

Urgent and Emergency Care Survey Benchmark Report for Urgent Treatment Centres (Type 3 services) 2024

West Hertfordshire Teaching
Hospitals NHS 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 2024 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. CQC use results from the survey to build an understanding of the risk and quality of services and those who organise care across an area.

To find out more about the survey programme and to see the results from previous surveys, please refer to the section on further information on this page.

Urgent and Emergency Care Survey

The survey was administered by the Survey Coordination Centre (SCC) at Picker.

The 2024 survey of people who used UEC services

involved 120 NHS trusts with A&E departments (Type 1 service). Seventy 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.

A total of 172,025 urgent and emergency care patients were invited to participate in the survey across 120 NHS trusts.

Completed responses were received from 10,325 patients who attended a Type 3 department, an adjusted response rate of 26.1%.

Patients were eligible for the survey if they were aged 16 years or older and had attended UEC services during February 2024. Full sampling criteria can be found in the [sampling instructions](#).

Trusts responsible for only Type 1 departments 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 late April 2024 and late July 2024. Fieldwork ended on the 26th of July 2024.

Trend data

This year, the survey has moved from a solely paper-based method to a mixed-mode approach, providing participants with the opportunity to complete an online or a paper questionnaire. The change in methodology provided the opportunity to revise and thoroughly redesign the questionnaire, following current policy and practice. As a result, trends have been broken and trend data are not available for the 2024 survey.

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 [Comparison to other trusts](#) section.

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 selected questions in the survey, the individual (standardised) responses are converted into scores on a scale of 0, 5 or 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 Q31). These questions are not scored. Please refer to the [scored questionnaire](#) for further details. Section scoring is computed as the arithmetic mean of question scores for the section after weighting is applied. More information can be found in the '[An example of scoring](#)' slide.

National average

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

Suppressed data

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

Further information about the methods

For further information about the statistical methods used in this report, please refer to the [survey technical document](#) which is on the 'Analysis and Reporting' section of the 2024 UEC Survey webpage on the NHS surveys website.

Using the survey results

Navigating this report

This report is split into four 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.
- **Comparison to other trusts** – 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 [Comparison to other trusts](#).

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 2024 Urgent and 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>

