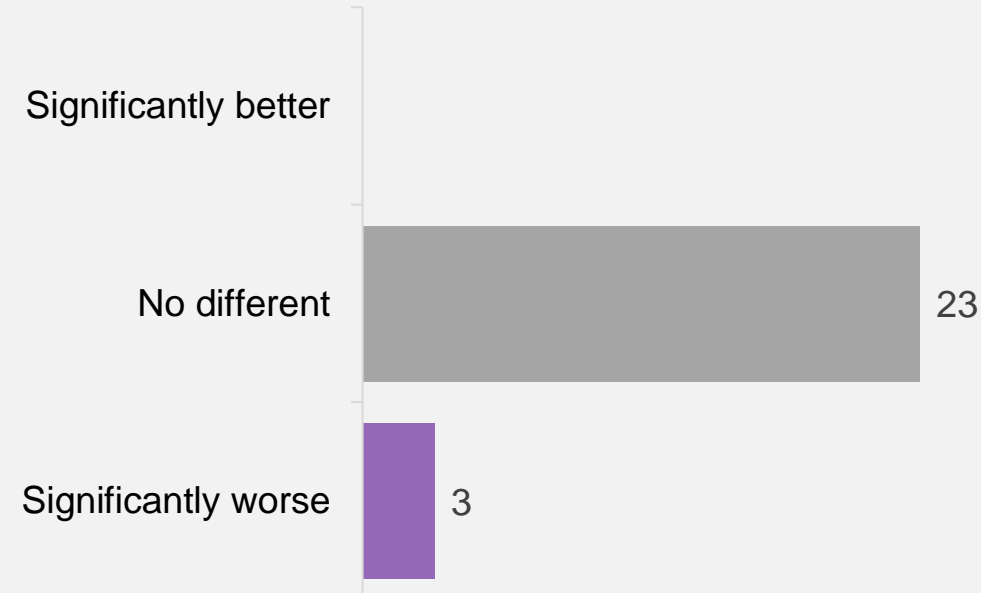
Comparison with other trusts

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

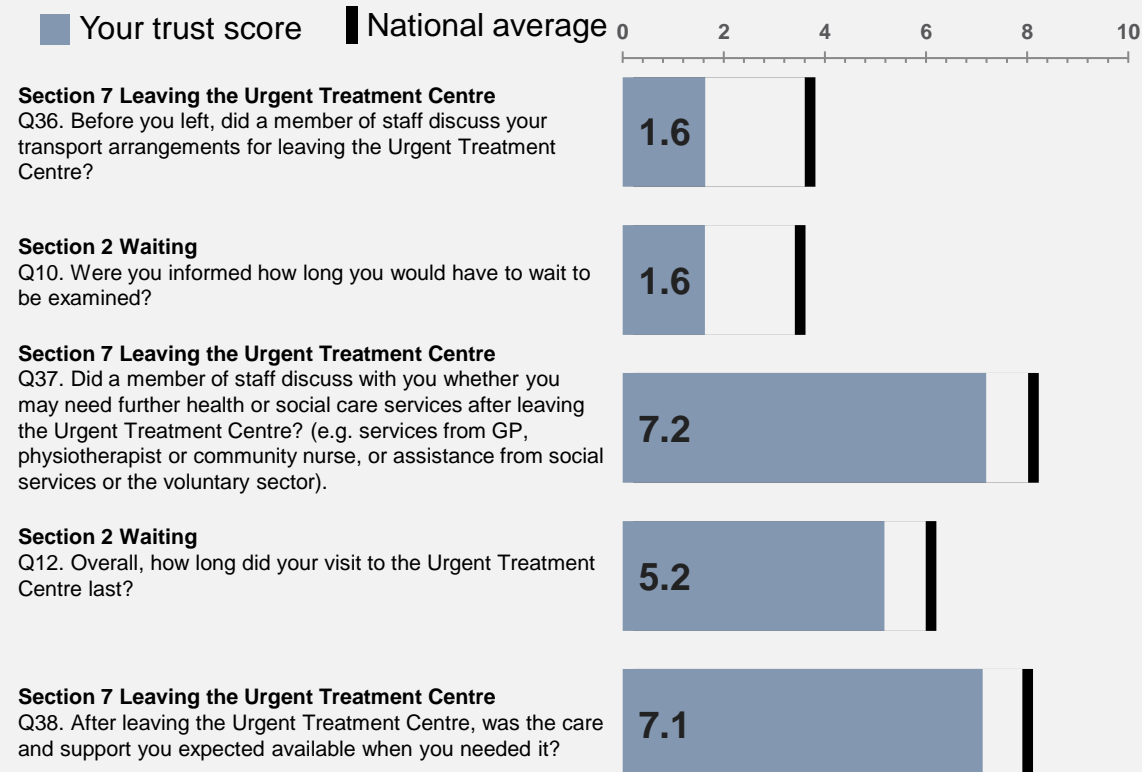
These five questions are calculated by comparing your trust's results to the national average.

- **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)



Bottom five scores (compared with national average)



Benchmarking

This section includes:

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

Please note:

- If data is missing this is due to a low number of responses

Section 1. Arrival at the Urgent Treatment Centre

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

Barts Health NHS Trust	8.6
Lewisham and Greenwich NHS Trust	7.8
North Middlesex University Hospital NHS Trust	7.8
Royal Free London NHS Foundation Trust	7.3
Kingston Hospital NHS Foundation Trust	7.2

Trusts with the lowest scores

Guy's and St Thomas' NHS Foundation Trust	6.9
St George's University Hospitals NHS Foundation Trust	7.1
Kingston Hospital NHS Foundation Trust	7.2
Royal Free London NHS Foundation Trust	7.3
North Middlesex University Hospital NHS Trust	7.8

Section 1. Arrival at the Urgent Treatment Centre

Question scores

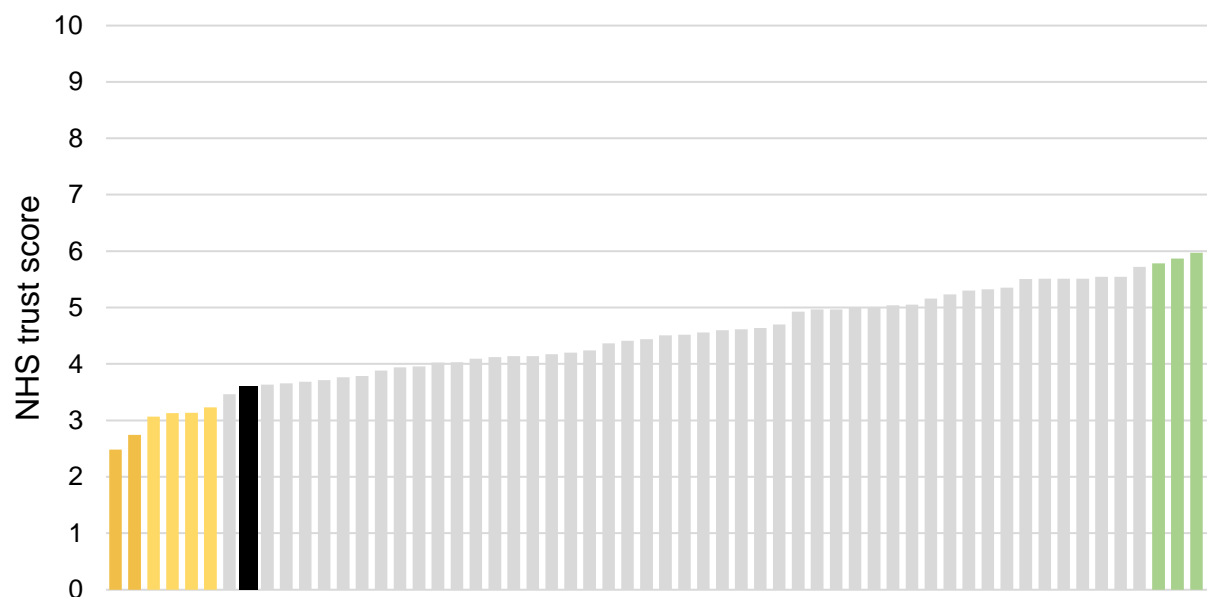
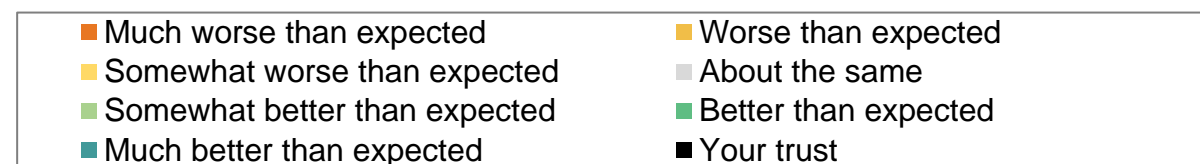


All trusts in England				
Number of respondents	Your trust	National average	Lowest score	Highest score
112	7.2	7.1	5.6	8.6

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 = 3.6 About the same



Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

Royal Free London
NHS Foundation Trust

4.6

Guy's and St Thomas'
NHS Foundation Trust

4.4

Barts Health NHS
Trust

3.9

Lewisham and
Greenwich NHS Trust

3.9

St George's University
Hospitals NHS
Foundation Trust

3.7

Trusts with the lowest scores

North Middlesex
University Hospital
NHS Trust

2.5

Kingston Hospital NHS
Foundation Trust

3.6

St George's University
Hospitals NHS
Foundation Trust

3.7

Lewisham and
Greenwich NHS Trust

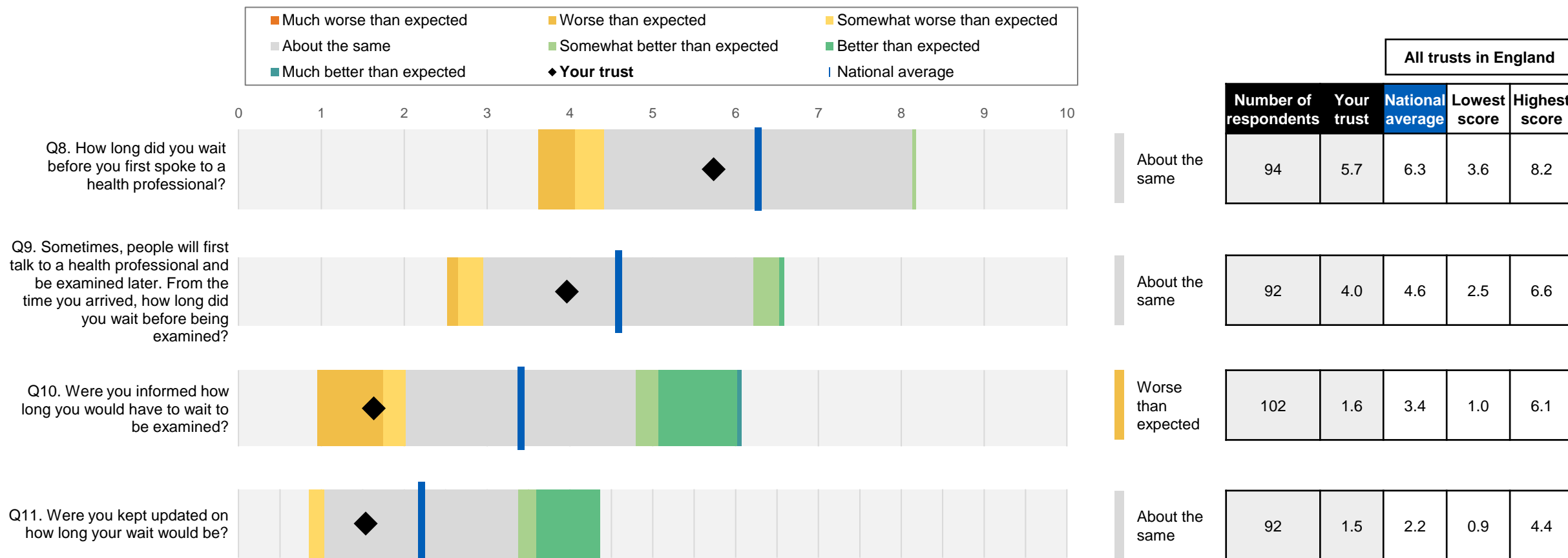
3.9

Barts Health NHS
Trust

3.9

Section 2. Waiting (continued)