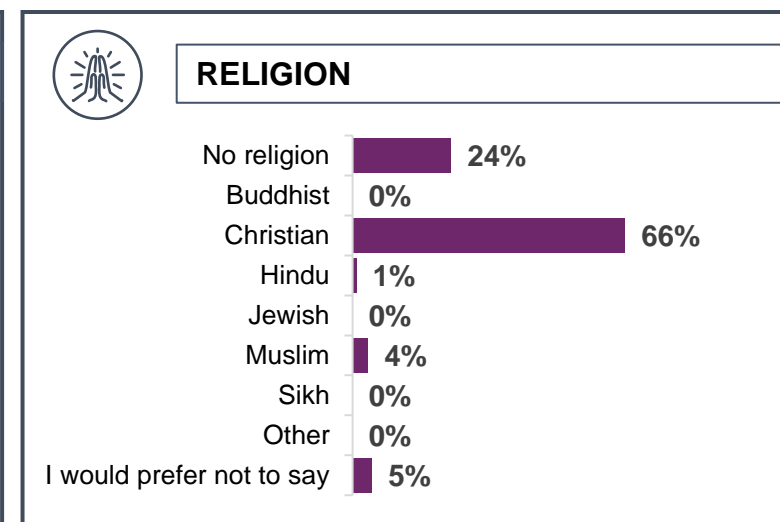
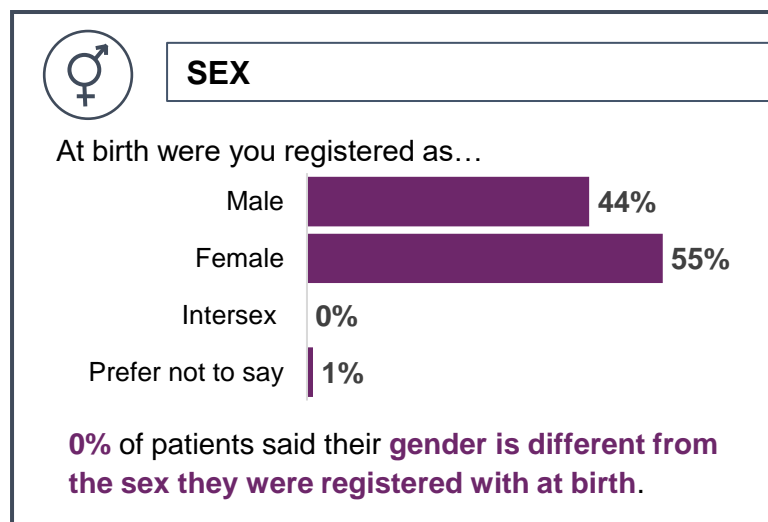
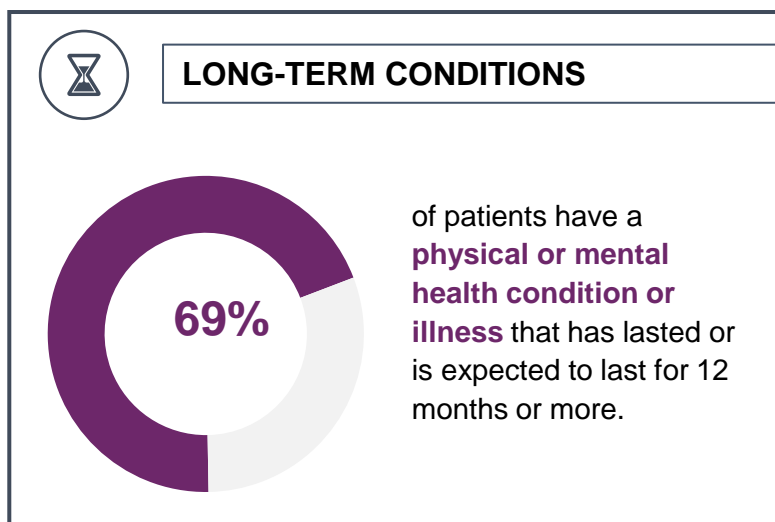
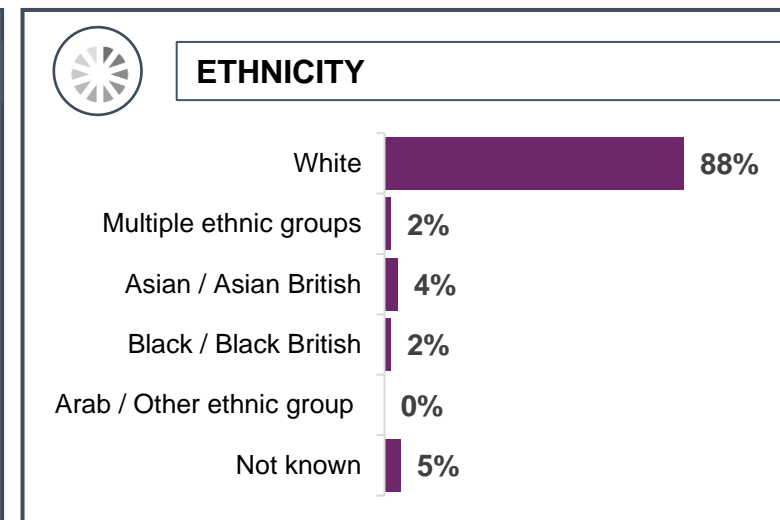
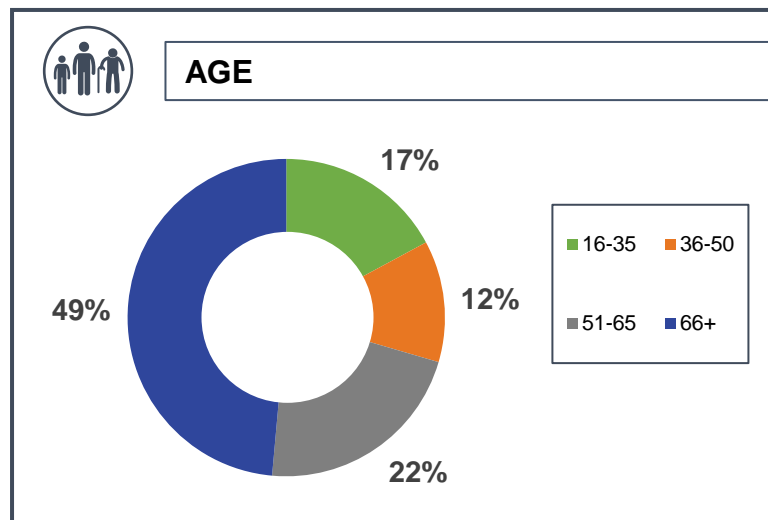
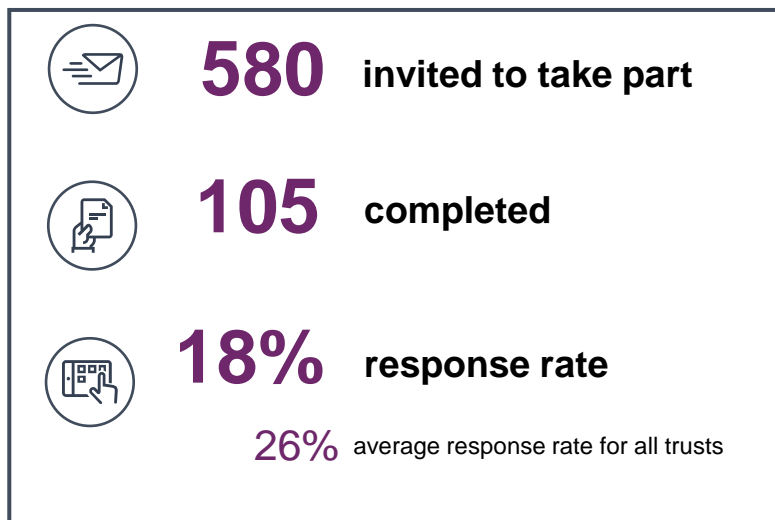
Headline results

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.



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.



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 2 4 6 8 10

Section 6 Hospital environment and facilities

Q29. While you were at the Urgent Treatment Centre, were you able to get food or drinks?

6.5

Section 3 Privacy

Q22. Were you given enough privacy when being examined or treated?

9.5

Section 6 Hospital environment and facilities

Q28. While you were in the Urgent Treatment Centre, did you feel safe around other patients or visitors?

9.1

Section 2 Interactions with Health Professionals

Q17. If you had any anxieties or fears about your condition or treatment, did a health professional discuss them with you?

7.3

Section 5 Communication about tests

Q25. If you had any tests, did a member of staff explain why you needed them in a way you could understand?

8.8

Bottom five scores (compared with national average)

Your trust score

National average

0 2 4 6 8 10

Section 1 Waiting

Q11. Were you kept updated on how long your wait would be?

1.9

Section 1 Waiting

Q12. While you were waiting, were you able to get help with your condition or symptoms from a member of staff?

3.2

Section 4 Your care and treatment

Q27. Do you think the staff helped you to control your pain?

4.8

Section 3 Privacy

Q7. Were you given enough privacy when discussing your condition with the receptionist?

6.2

Section 1 Waiting

Q10. Were you informed how long you would have to wait to be examined or treated?

3.3

2024 Urgent and Emergency Care Survey

Urgent Treatment Centres (Type 3 services) results for West Hertfordshire Teaching Hospitals NHS Trust

Where patient experience **is best**

- ✓ **Hospital environment:** Patients being able to get food or drinks.
- ✓ **Privacy:** Patients being given enough privacy when being examined or treated.
- ✓ **Hospital environment:** Patients feeling safe around other patients or visitors.
- ✓ **Communication & compassion:** Health professionals discussing patients' anxieties or fears.
- ✓ **Communication about tests:** Staff explaining the reasons for tests in a way patients can understand.

Where patient experience **could improve**

- **Waiting:** Patients being kept updated on waiting times to be examined or treated.
- **Waiting:** Staff providing help with patients' conditions or symptoms while waiting.
- **Care and treatment:** Staff helping to control patients' pain.
- **Privacy:** Patients being given enough privacy when discussing their condition with the receptionist.
- **Waiting:** Patients being informed about how long they would have to wait before being examined and treated.

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 and had been treated by the trust between 1st and 29th February 2024. Between April 2024 and July 2024, a questionnaire was sent to 580 recent patients. Responses were received from 105 patients at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].



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.

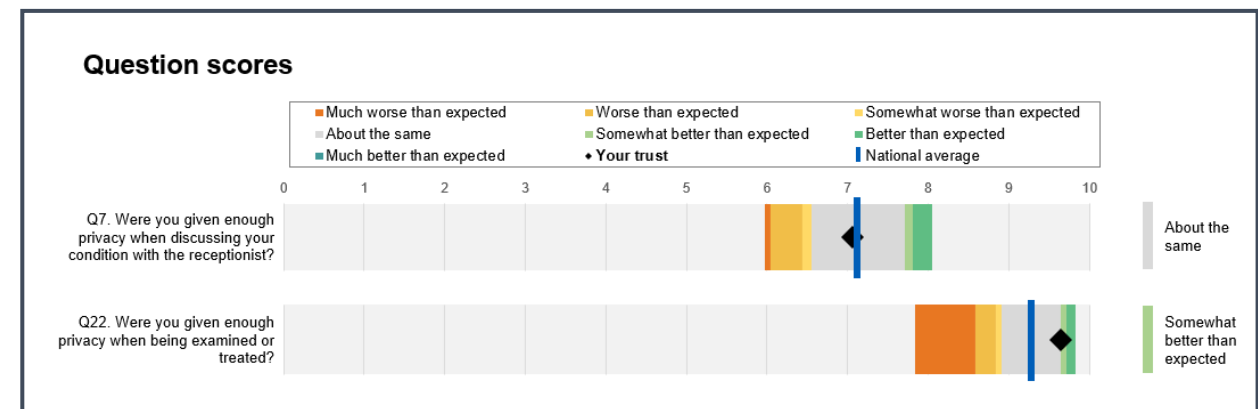
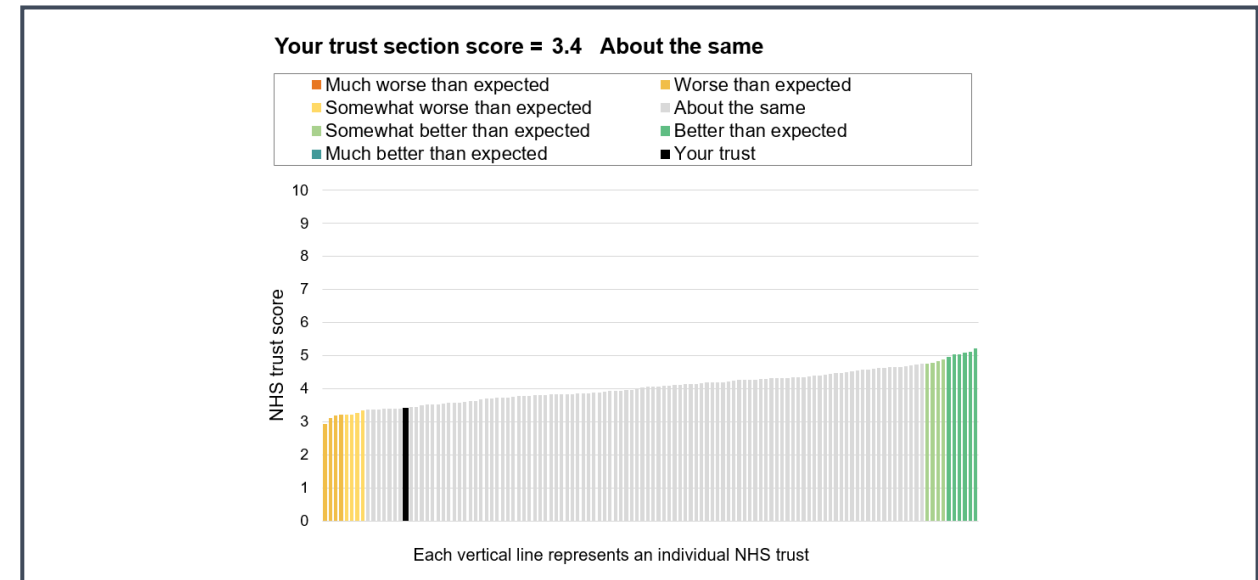
Please note: If data is missing, this is due to a low number of responses.