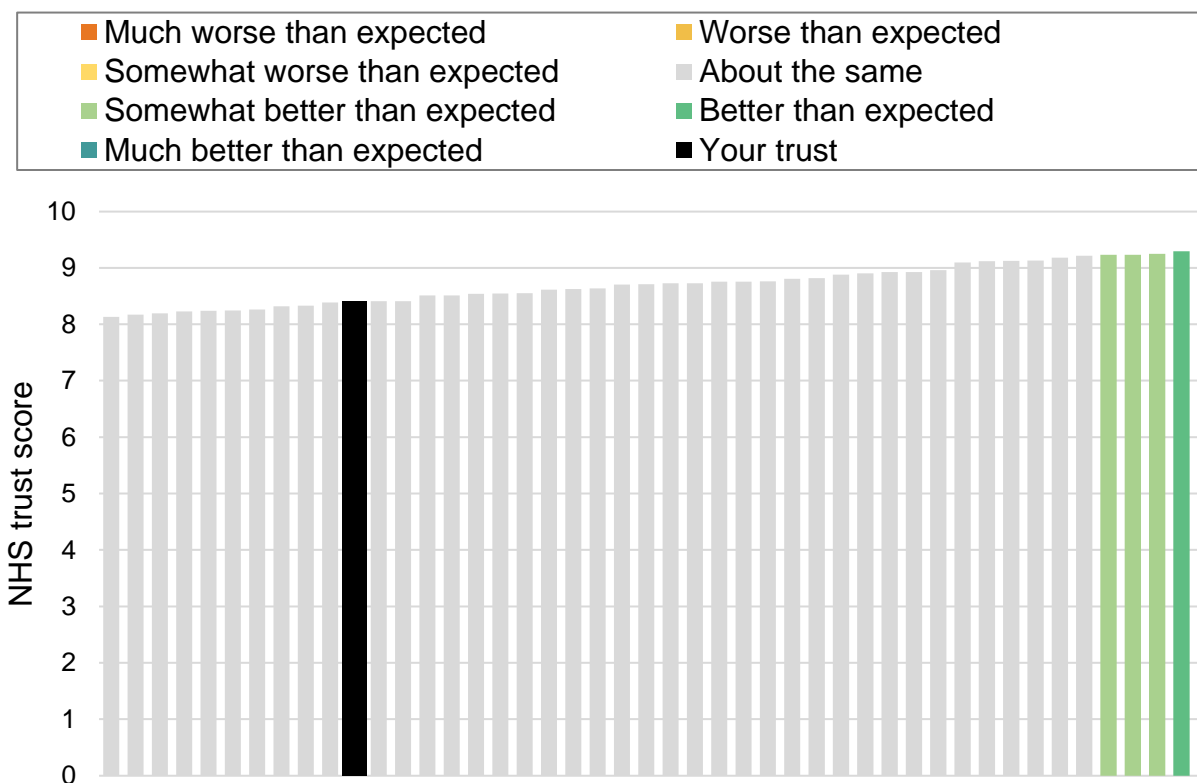
Question scores



Section 3. Health professionals

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



Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

Royal Free London
NHS Foundation Trust

8.5

Kingston Hospital NHS
Foundation Trust

8.4

Barts Health NHS
Trust

North Middlesex
University Hospital
NHS Trust

Guy's and St Thomas'
NHS Foundation Trust

Trusts with the lowest scores

Kingston Hospital NHS
Foundation Trust

8.4

Royal Free London
NHS Foundation Trust

8.5

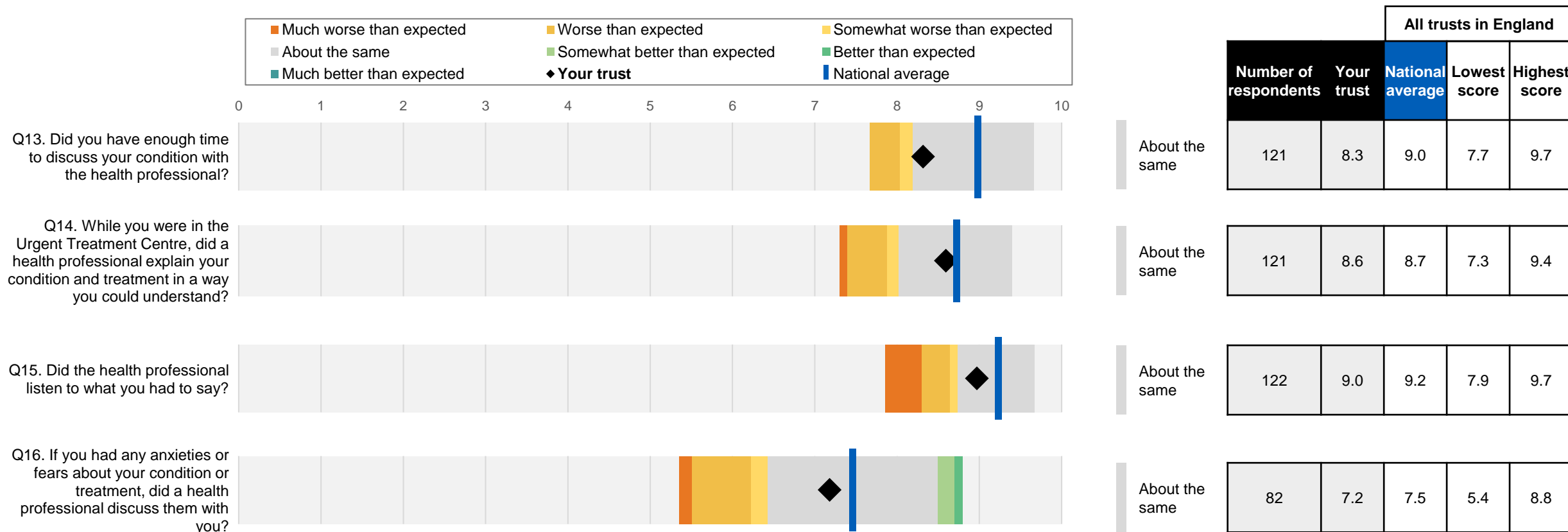
Barts Health NHS
Trust

North Middlesex
University Hospital
NHS Trust

Guy's and St Thomas'
NHS Foundation Trust

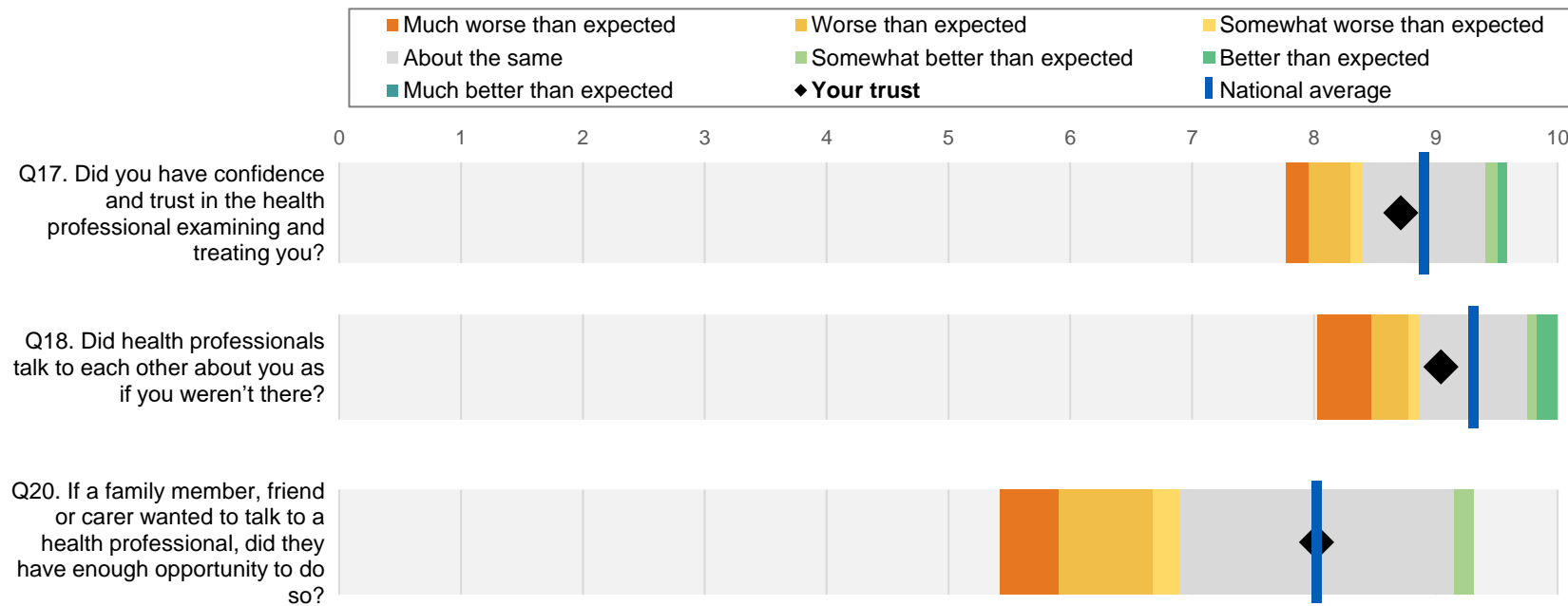
Section 3. Health professionals (continued)

Question scores



Section 3. Health professionals (continued)

Question scores



About the same

About the same

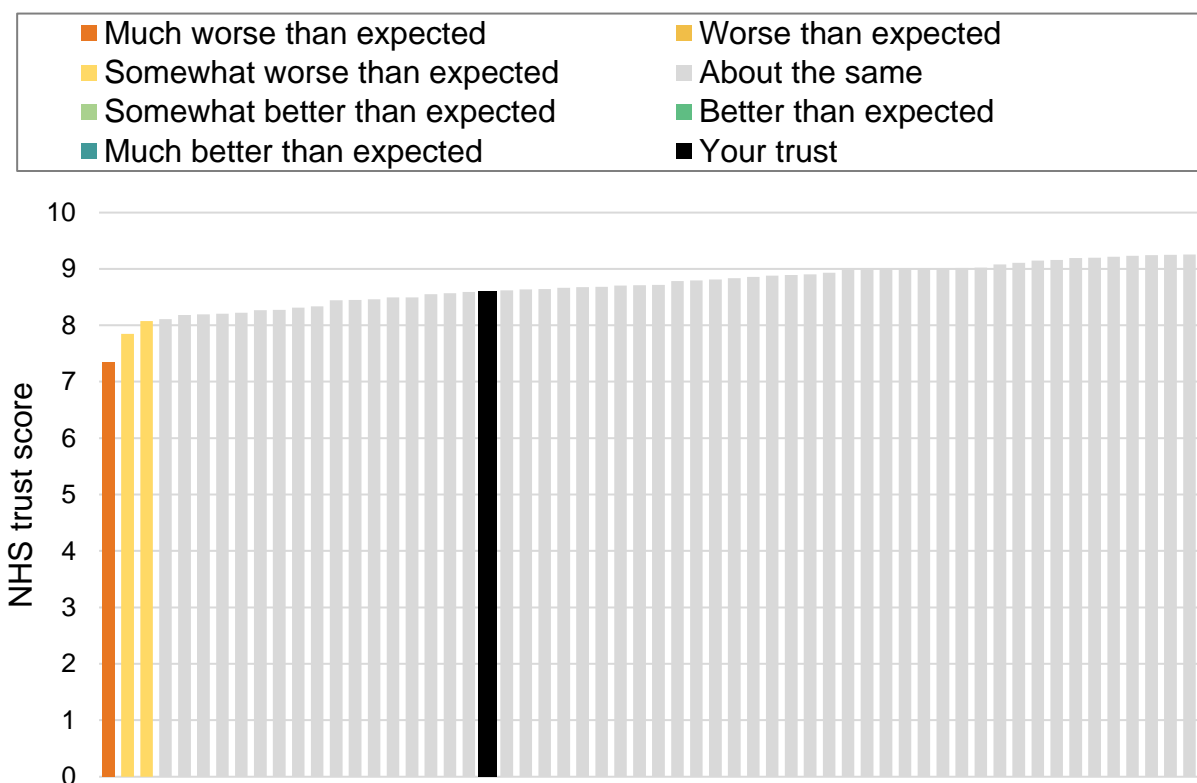
About the same

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
121	8.7	8.9	7.8	9.6
104	9.0	9.3	8.0	10.0
37	8.0	8.0	5.4	9.3

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 = 8.6 About the same



Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

Royal Free London
NHS Foundation Trust

8.6

Kingston Hospital NHS
Foundation Trust

8.6

Guy's and St Thomas'
NHS Foundation Trust

8.5

Barts Health NHS
Trust

8.2

Lewisham and
Greenwich NHS Trust

8.2

Trusts with the lowest scores

North Middlesex
University Hospital
NHS Trust

7.3

St George's University
Hospitals NHS
Foundation Trust

8.1

Lewisham and
Greenwich NHS Trust

8.2

Barts Health NHS
Trust

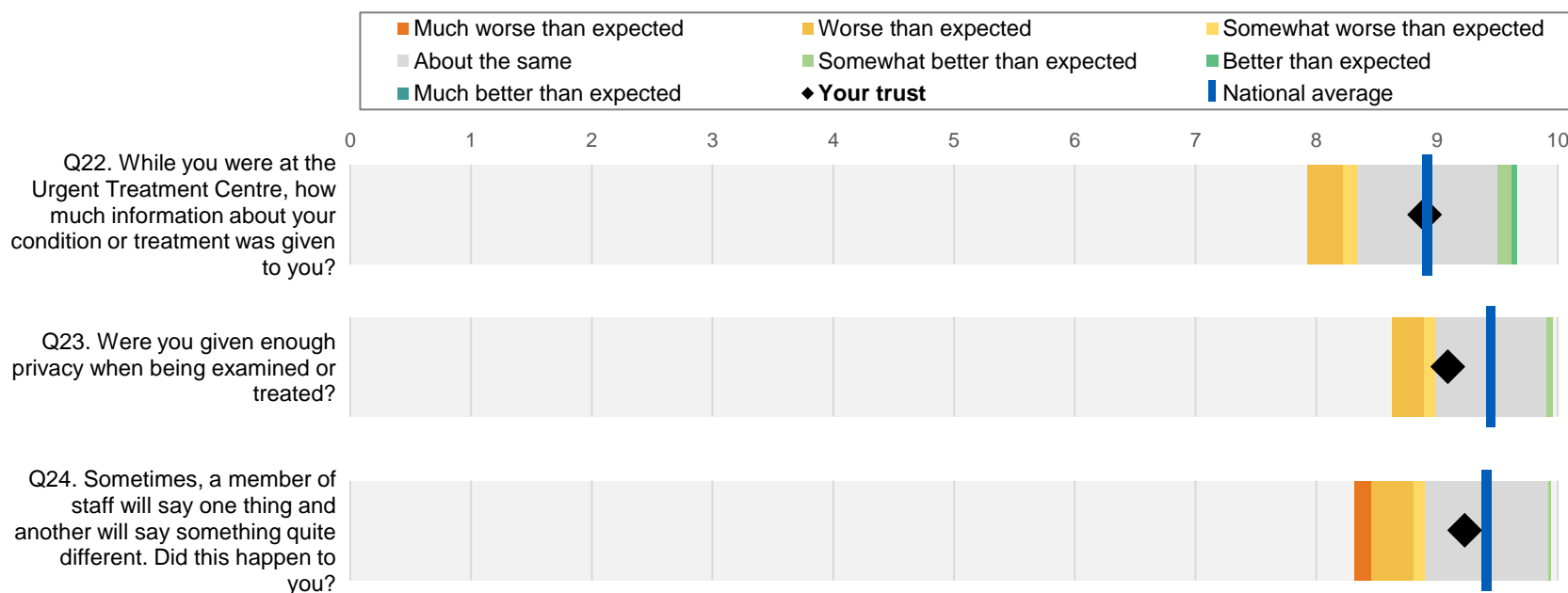
8.2

Guy's and St Thomas'
NHS Foundation Trust

8.5

Section 4. Care and treatment (continued)

Question scores



About the same

About the same

About the same

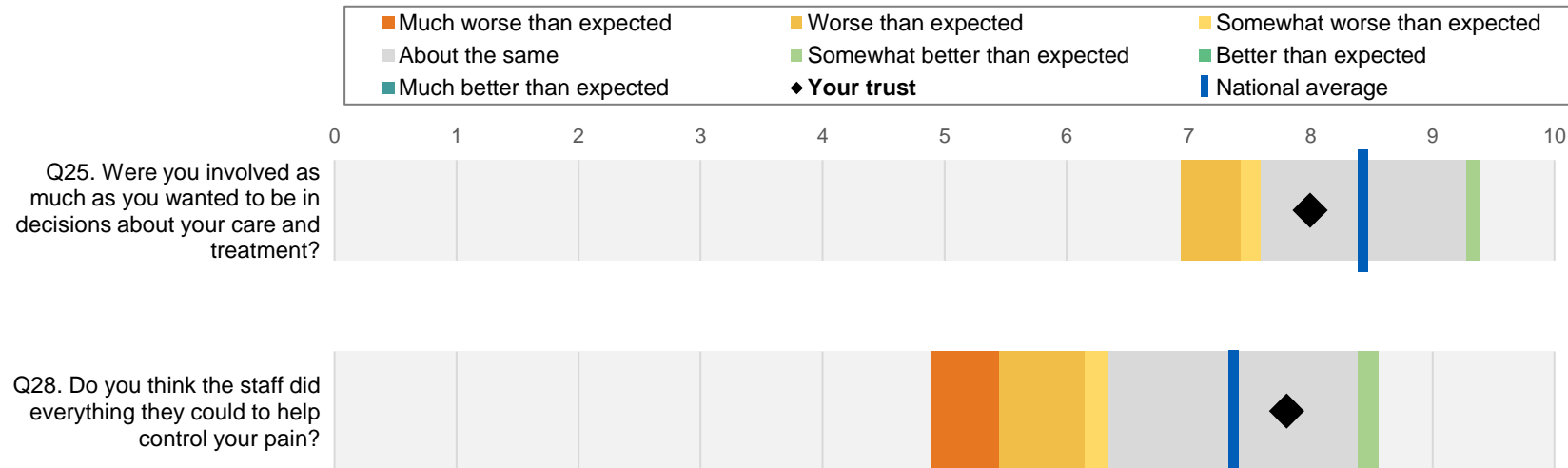
Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
122	8.9	8.9	7.9	9.7

122	9.1	9.4	8.6	10.0
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122	9.2	9.4	8.3	9.9
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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
121	8.0	8.4	6.9	9.4

About the same

Number of respondents	Your trust	National average	Lowest score	Highest score
90	7.8	7.4	4.9	8.6

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 = 8.1 About the same



Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

Royal Free London
NHS Foundation Trust

8.4

Guy's and St Thomas'
NHS Foundation Trust

8.3

St George's University
Hospitals NHS
Foundation Trust

8.2

Kingston Hospital NHS
Foundation Trust

8.1

Lewisham and
Greenwich NHS Trust

7.2

Trusts with the lowest scores

North Middlesex
University Hospital
NHS Trust

6.4

Lewisham and
Greenwich NHS Trust

7.2

Kingston Hospital NHS
Foundation Trust

8.1

St George's University
Hospitals NHS
Foundation Trust

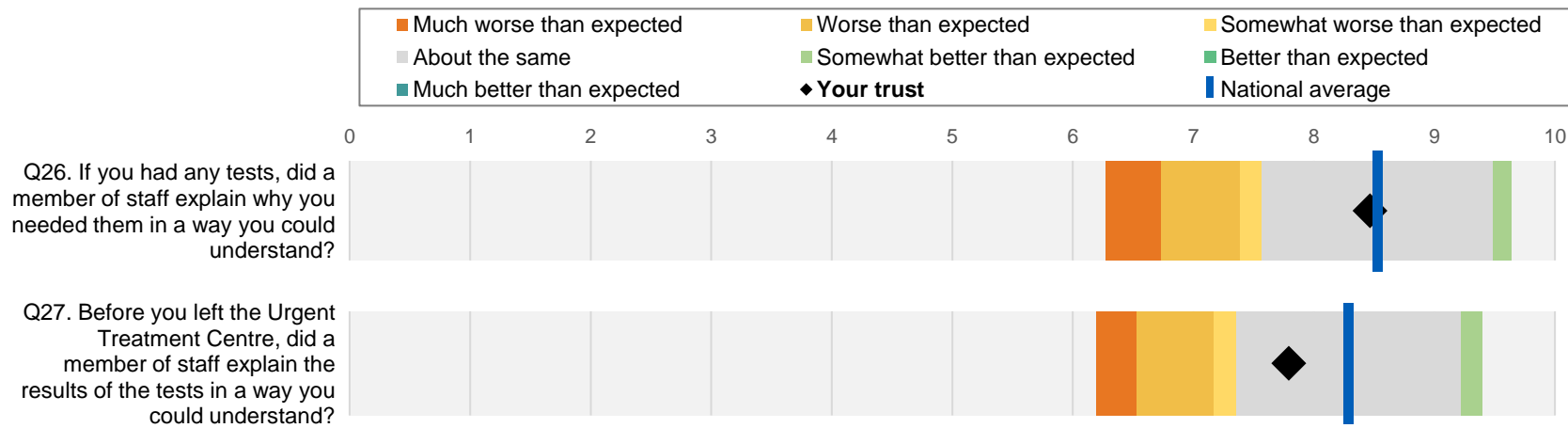
8.2

Guy's and St Thomas'
NHS Foundation Trust

8.3

Section 5. Tests (continued)

Question scores



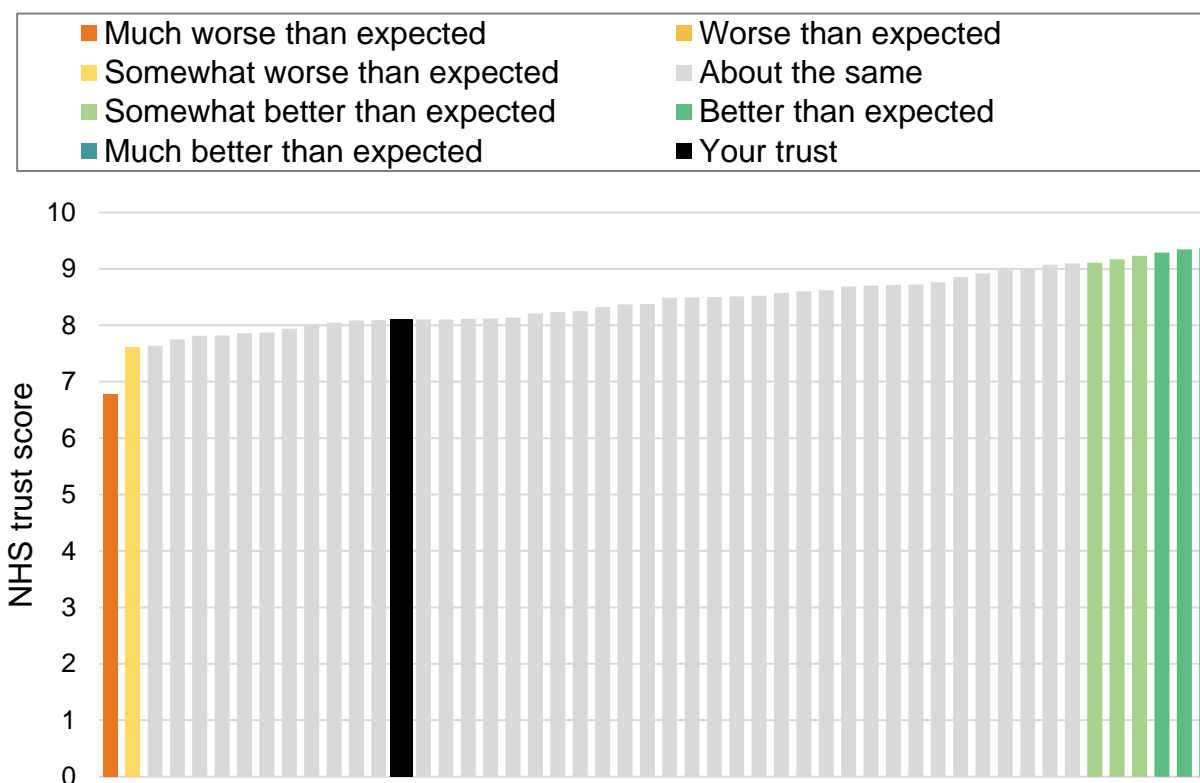
		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
86	8.5	8.5	6.3	9.6