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)

Trust level benchmarking

The 'much better than expected,' 'better than expected', 'somewhat better than expected', 'about the same', 'somewhat worse than expected', 'worse than expected' and 'much worse than expected' categories are based on an analysis technique called the 'expected range'. Expected range determines the range within which a trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust, to indicate whether the trust has performed significantly above or below what would be expected.

If it is within this expected range, we say that the trust's performance is 'about the same' as other trusts. Where a trust is identified as performing 'better' or 'worse' than the majority of other trusts, the result is unlikely to have occurred by chance.

The question score charts show the trust scores compared to the minimum and maximum scores achieved by any trust. In some cases, this minimum or maximum limit will mean that one or more of the bands are not visible – because the range of other bands is broad enough to include the highest or lowest score achieved by a trust this year. This could be because there were few respondents, meaning the confidence intervals around your data are slightly larger, or because there was limited variation between trusts for this question this year.

In some cases, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust. This occurs as the bandings are calculated through standard error rather than standard deviation. Standard error takes into account the number of responses achieved by a trust, and therefore the banding may differ for a trust with a low numbers of responses.

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

An example of scoring

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

Calculating an individual respondent's score

The following provides an example for the scoring system applied for each respondent. For question 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.
- The answer codes "Don't know / can't remember" and "Not applicable" 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](#).

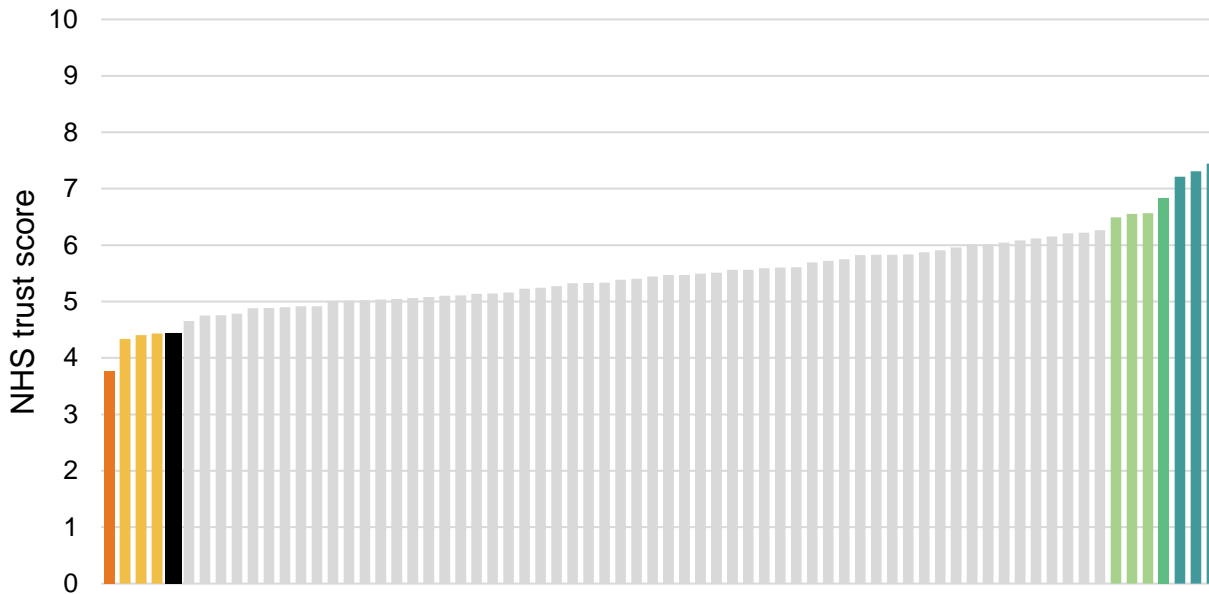
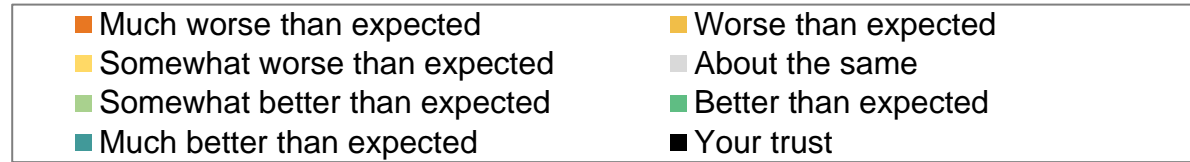
Calculating the section score

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

Section 1. 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.

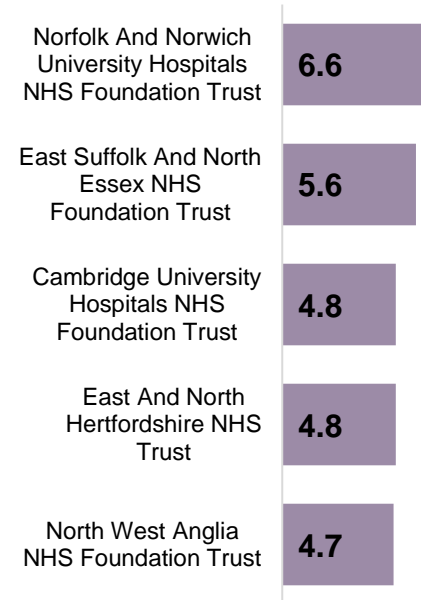
Your trust section score = 4.4 Worse than expected



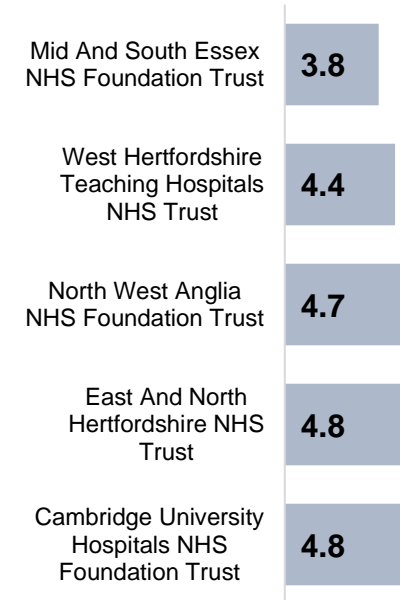
Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

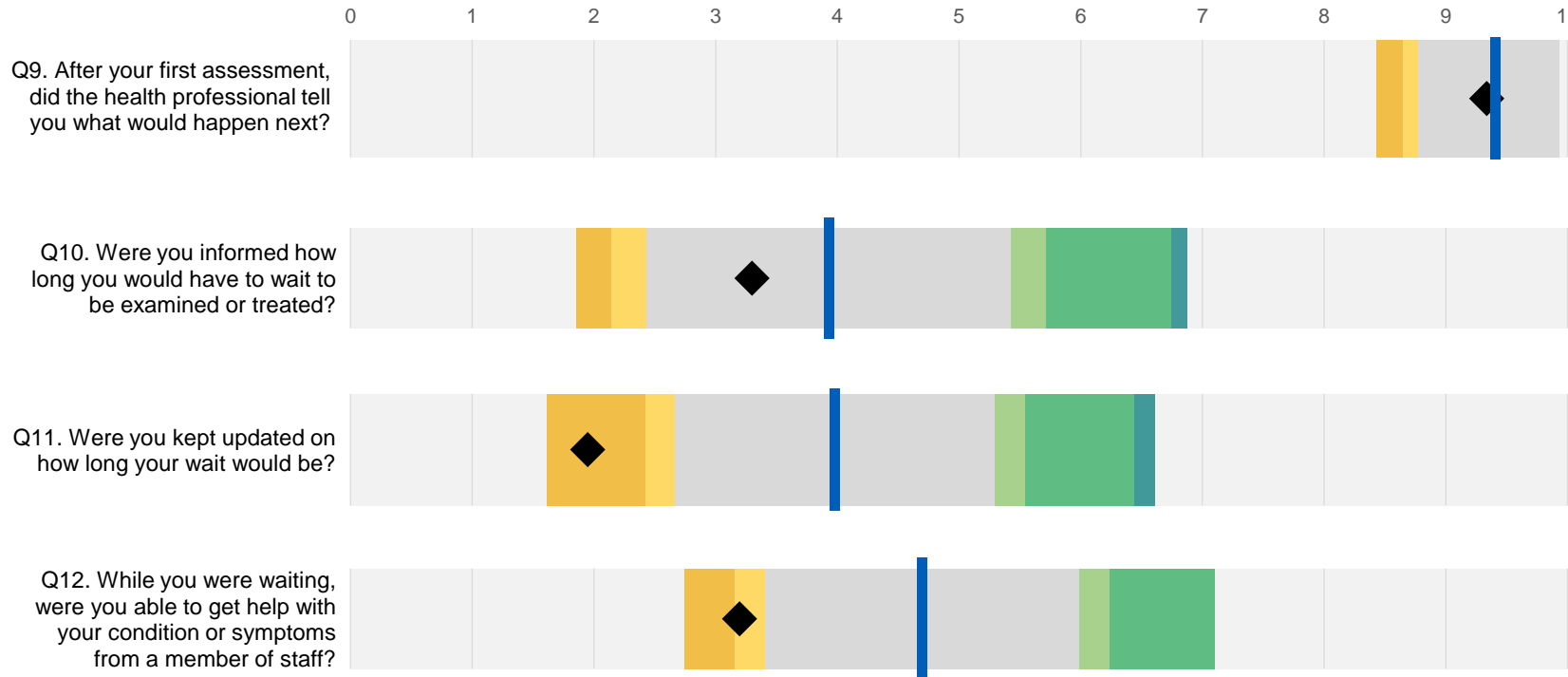
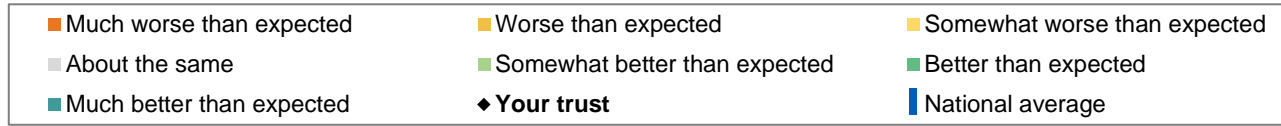


Trusts with the lowest scores



Section 1. Waiting (continued)