About the same				
83	7.8	8.3	6.2	9.4

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 = 8.1 About the same



Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

Kingston Hospital NHS Foundation Trust

8.1

Royal Free London NHS Foundation Trust

7.9

St George's University Hospitals NHS Foundation Trust

7.8

Barts Health NHS Trust

North Middlesex University Hospital NHS Trust

Trusts with the lowest scores

St George's University Hospitals NHS Foundation Trust

7.8

Royal Free London NHS Foundation Trust

7.9

Kingston Hospital NHS Foundation Trust

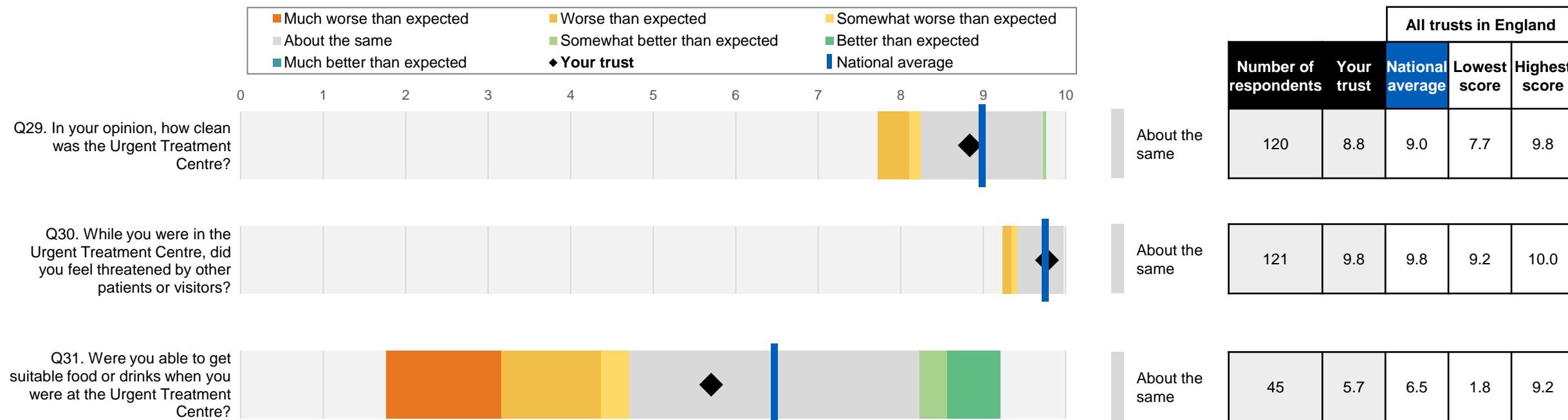
8.1

Barts Health NHS Trust

North Middlesex University Hospital NHS Trust

Section 6. Environment and facilities (continued)

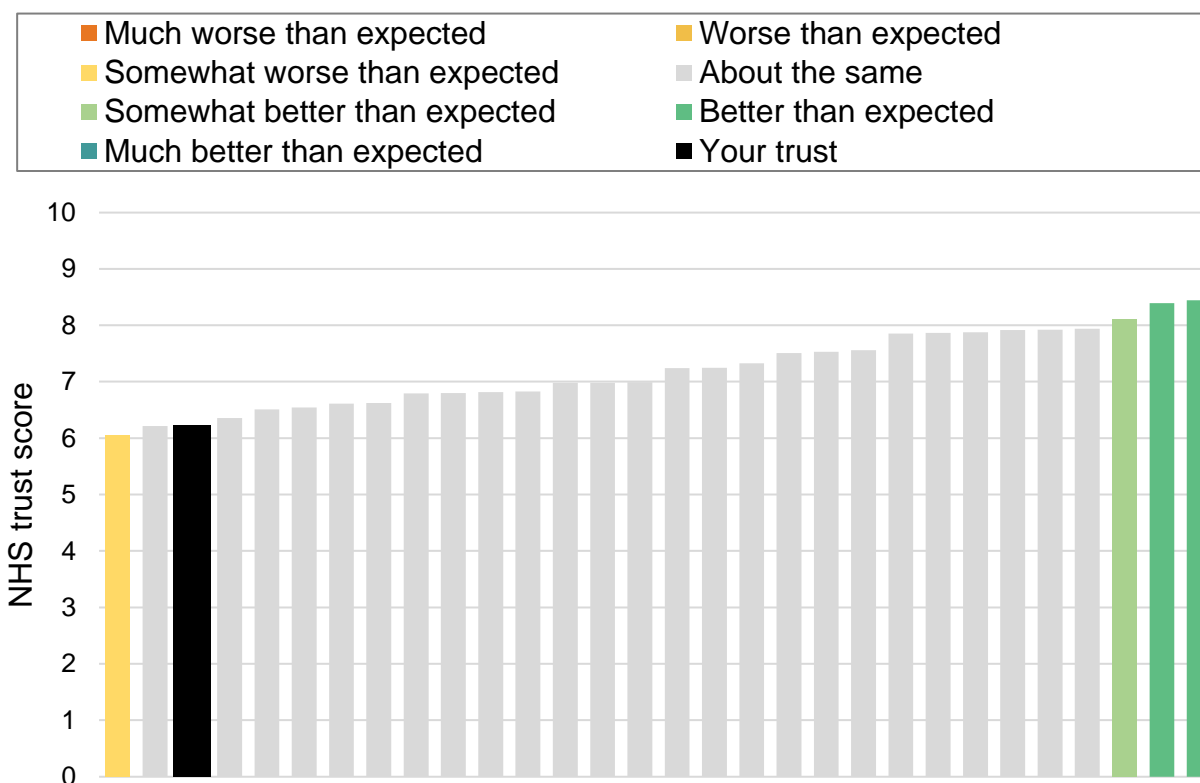
Question scores



Section 7. Leaving the Urgent Treatment Centre

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 = 6.2 About the same



Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

Kingston Hospital NHS Foundation Trust

6.2

St George's University Hospitals NHS Foundation Trust

6.1

Barts Health NHS Trust

Royal Free London NHS Foundation Trust

North Middlesex University Hospital NHS Trust

Trusts with the lowest scores

St George's University Hospitals NHS Foundation Trust

6.1

Kingston Hospital NHS Foundation Trust

6.2

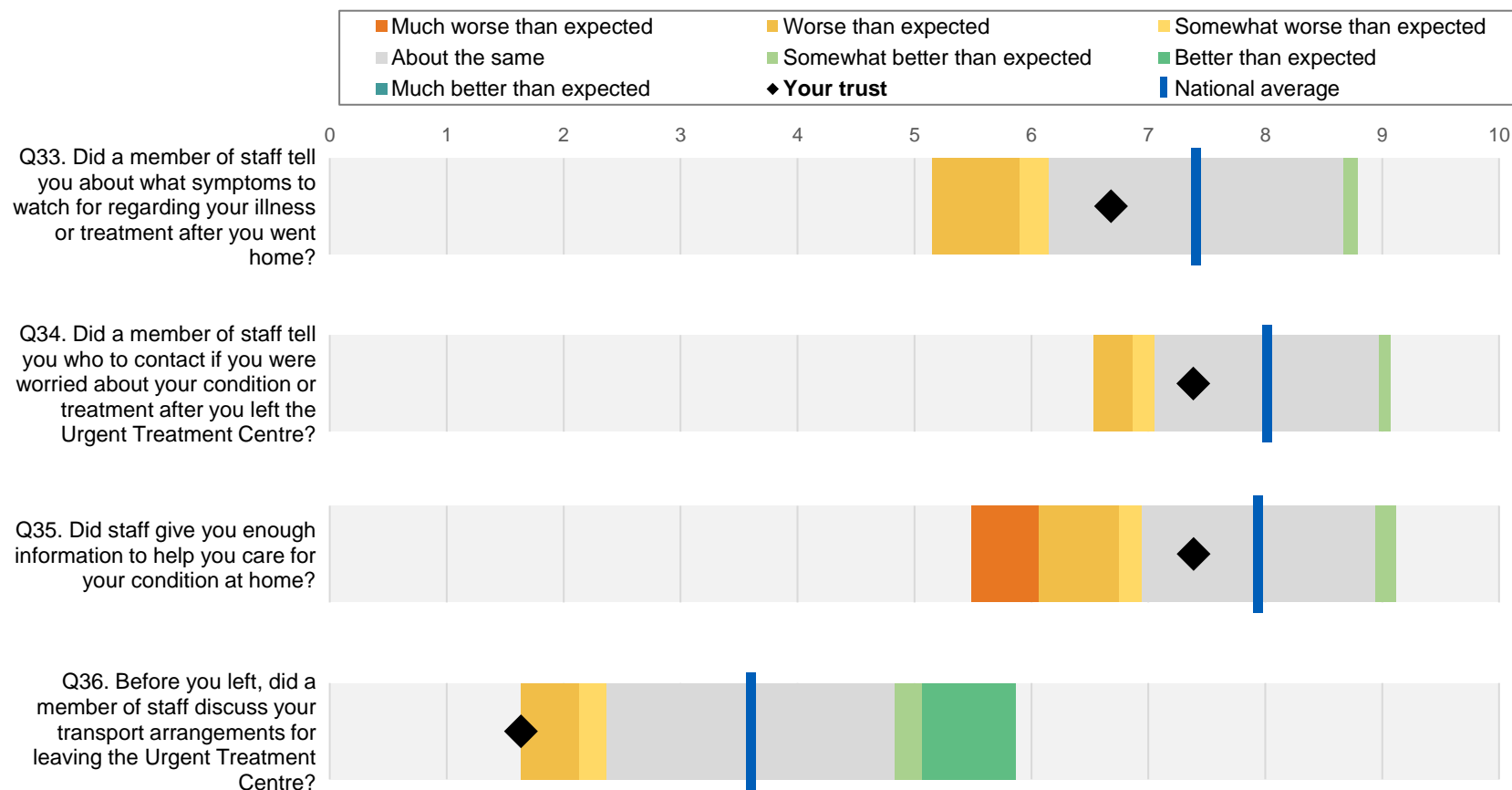
Barts Health NHS Trust

Royal Free London NHS Foundation Trust

North Middlesex University Hospital NHS Trust

Section 7. Leaving the Urgent Treatment Centre (continued)

Question scores



		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
86	6.7	7.4	5.1	8.8

About the same

Number of respondents	Your trust	National average	Lowest score	Highest score
88	7.4	8.0	6.5	9.1

About the same

Number of respondents	Your trust	National average	Lowest score	Highest score
103	7.4	7.9	5.5	9.1

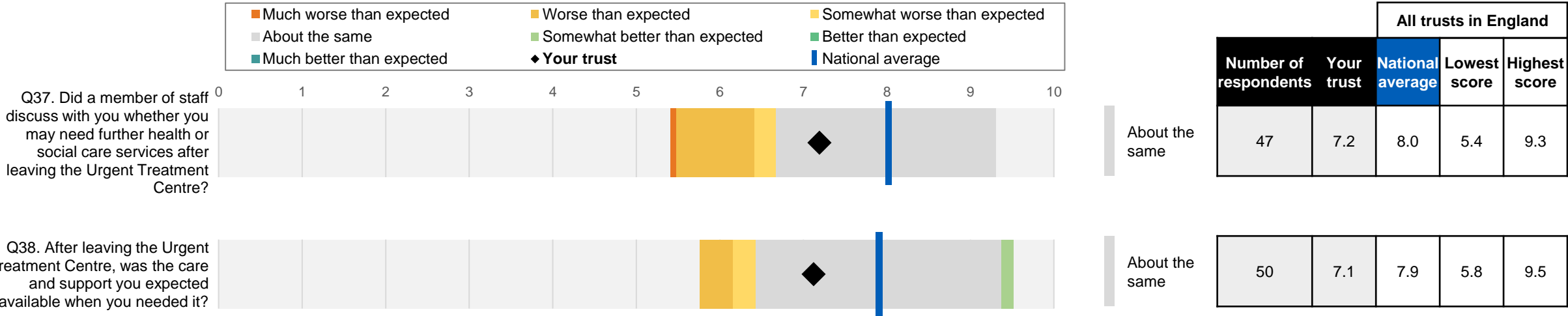
About the same

Number of respondents	Your trust	National average	Lowest score	Highest score
52	1.6	3.6	1.6	5.9

Worse than expected

Section 7. Leaving the Urgent Treatment Centre (continued)

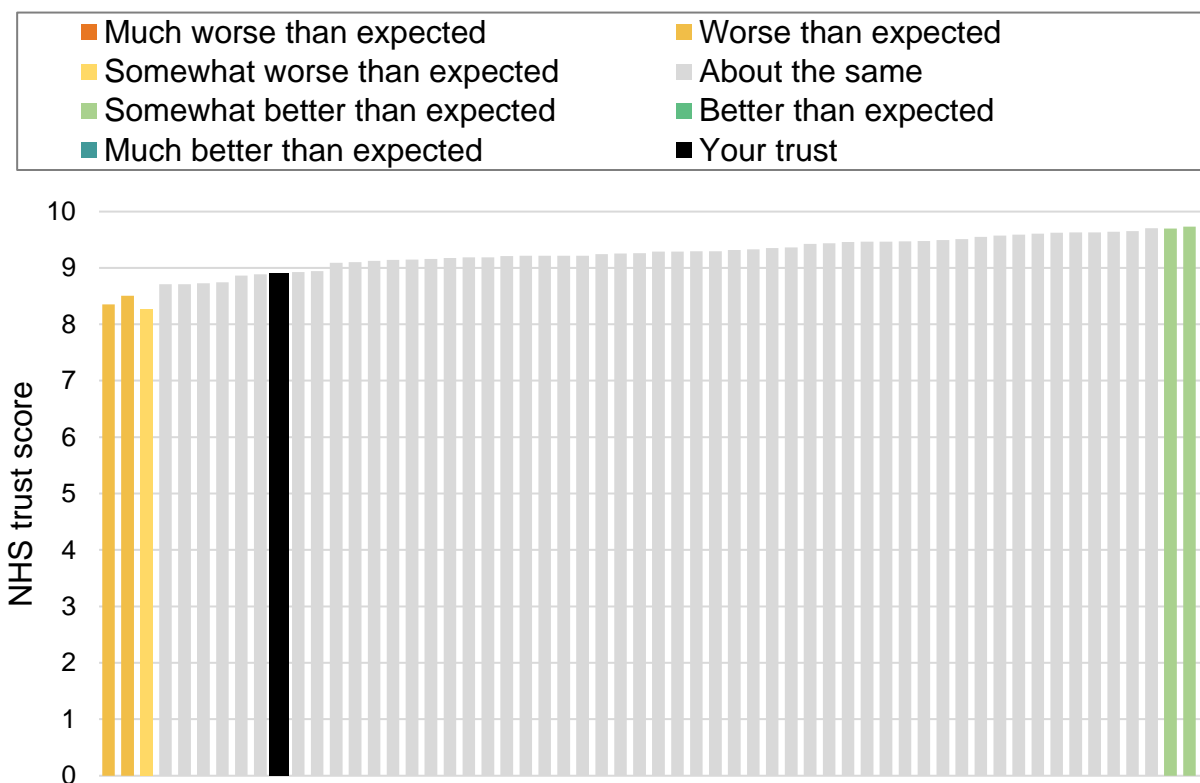
Question scores



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 = 8.9 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

9.5

Royal Free London NHS Foundation Trust

9.2

St George's University Hospitals NHS Foundation Trust

8.9

Kingston Hospital NHS Foundation Trust

8.9

Lewisham and Greenwich NHS Trust

8.7

Trusts with the lowest scores

North Middlesex University Hospital NHS Trust

8.3

Barts Health NHS Trust

8.7

Lewisham and Greenwich NHS Trust

8.7

Kingston Hospital NHS Foundation Trust

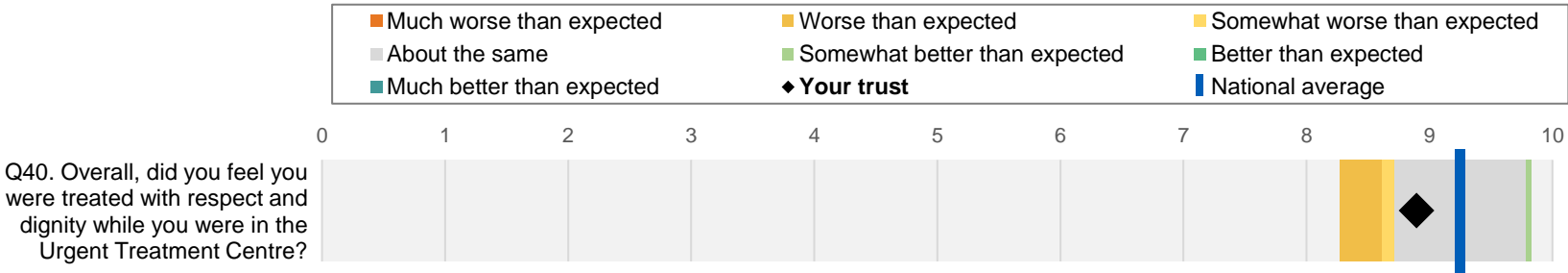
8.9

St George's University Hospitals NHS Foundation Trust

8.9

Section 8. Respect and dignity (continued)