Question scores

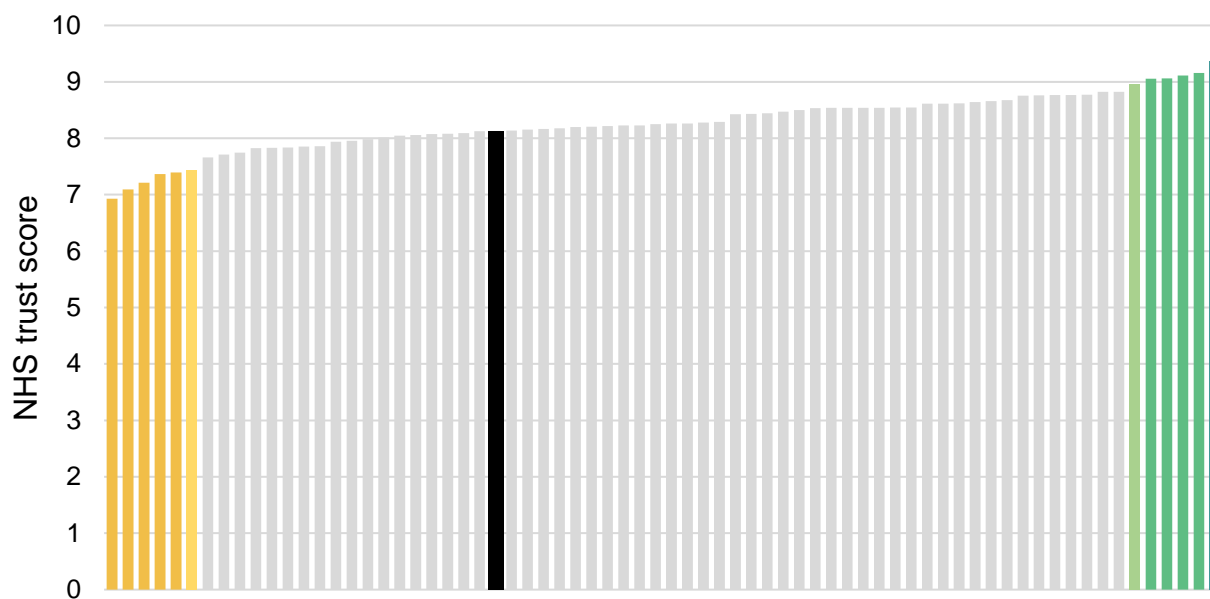
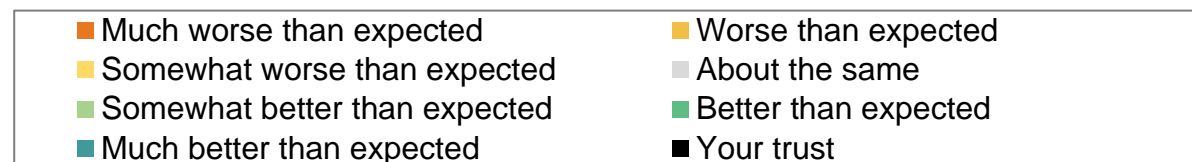


All trusts in England				
Number of respondents	Your trust	National average	Lowest score	Highest score
91	9.3	9.4	8.4	9.9
87	3.3	3.9	1.9	6.9
84	1.9	4.0	1.6	6.6
43	3.2	4.7	2.7	7.1

Section 2. Interactions with 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.

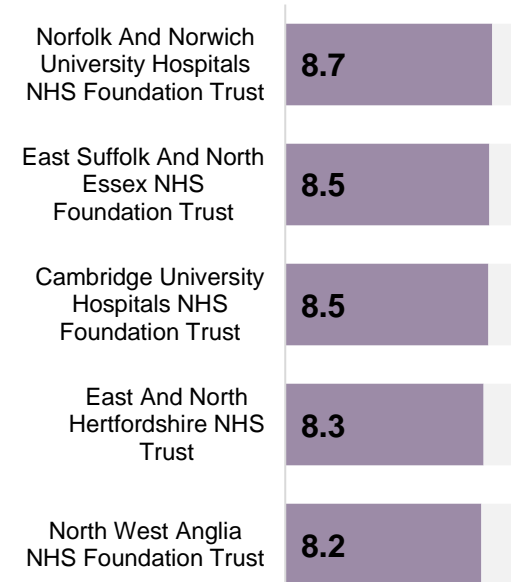
Your trust section score = 8.1 About the same



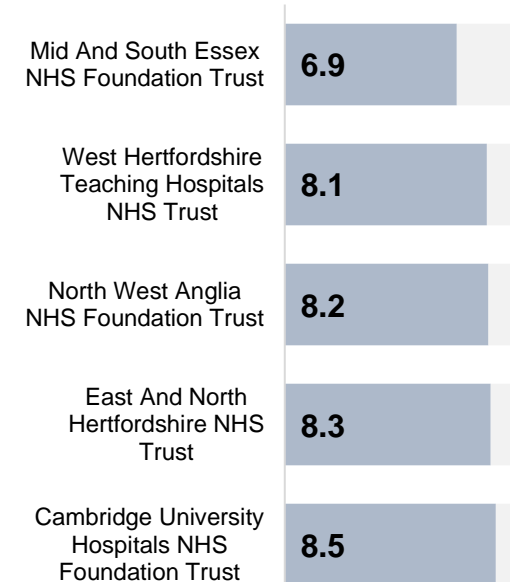
Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

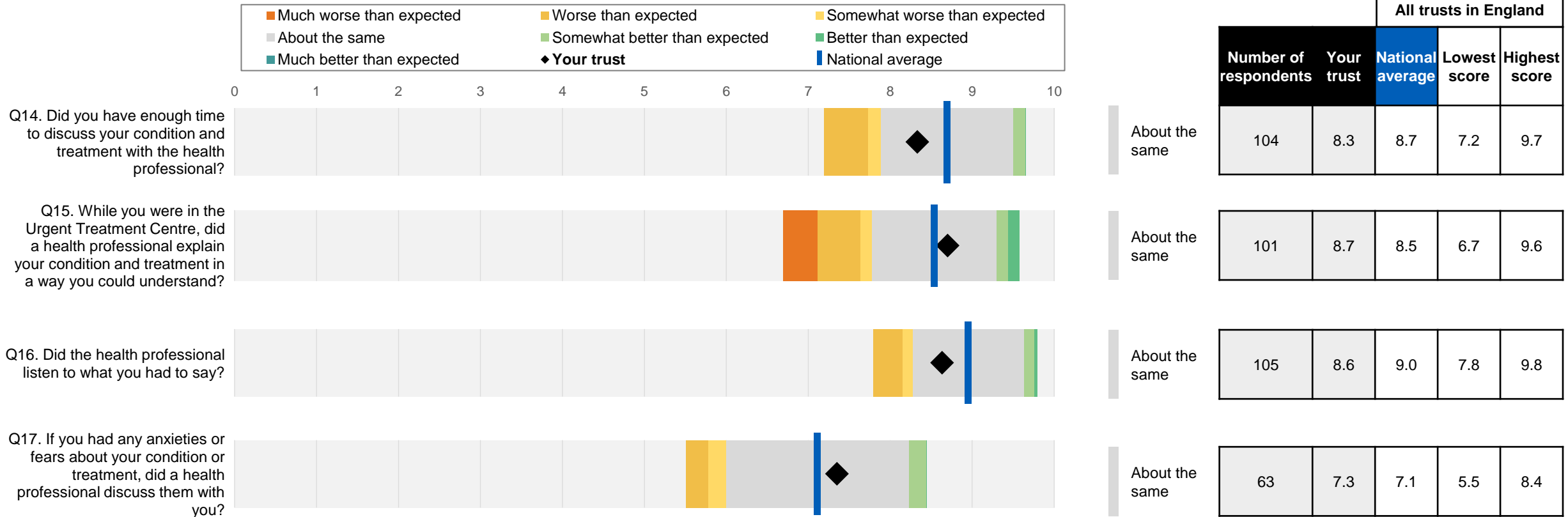


Trusts with the lowest scores



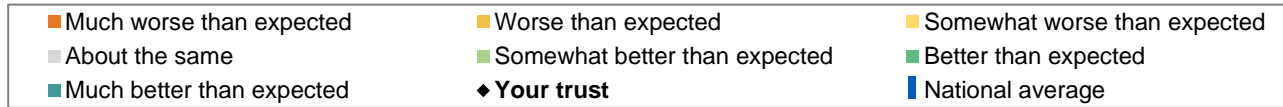
Section 2. Interactions with Health Professionals (continued)

Question scores



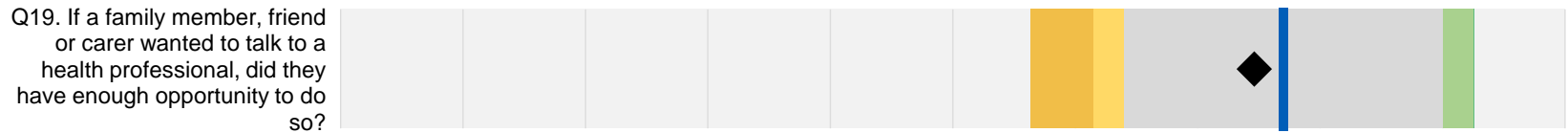
Section 2. Interactions with Health Professionals (continued)

Question scores



About the same

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
105	8.3	8.7	6.9	9.5



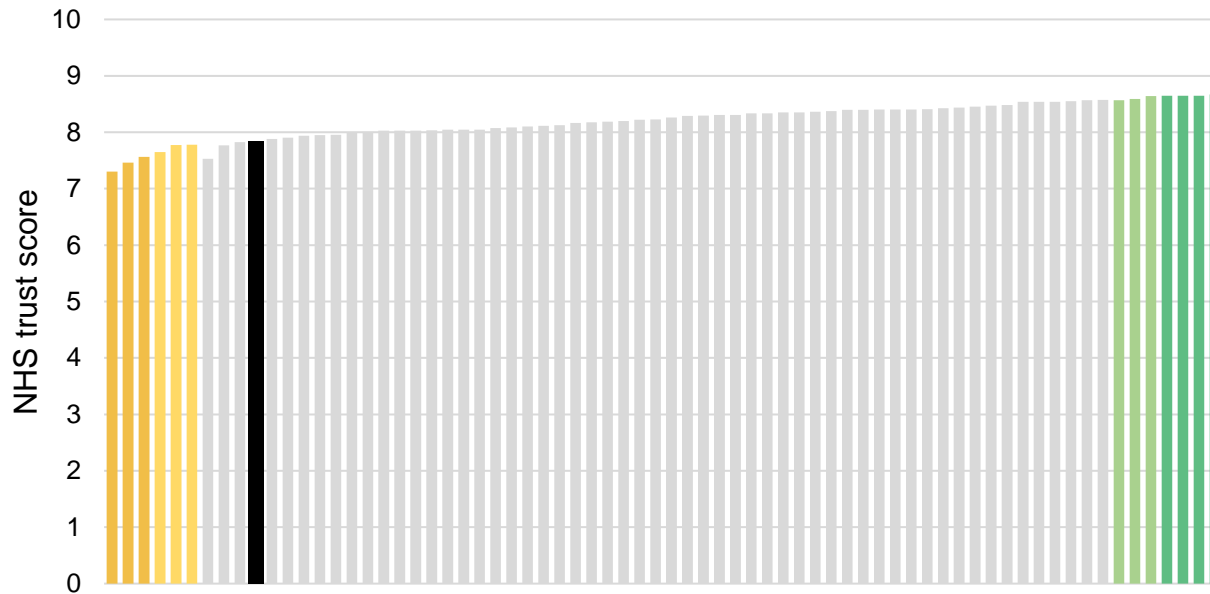
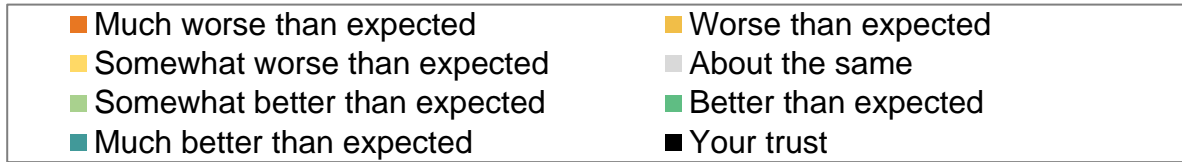
About the same