Question scores



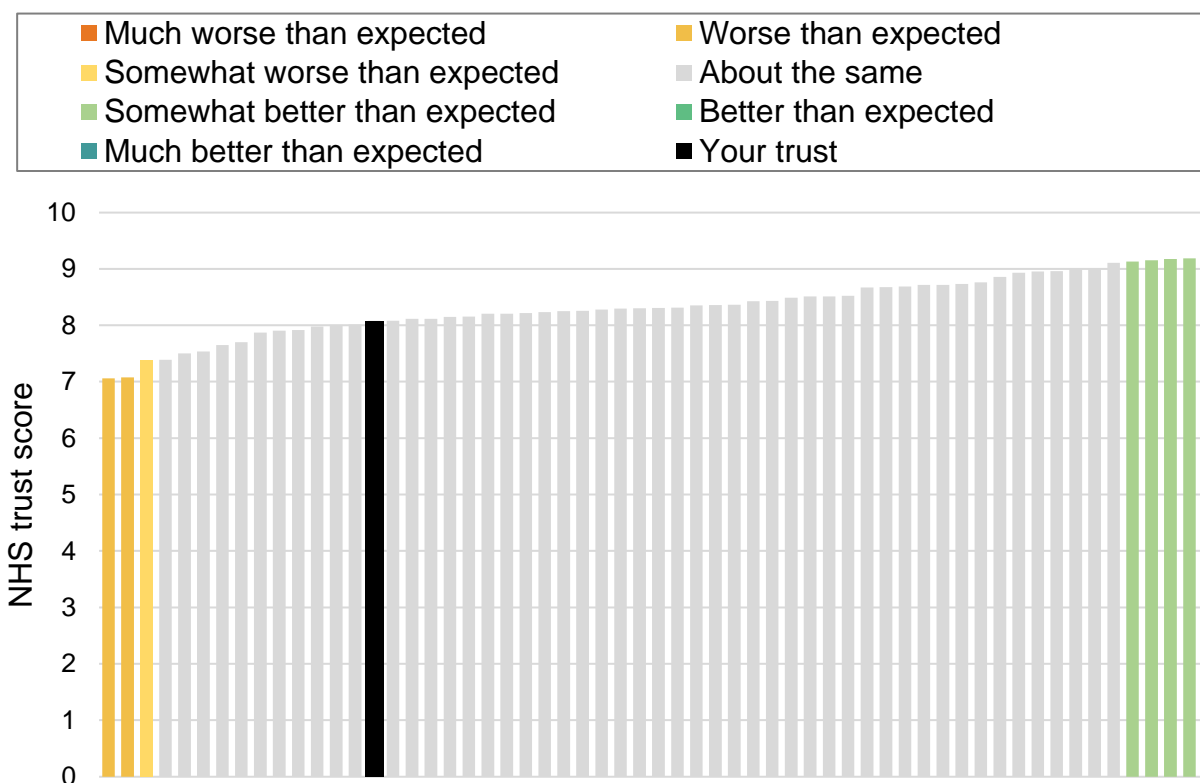
About the same

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
118	8.9	9.3	8.3	9.8

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 = 8.1 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

8.5

Royal Free London NHS Foundation Trust

8.2

Kingston Hospital NHS Foundation Trust

8.1

St George's University Hospitals NHS Foundation Trust

7.7

Barts Health NHS Trust

7.5

Trusts with the lowest scores

North Middlesex University Hospital NHS Trust

7.1

Lewisham and Greenwich NHS Trust

7.5

Barts Health NHS Trust

7.5

St George's University Hospitals NHS Foundation Trust

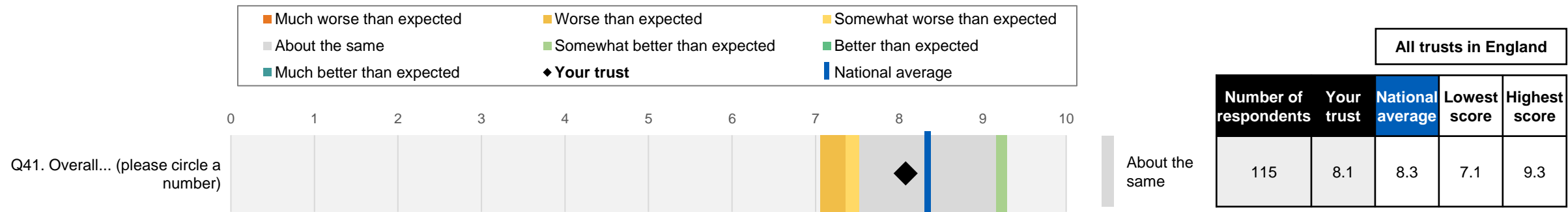
7.7

Kingston Hospital NHS Foundation Trust

8.1

Section 9. Experience overall (continued)

Question scores



Q21. While you were at the Urgent Treatment Centre, did staff help you with your communication needs?

Question scores



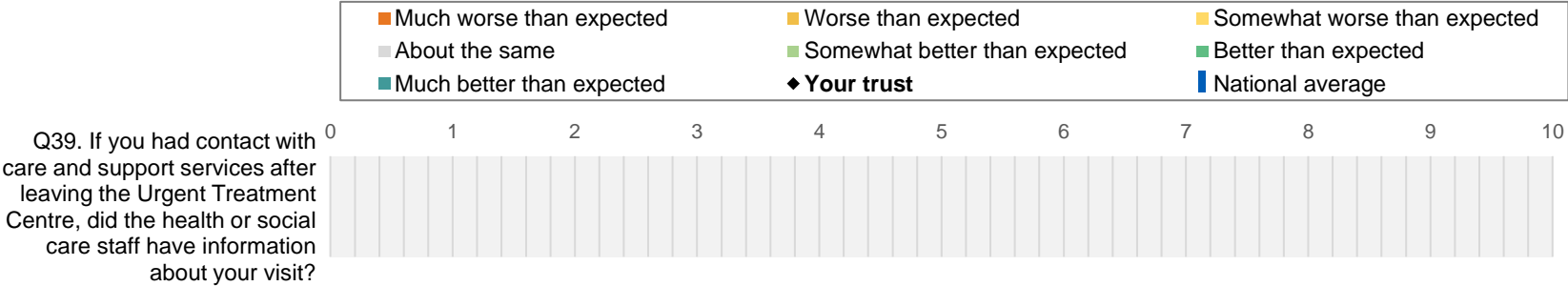
-

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
0	-	7.6	5.0	9.1

Please note this question is not included in a section score due to high levels of suppression.

Q39. If you had contact with care and support services after leaving the Urgent Treatment Centre, did the health or social care staff have information about your visit?

Question scores



Change over time

This section includes:

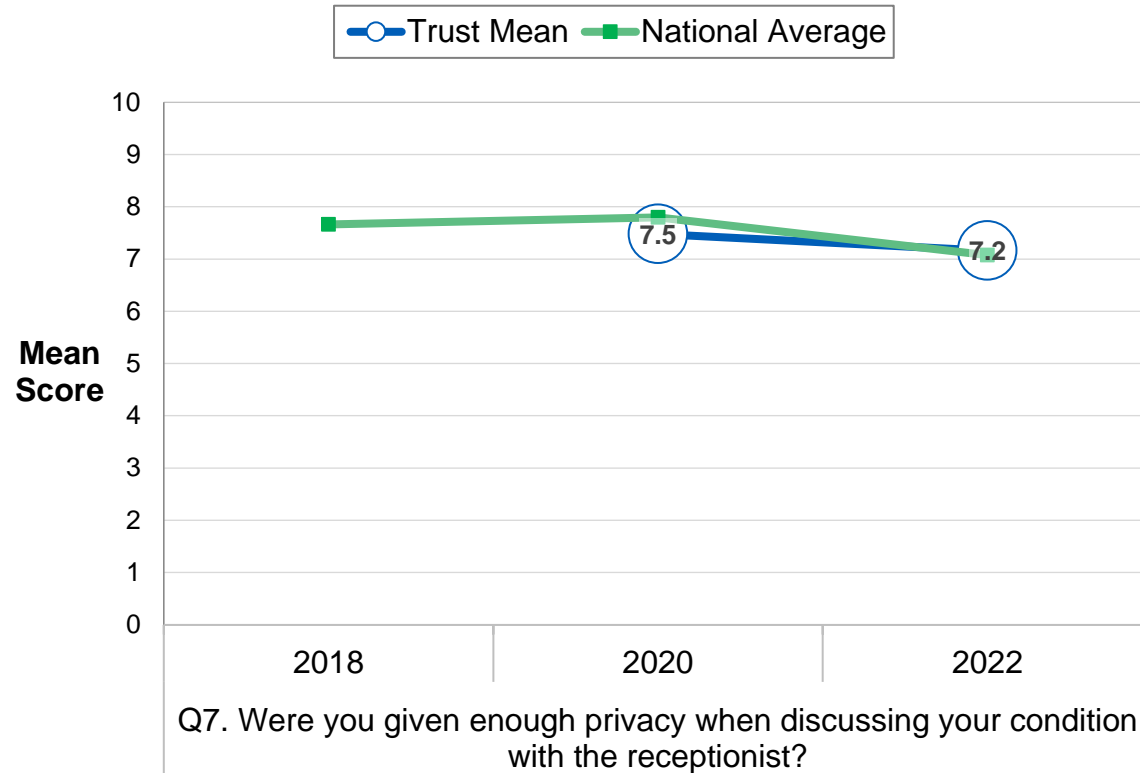
- a comparison to previous survey years scores for your trust for each question, including:
 - your trust's 2022 score compared with its scores from 2018 to 2020.

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 the Urgent Treatment Centre

Question scores

**Significant change 2022 vs 2020**

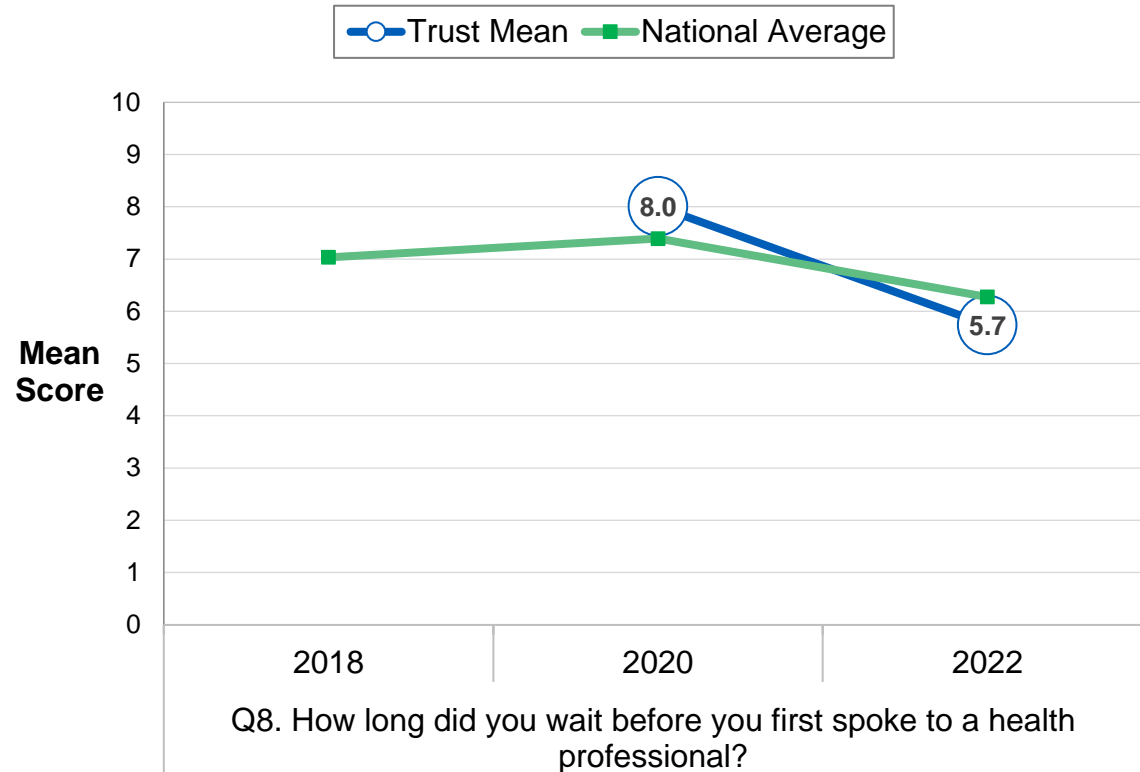
No change

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

Number of respondents: 2018: - ; 2020: 107; 2022: 112

Section 2. Waiting

Question scores

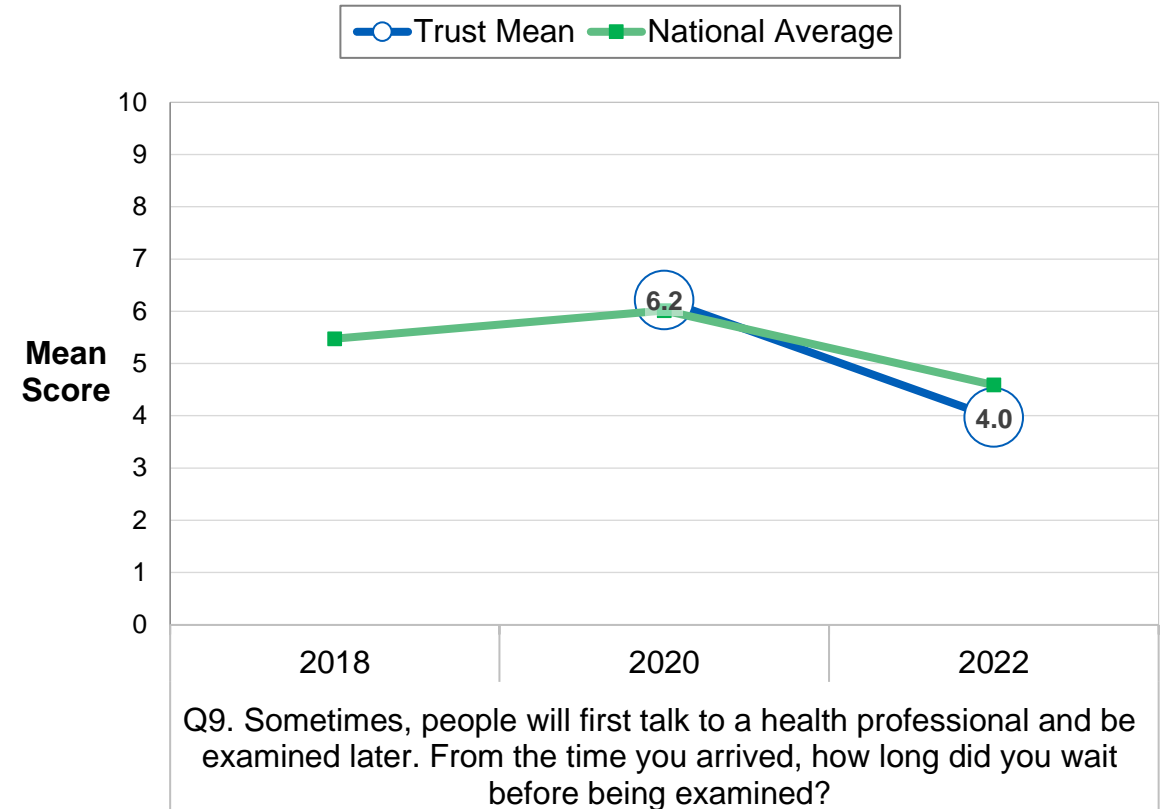


Significant change 2022 vs 2020

Decrease

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

Number of respondents: 2018: - ; 2020: 93; 2022: 94



Significant change 2022 vs 2020

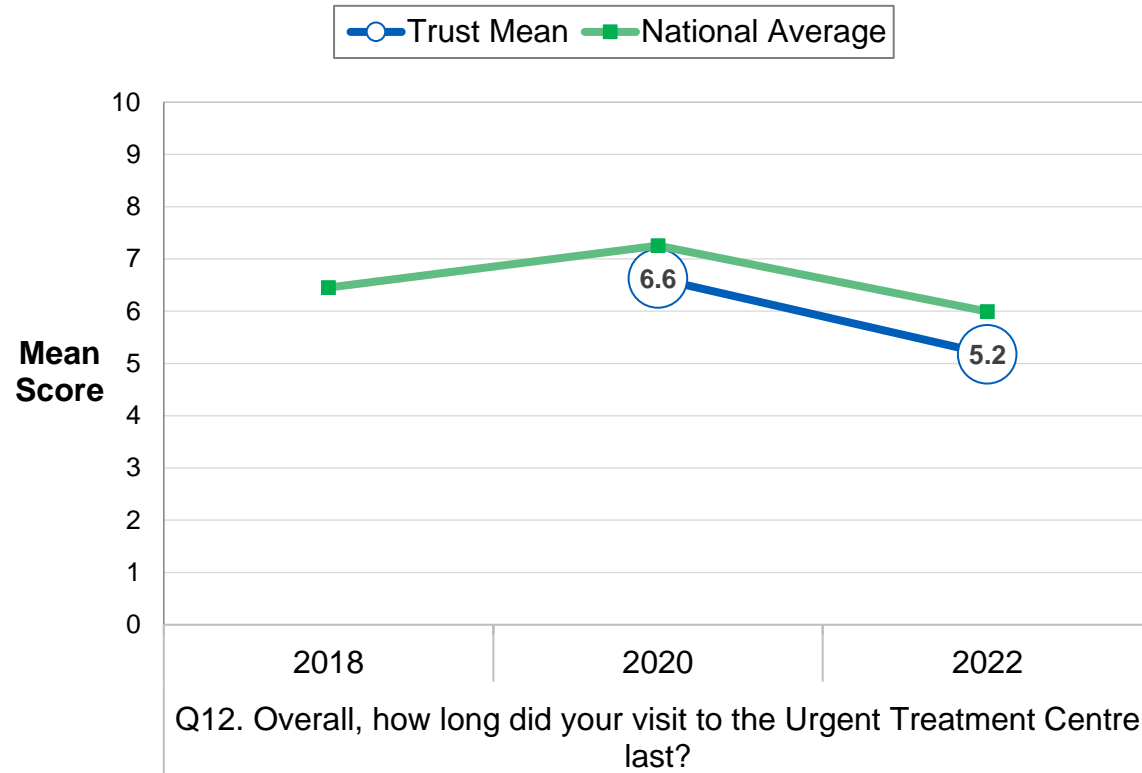
Decrease

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

Number of respondents: 2018: - ; 2020: 92; 2022: 92

Section 2. Waiting

Question scores

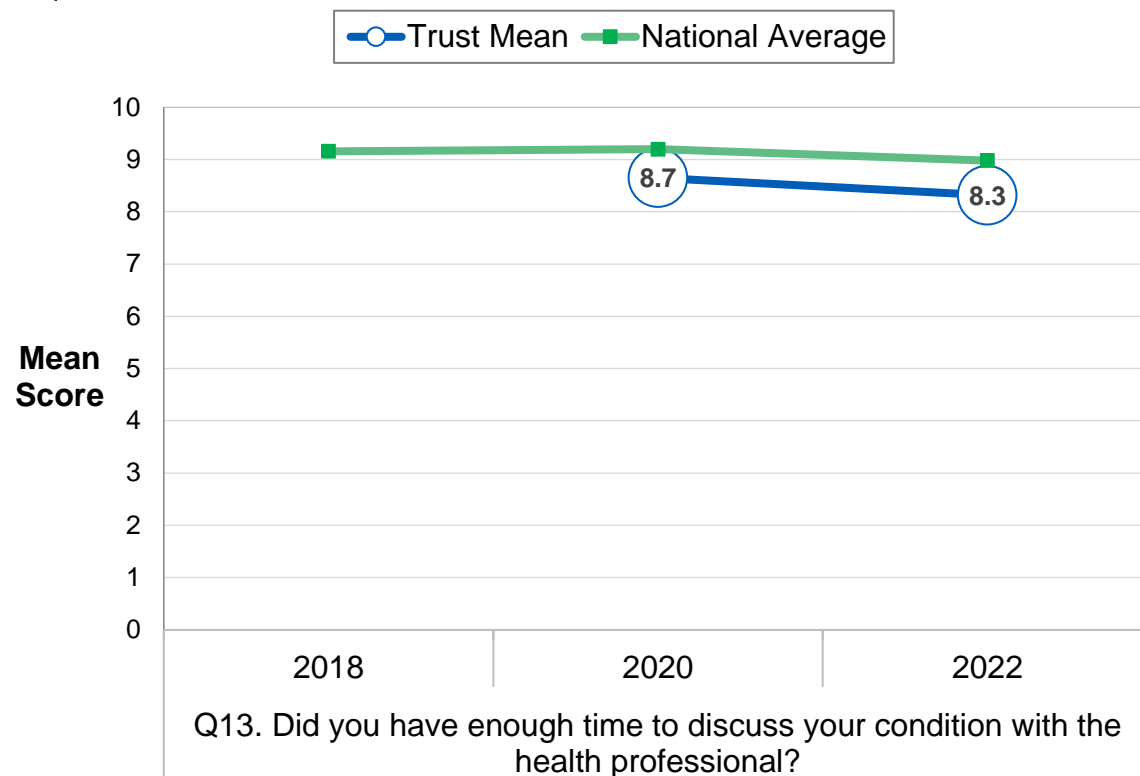
**Significant change 2022 vs 2020**

Decrease

Answered by all. Respondents who stated that they couldn't remember have been excluded.
Number of respondents: 2018: - ; 2020: 112; 2022: 120

Section 3. Health professionals

Question scores

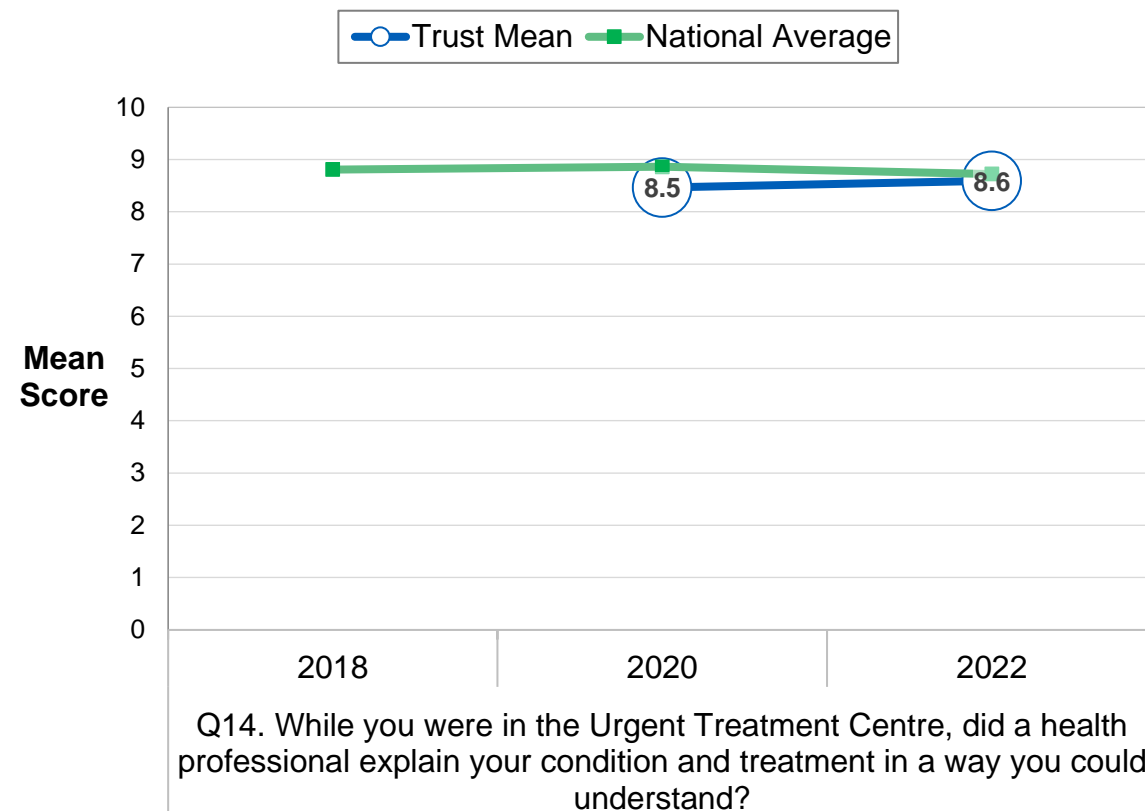


Significant change 2022 vs 2020

No change

Answered by all.

Number of respondents: 2018: - ; 2020: 116; 2022: 121



Significant change 2022 vs 2020

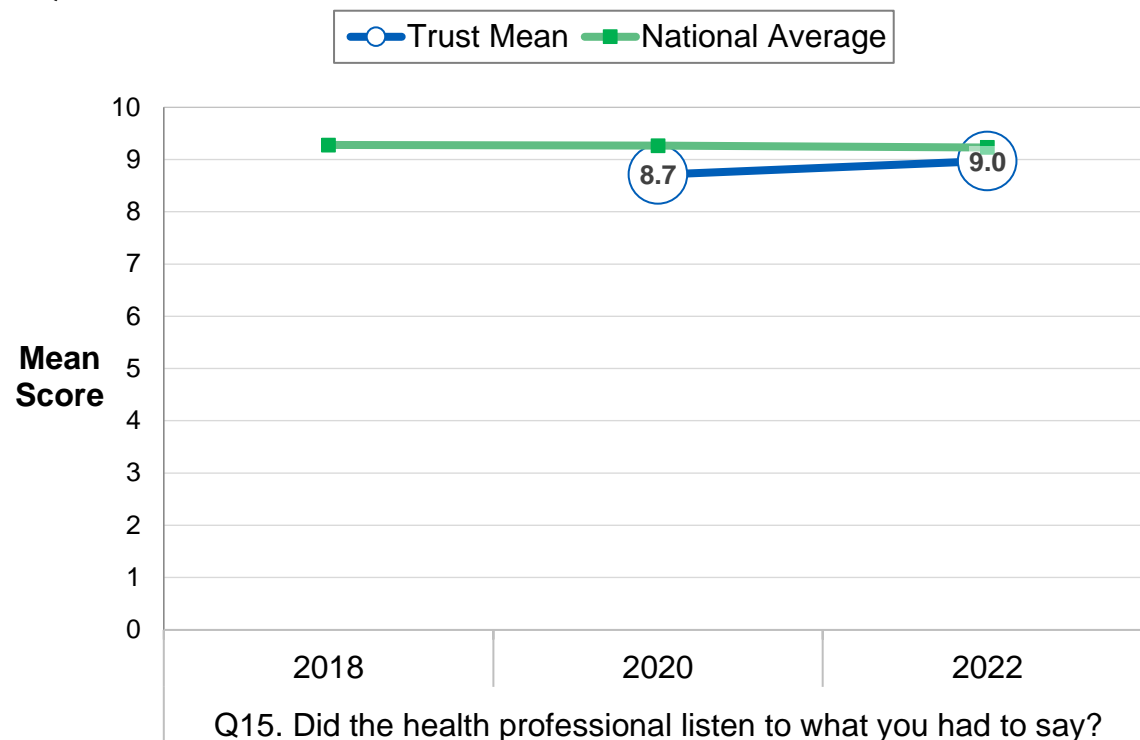
No change

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

Number of respondents: 2018: - ; 2020: 113; 2022: 121

Section 3. Health professionals

Question scores

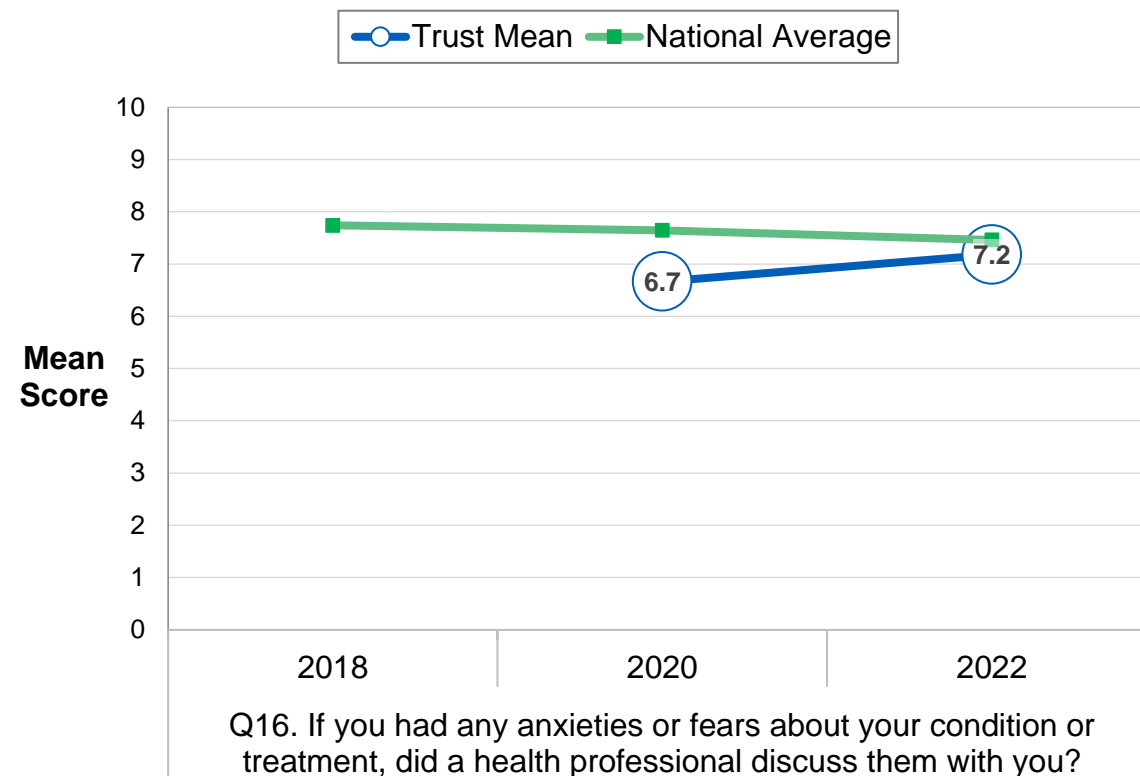


Significant change 2022 vs 2020

No change

Answered by all.

Number of respondents: 2018: - ; 2020: 116; 2022: 122



Significant change 2022 vs 2020

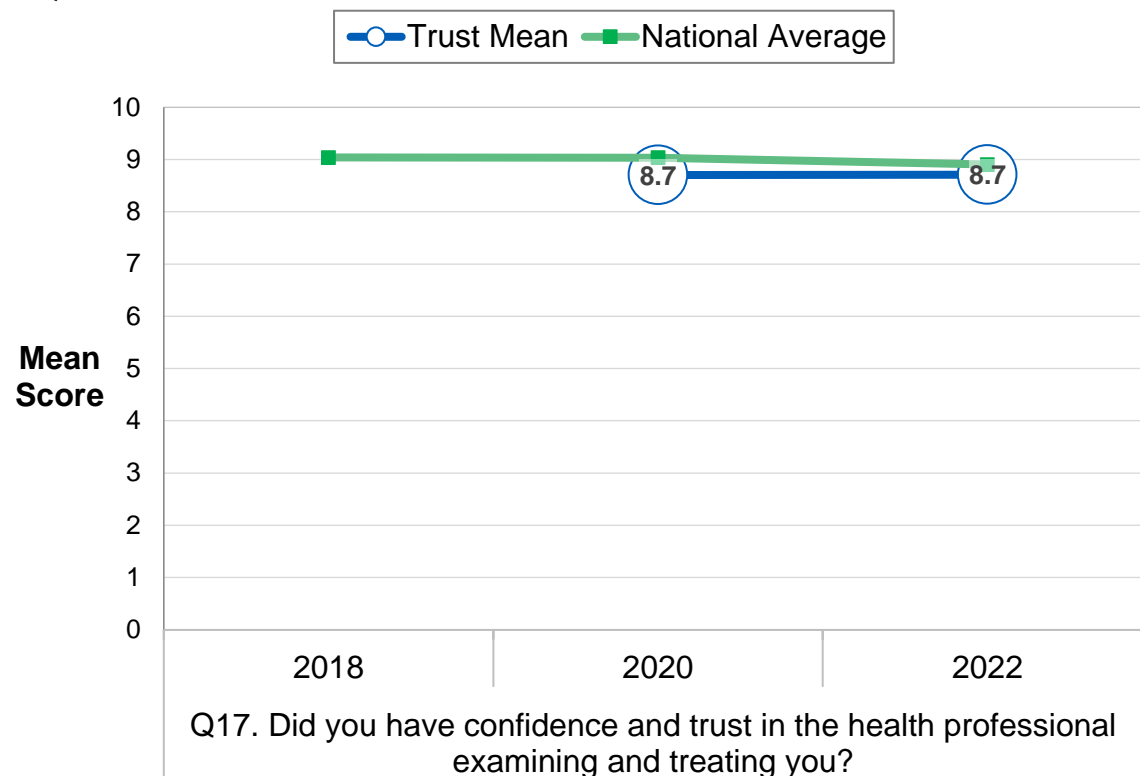
No change

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

Number of respondents: 2018: - ; 2020: 73; 2022: 82

Section 3. Health professionals

Question scores

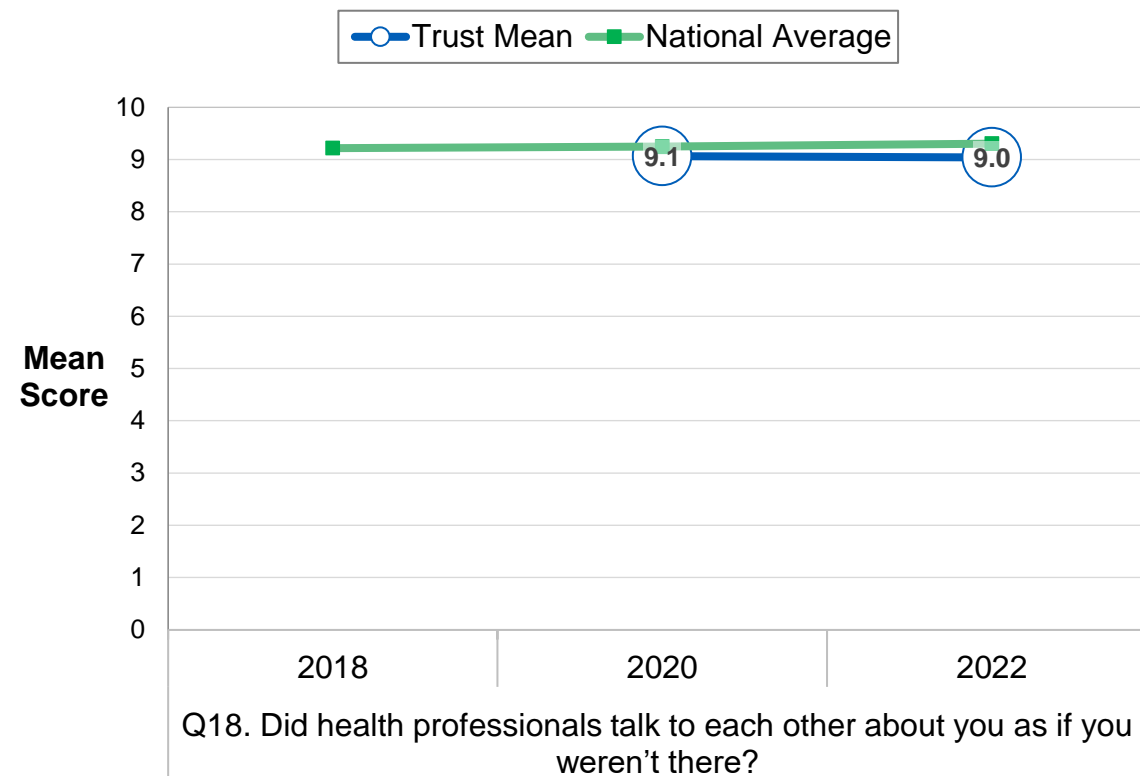


Significant change 2022 vs 2020

No change

Answered by all.

Number of respondents: 2018: - ; 2020: 115; 2022: 121



Significant change 2022 vs 2020

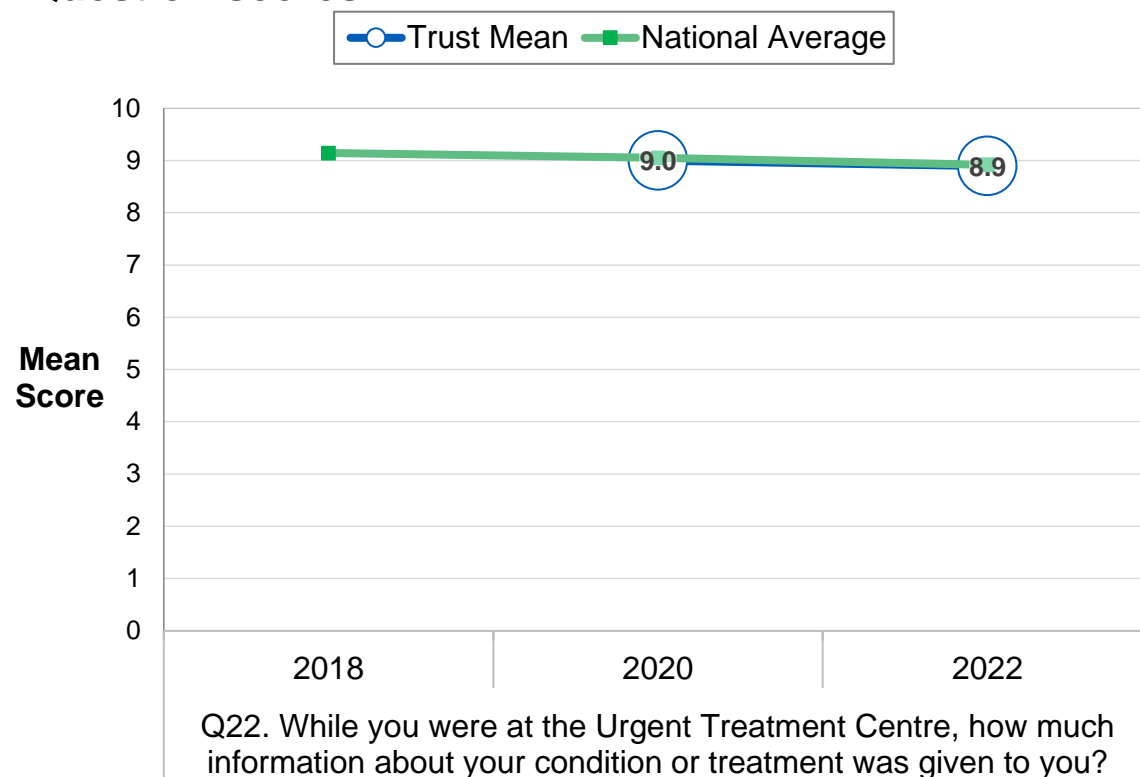
No change

Answered by all. Respondents who stated that this was not applicable have been excluded.

Number of respondents: 2018: - ; 2020: 100; 2022: 104

Section 4. Care and treatment

Question scores

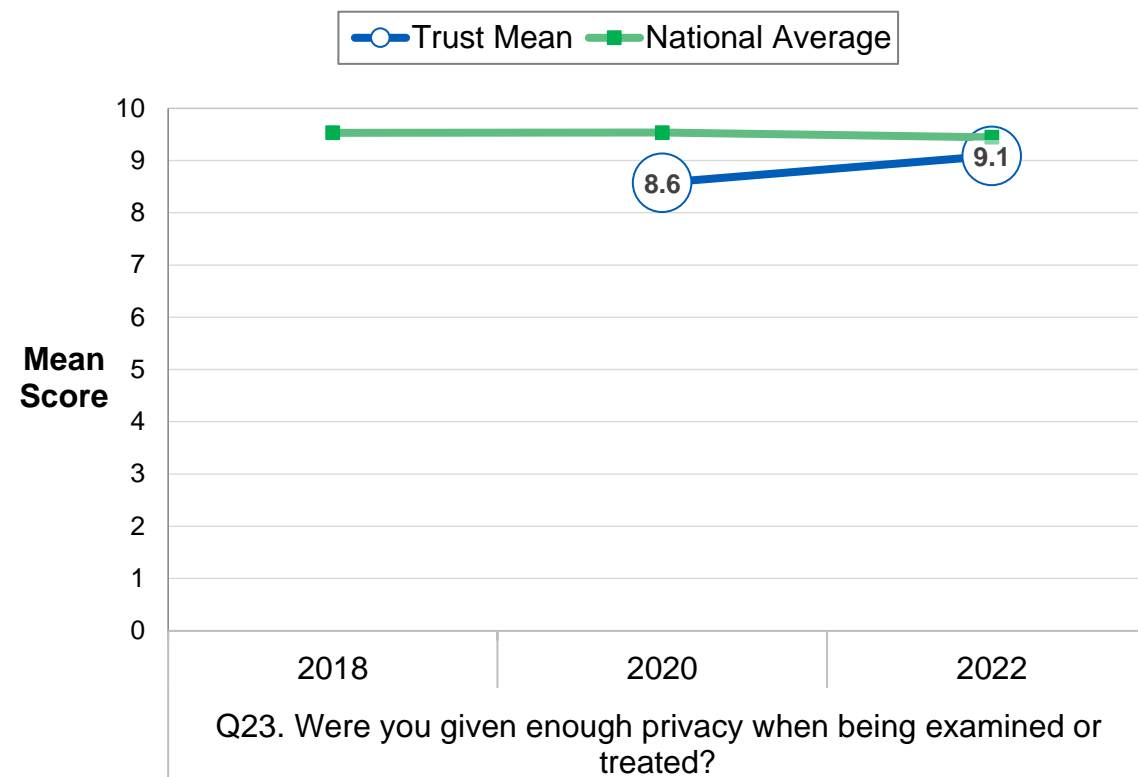


Significant change 2022 vs 2020

No change

Answered by all.

Number of respondents: 2018: - ; 2020: 115; 2022: 122



Significant change 2022 vs 2020

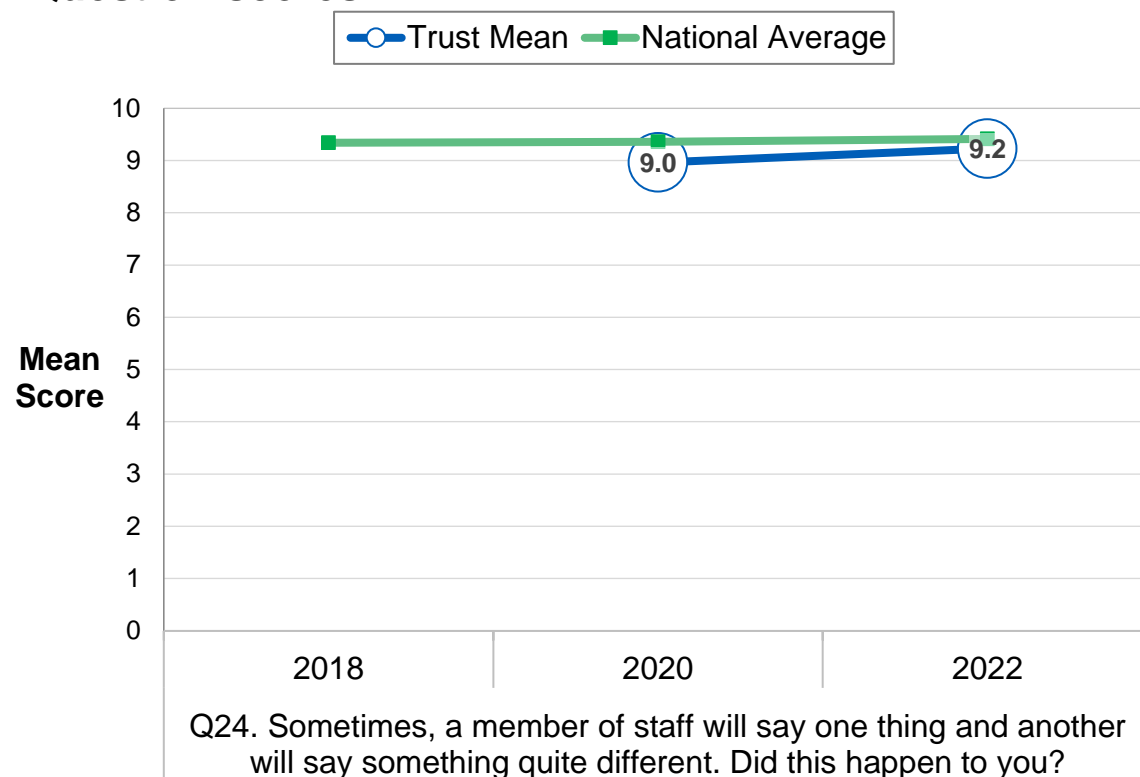
No change

Answered by all.

Number of respondents: 2018: - ; 2020: 116; 2022: 122

Section 4. Care and treatment

Question scores

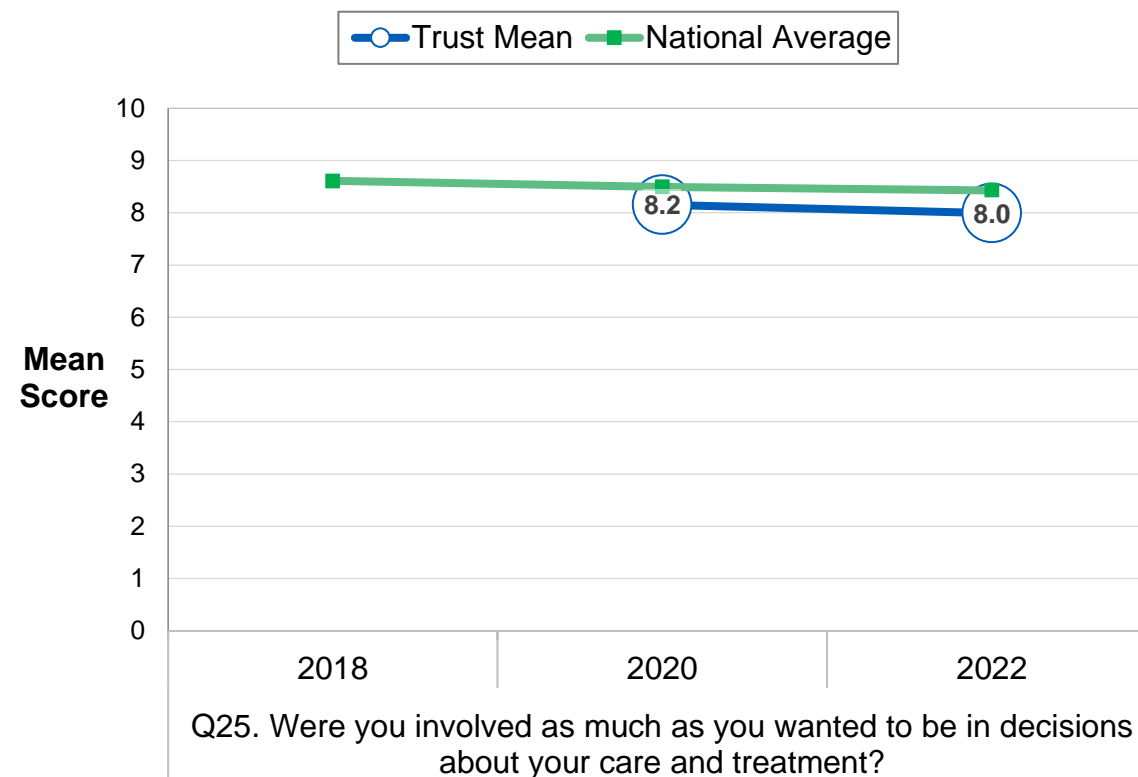


Significant change 2022 vs 2020

No change

Answered by all.

Number of respondents: 2018: - ; 2020: 116; 2022: 122



Significant change 2022 vs 2020

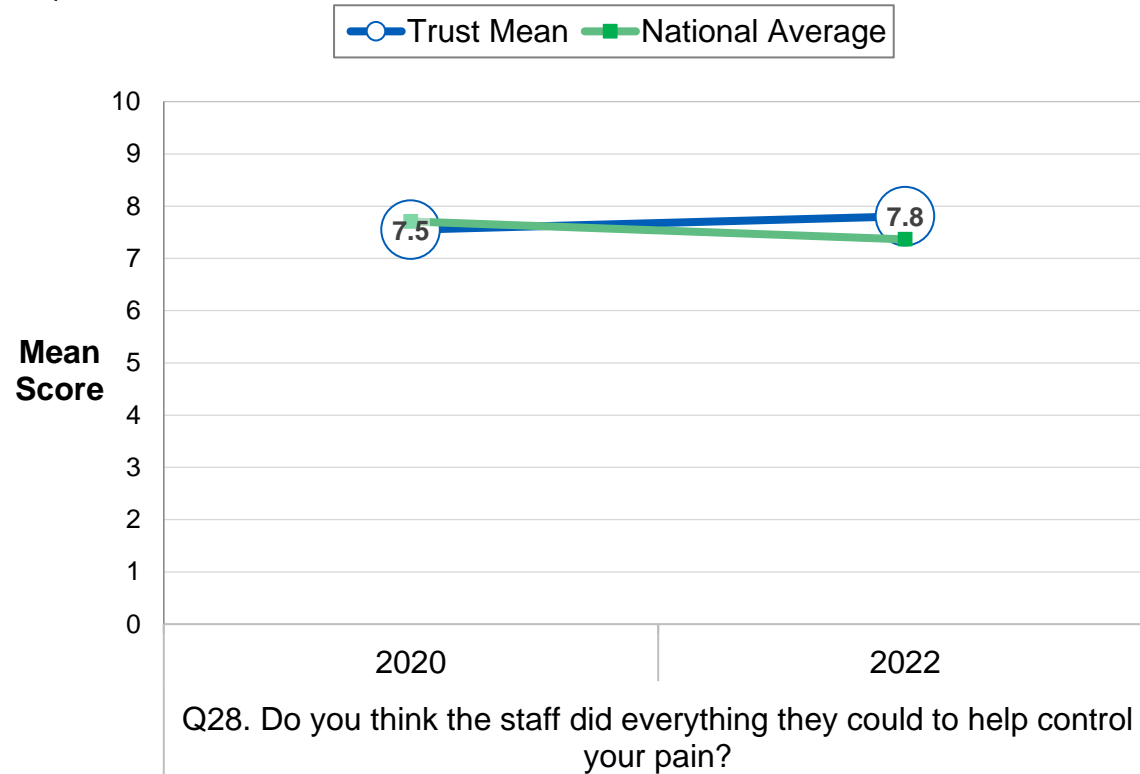
No change

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: 2018: - ; 2020: 113; 2022: 121

Section 4. Care and treatment

Question scores



Significant change 2022 vs 2020

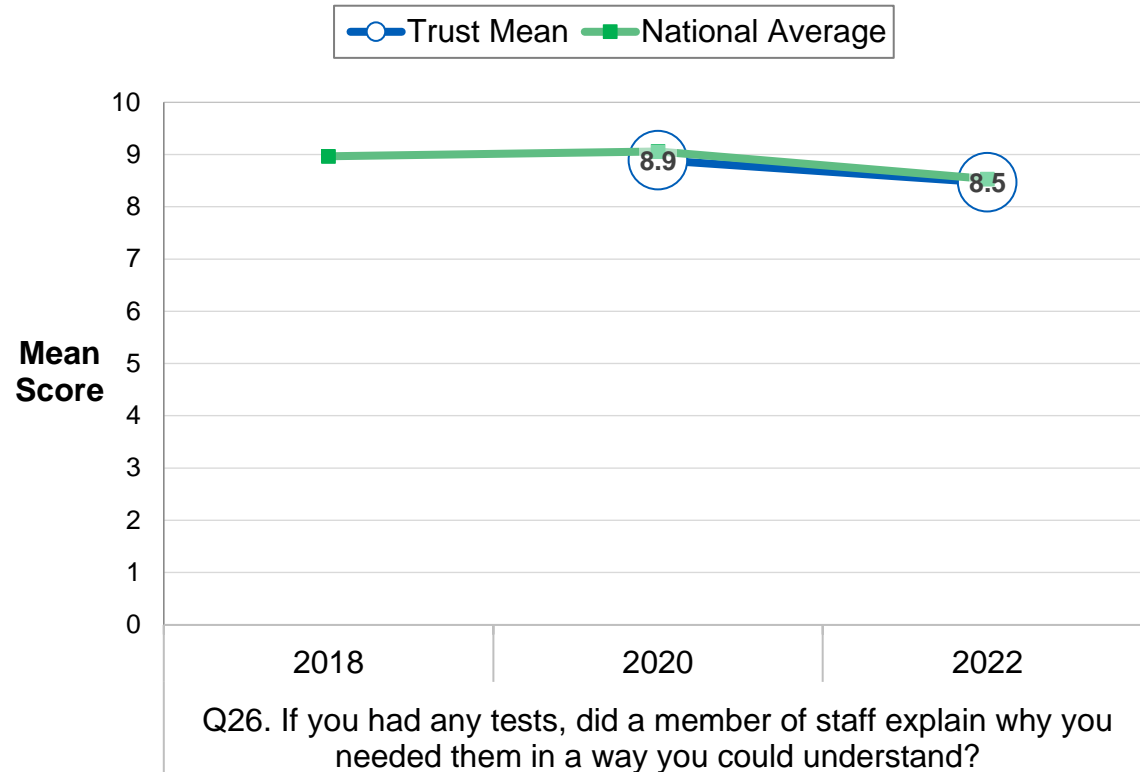
No change

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

Number of respondents: 2020: 92; 2022: 90

Section 5. Tests

Question scores



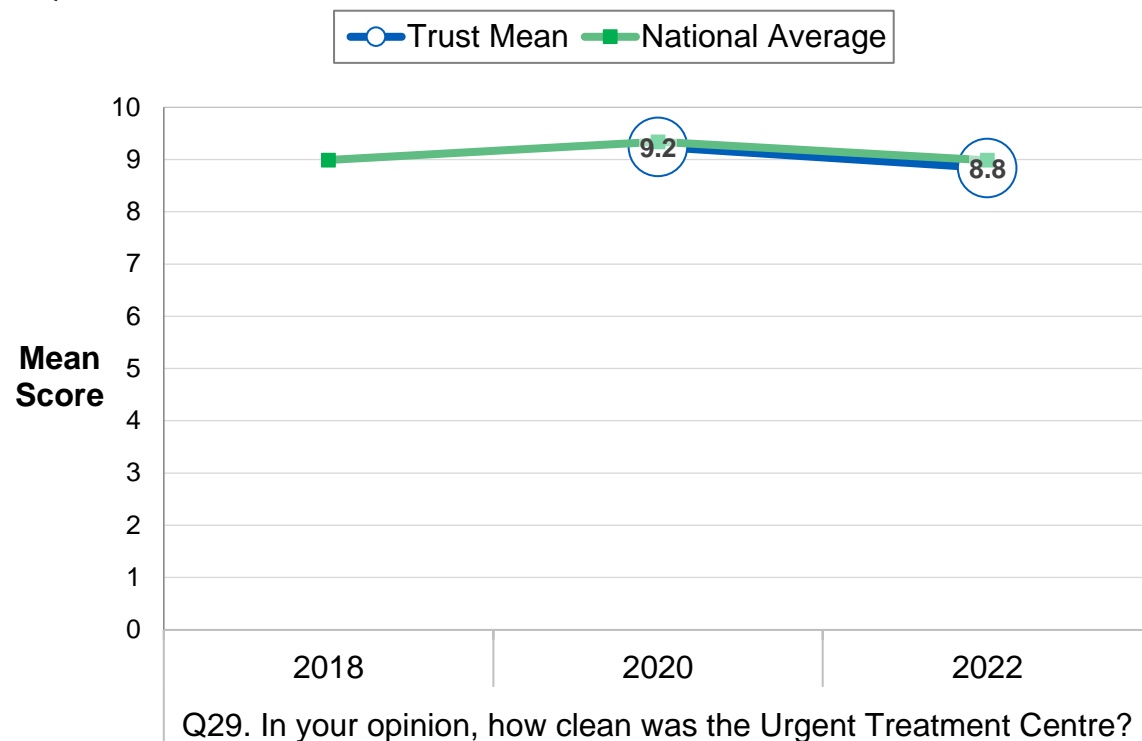
Significant change 2022 vs 2020

No change

Answered by all. Respondents who stated that they did not have any tests have been excluded.
Please note: the 2016 Type 3 number of respondents is low for this question therefore comparisons between years should be treated with caution.
Number of respondents: 2018: - ; 2020: 65; 2022: 86

Section 6. Environment and facilities

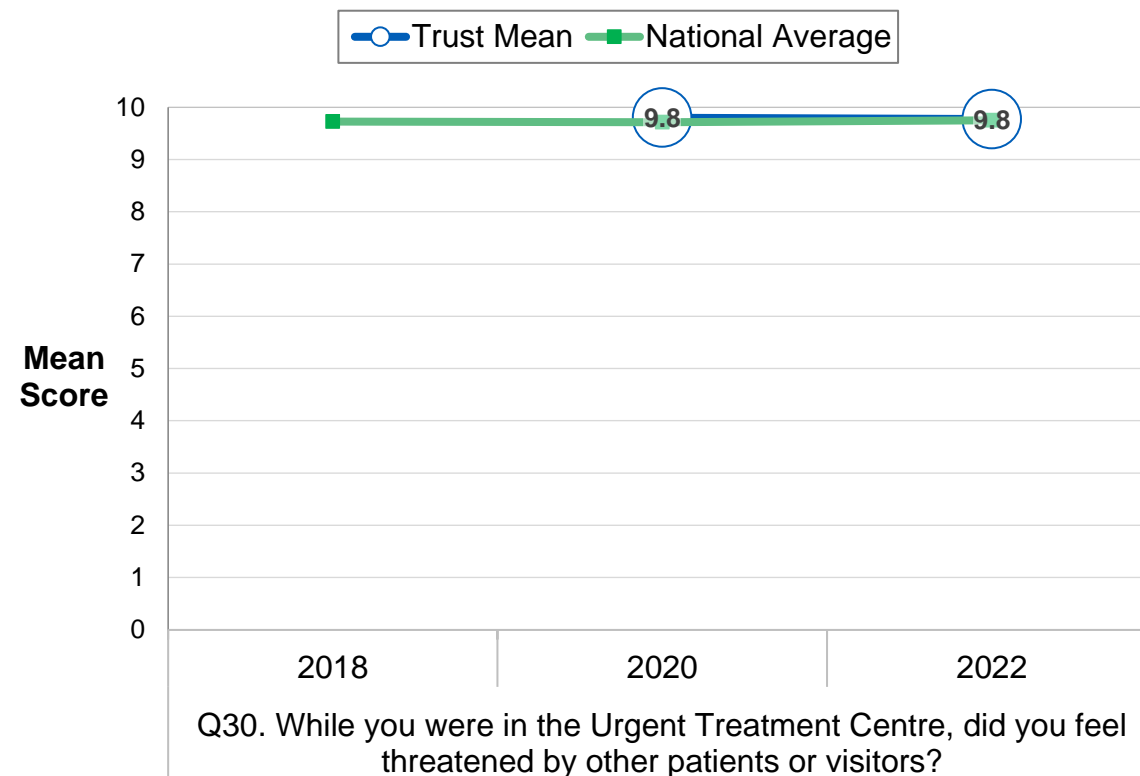
Question scores



Significant change 2022 vs 2020

No change

Answered by all. Respondents who stated that they couldn't say have been excluded.
Number of respondents: 2018: - ; 2020: 111; 2022: 120



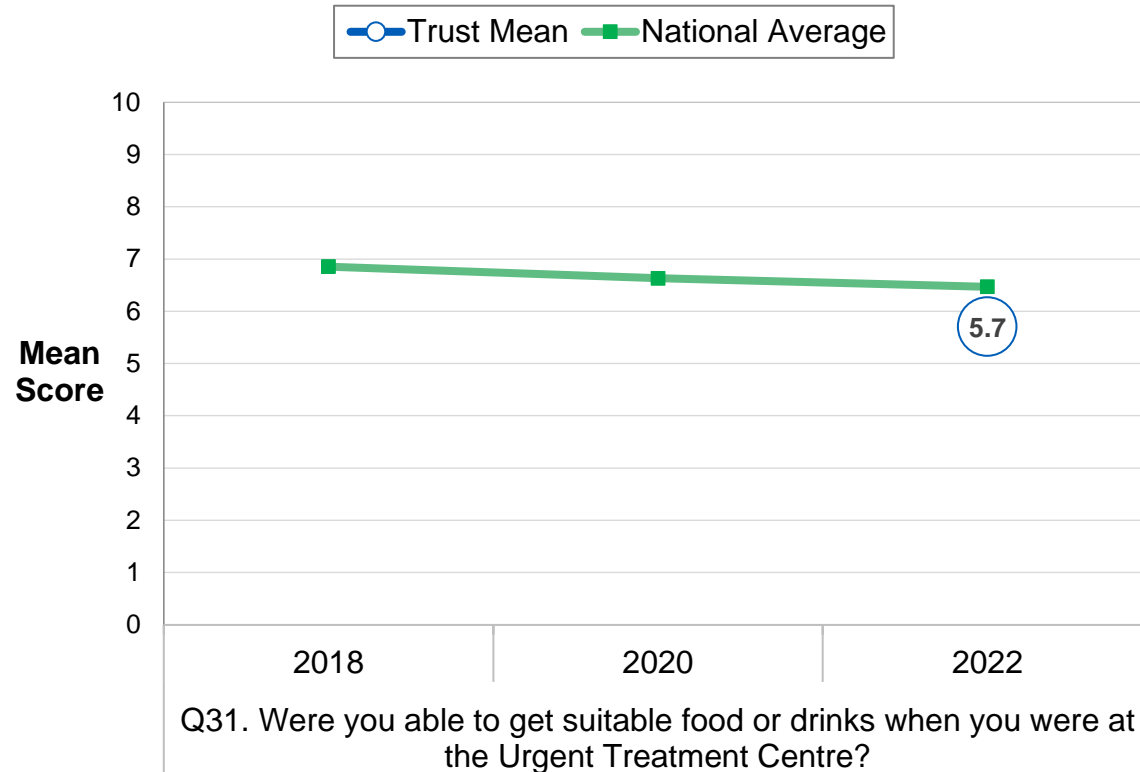
Significant change 2022 vs 2020

No change

Answered by all.
Number of respondents: 2018: - ; 2020: 116; 2022: 121

Section 6. Environment and facilities

Question scores



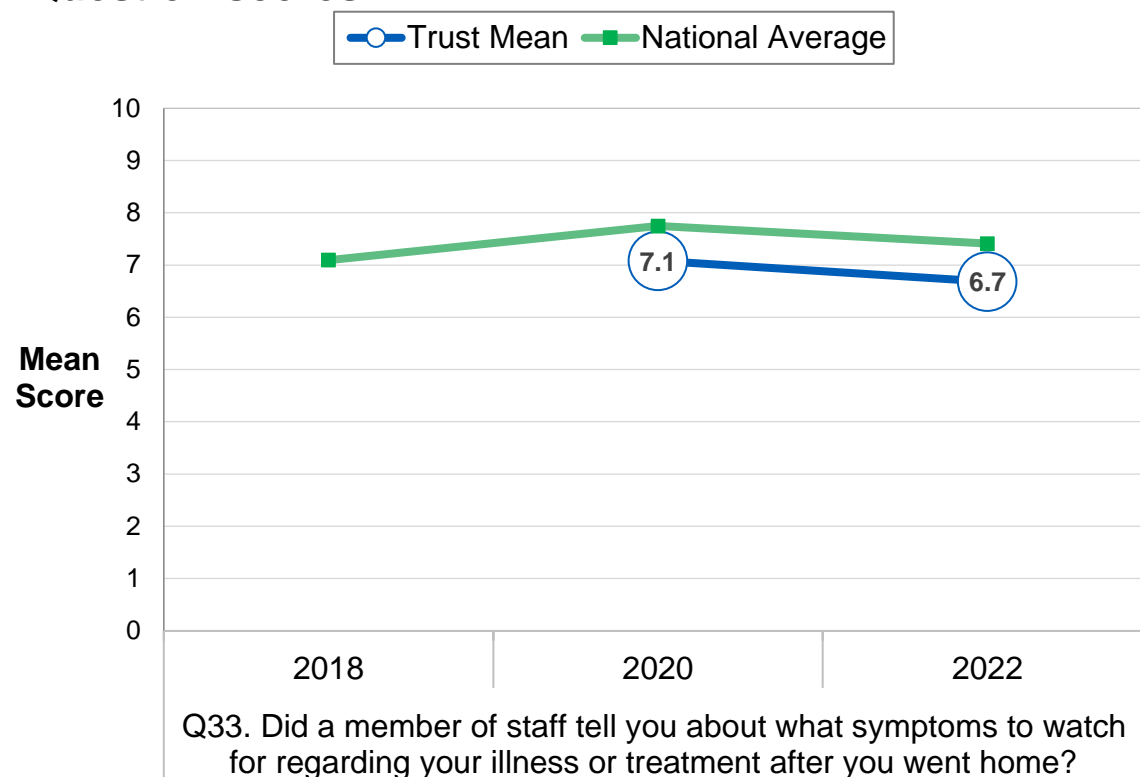
Significant change 2022 vs 2020

No change

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 who did not want anything to eat or drink have been excluded. Please note: the 2016 Type 3 number of respondents is low for this question therefore comparisons between years should be treated with caution.
Number of respondents: 2018: - ; 2020: - ; 2022: 45

Section 7. Leaving the Urgent Treatment Centre

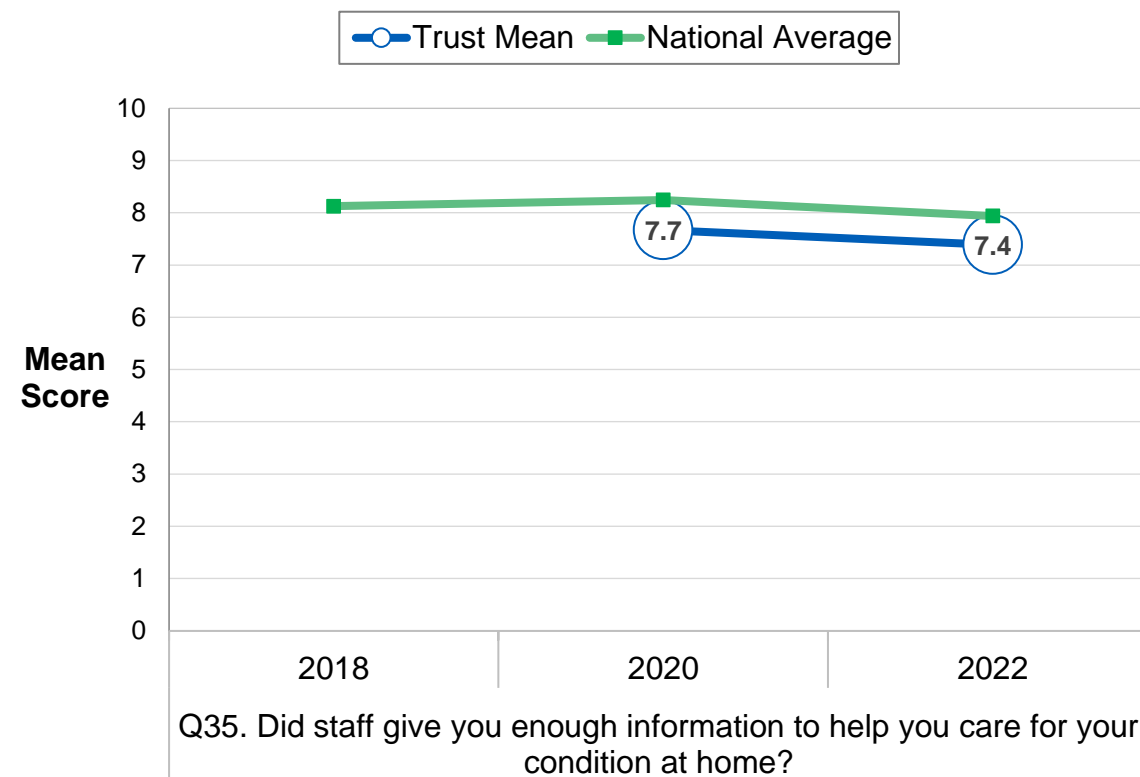
Question scores



Significant change 2022 vs 2020

No change

Answered by all who were not transferred to a hospital ward or sent to A&E. Respondents who stated that they did not need this type of information have been excluded.
Number of respondents: 2018: - ; 2020: 95; 2022: 86



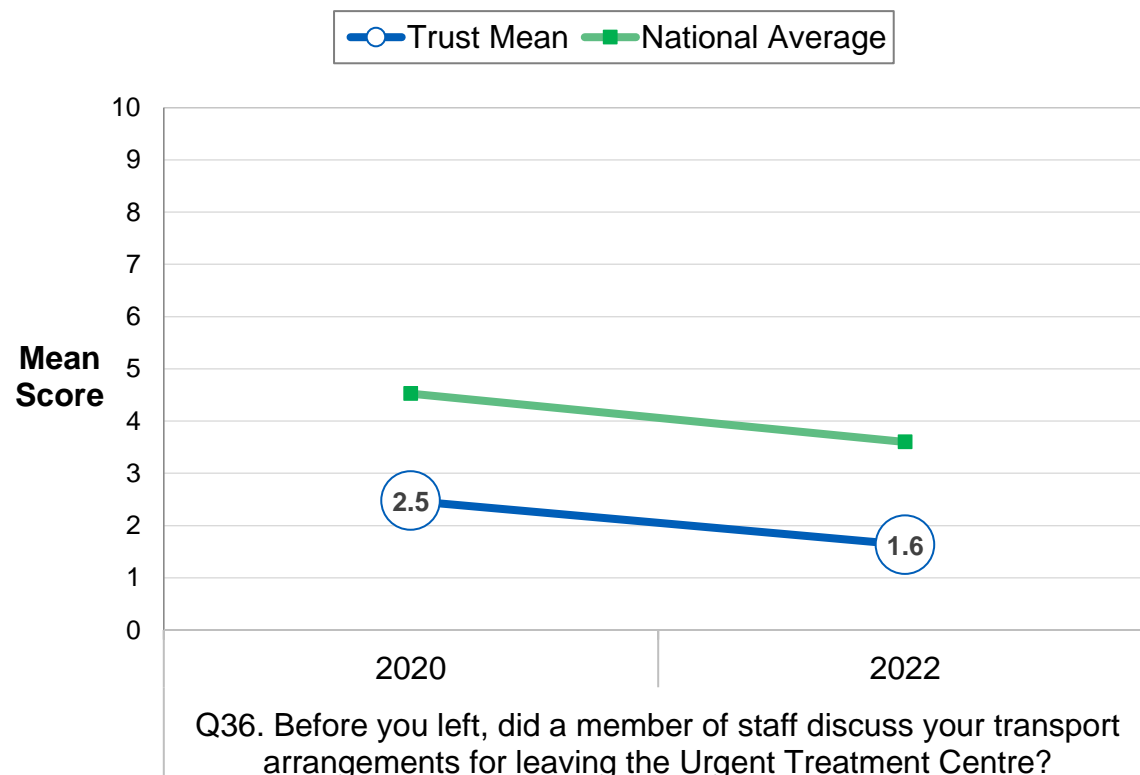
Significant change 2022 vs 2020

No change

Answered by all who were not transferred to a hospital ward or sent to A&E. Respondents who stated that they did not need this type of information have been excluded.
Number of respondents: 2018: - ; 2020: 106; 2022: 103

Section 7. Leaving the Urgent Treatment Centre

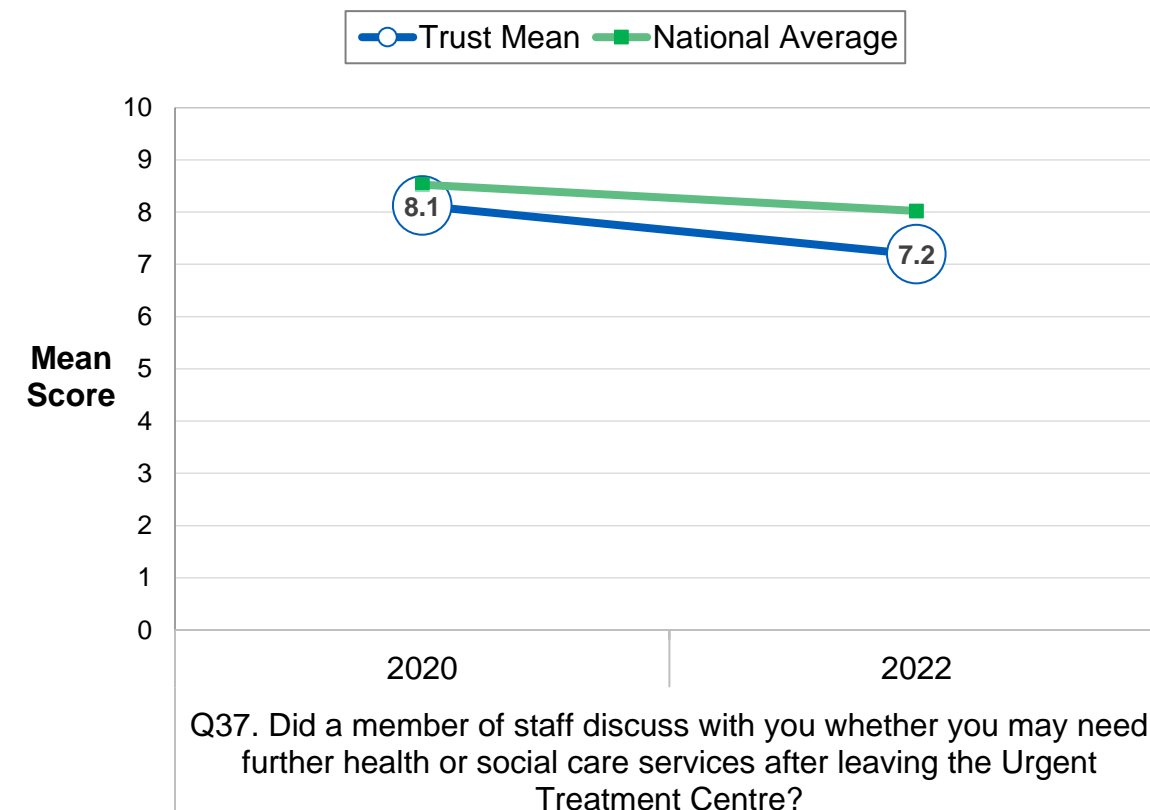
Question scores



Significant change 2022 vs 2020

No change

Answered by all who were not transferred to a hospital ward or sent to A&E. Respondents who stated it was not necessary / did not know / couldn't remember have been excluded.
Number of respondents: 2020: 42; 2022: 52



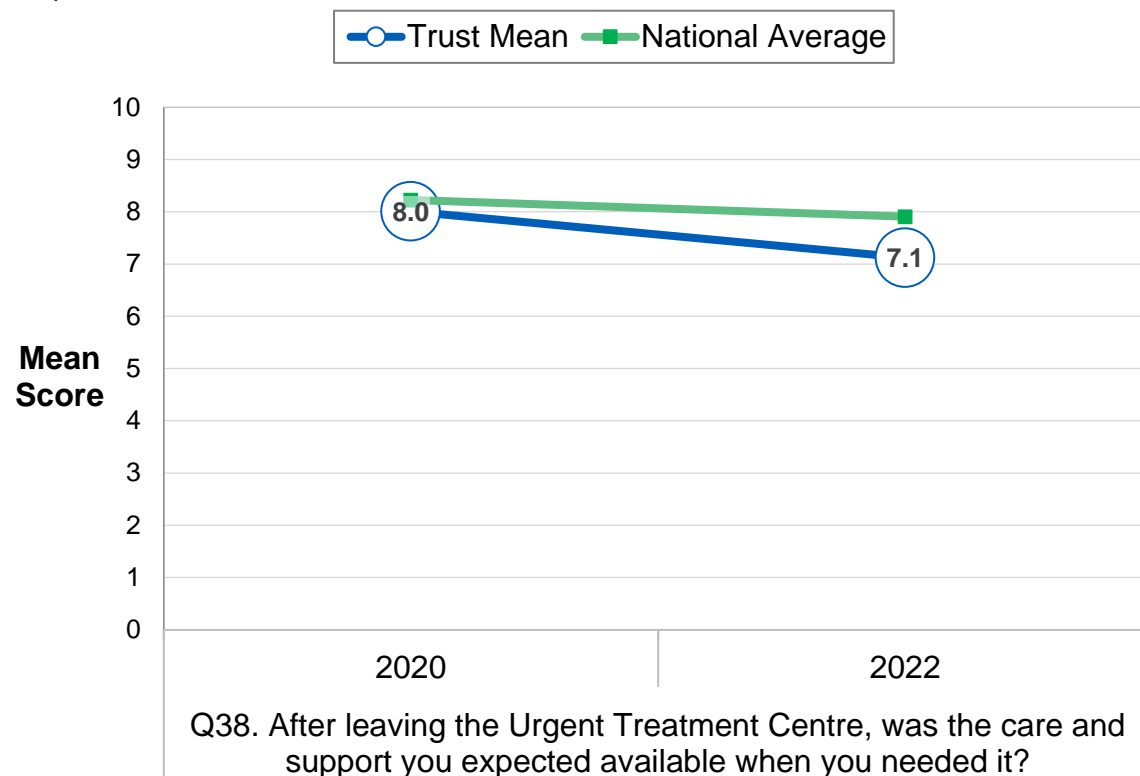
Significant change 2022 vs 2020

No change

Answered by all who were not transferred to a hospital ward or sent to A&E. Respondents who stated it was not necessary to discuss it have been excluded.
Number of respondents: 2020: 48; 2022: 47

Section 7. Leaving the Urgent Treatment Centre

Question scores



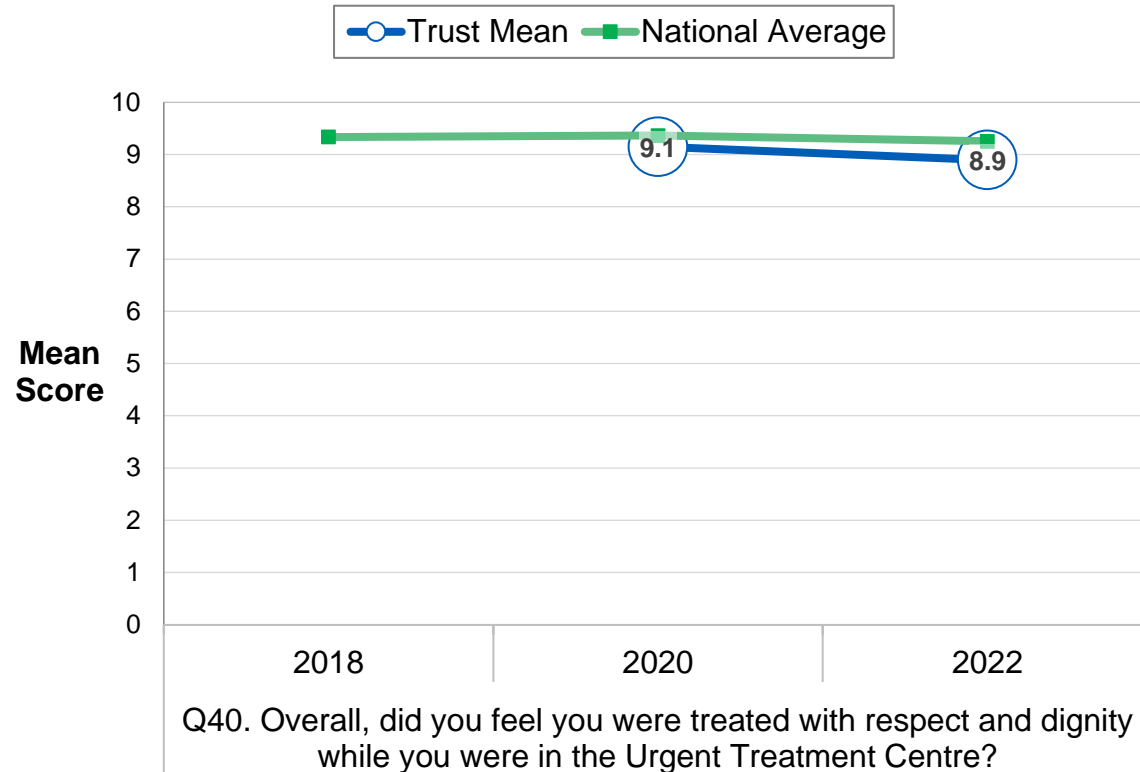
Significant change 2022 vs 2020

No change

Answered by all who were not transferred to a hospital ward or sent to A&E. Respondents who stated that they did not expect any further care or support after they left have been excluded.
Number of respondents: 2020: 55; 2022: 50

Section 8. Respect and dignity

Question scores



Significant change 2022 vs 2020

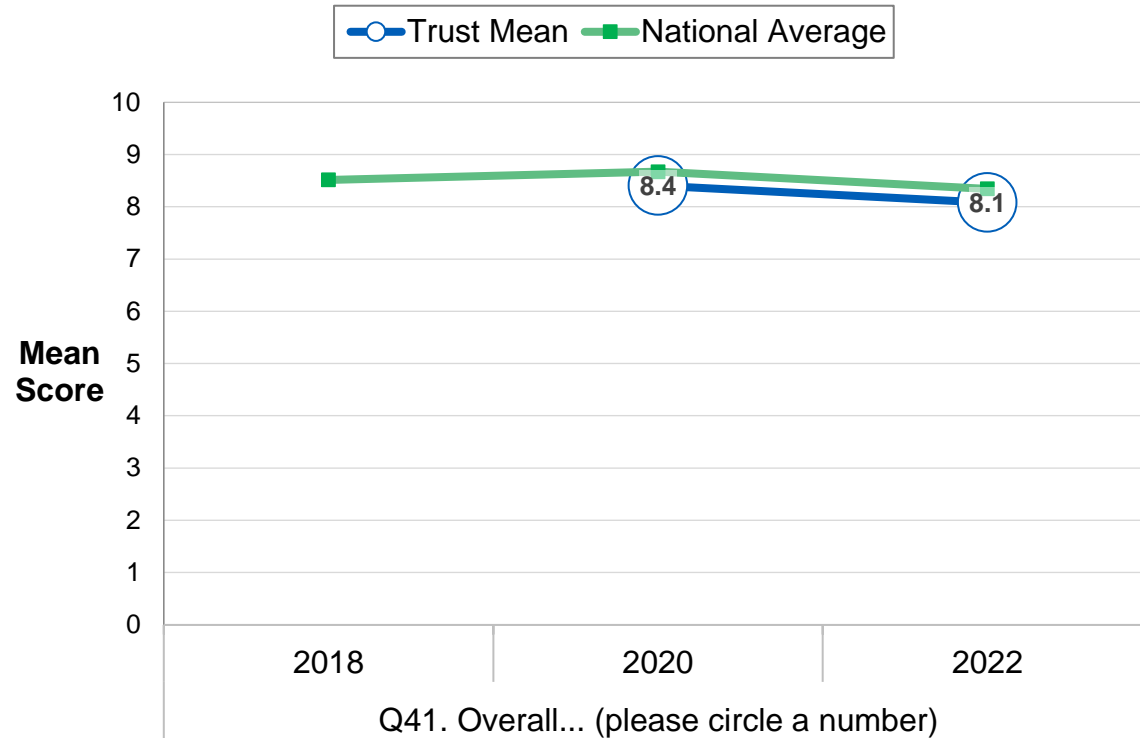
No change

Answered by all.

Number of respondents: 2018: - ; 2020: 111; 2022: 118

Section 9. Experience overall

Question scores



Significant change 2022 vs 2020

No change

Answered by all.

Number of respondents: 2018: - ; 2020: 106; 2022: 115

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

- No questions for your trust fall within this banding.

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

- No questions for your trust fall within this banding.

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

- Q10. Were you informed how long you would have to wait to be examined?
- Q36. Before you left, did a member of staff discuss your transport arrangements for leaving the Urgent Treatment Centre?

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

Urgent Treatment Centres (Type 3 services) results for Kingston Hospital NHS Foundation Trust

Where patient experience **is best**

- ✓ **Pain management:** Staff doing everything they can to help control patients' pain
- ✓ **Privacy:** Patients being given enough privacy when discussing their condition with receptionist
- ✓ **Safety:** Patient perception of feeling threatened by other patients or visitors
- ✓ **Family involvement:** Family members, friends or carers having enough opportunity to talk to a health professional
- ✓ **Information:** Patients being given enough information about their condition or treatment while at the UTC

Where patient experience **could improve**

- **Transport when leaving UTC:** Staff discussing patients' transport arrangements before they leave the UTC
- **Waiting:** Patients being informed on how long wait to be examined will be
- **Further care:** Staff discussing with patients whether they need health or social care services after leaving UTC
- **Length of visit:** Length of patients' Urgent Treatment Centre visit
- **Further care:** Expected care and support being available to patients after they leave the UTC

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 3 Urgent Treatment Centre (UTC) and had been treated by the trust between 1st and 30th September 2022. Between November 2022 and March 2023, a questionnaire was sent to 580 recent patients. Responses were received from 122 patients at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].

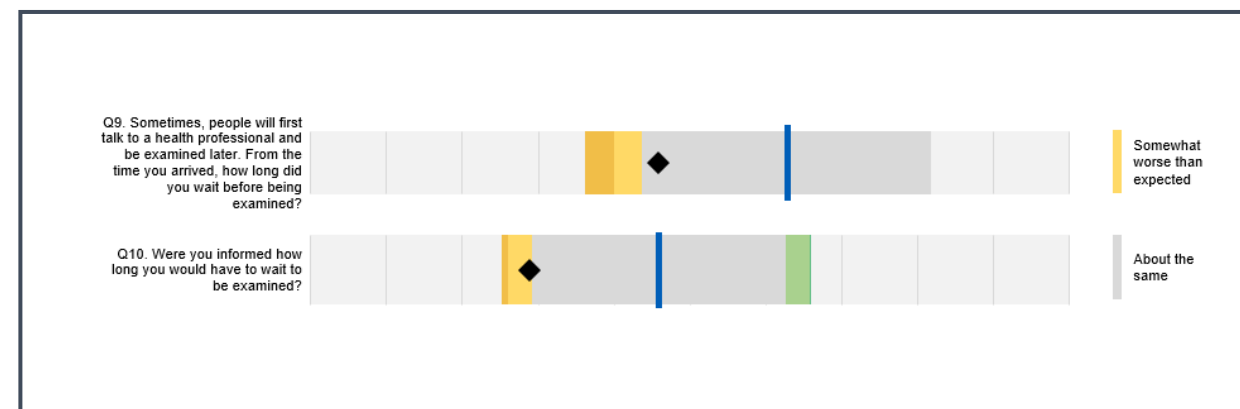
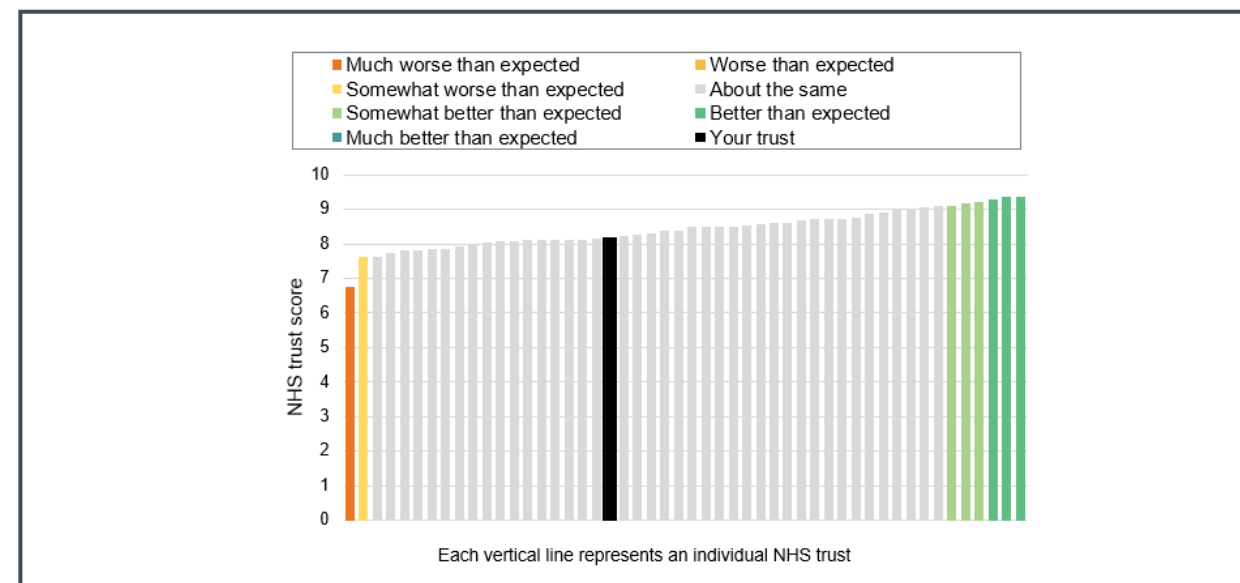


How to interpret benchmarking in this report

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.

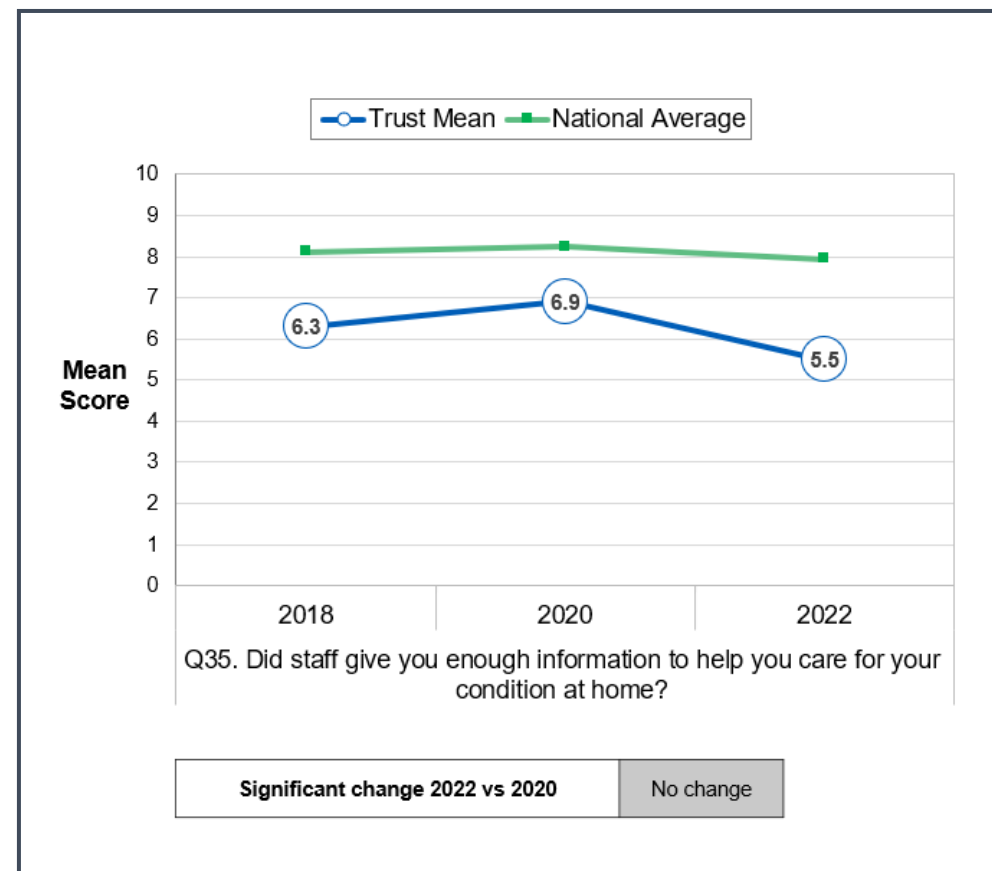
Additional information on the 'expected range' analysis technique can be found in the survey technical report on the [NHS Surveys website](#).

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 2018 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 3 Urgent Treatment Centre (UTC) 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 7 "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 the Survey Coordination
Centre for Existing Methods:
emergency@surveycoordination.com