42	7.5	7.7	5.6	9.3
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Section 3. Privacy

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.

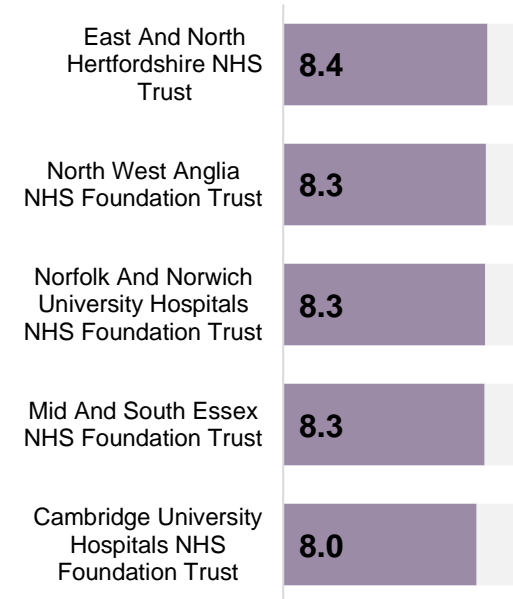
Your trust section score = 7.8 About the same



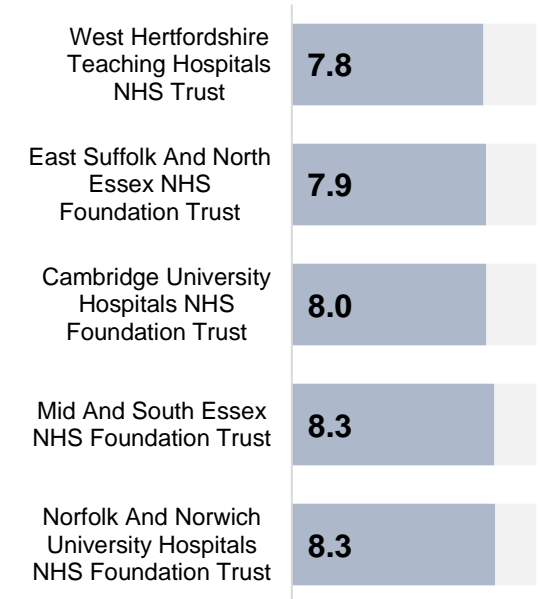
Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

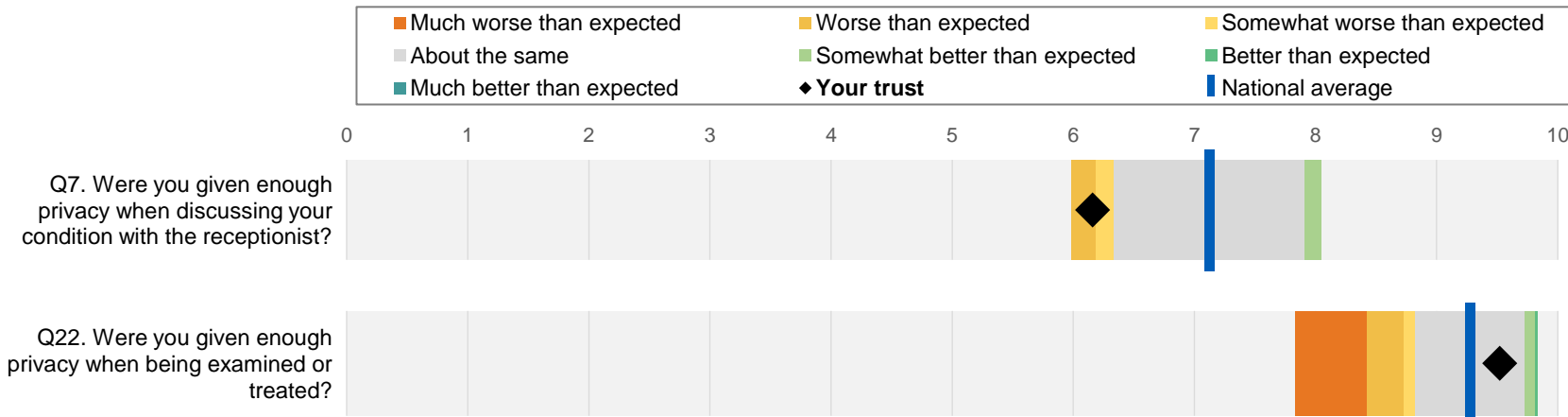


Trusts with the lowest scores



Section 3. Privacy (continued)

Question scores

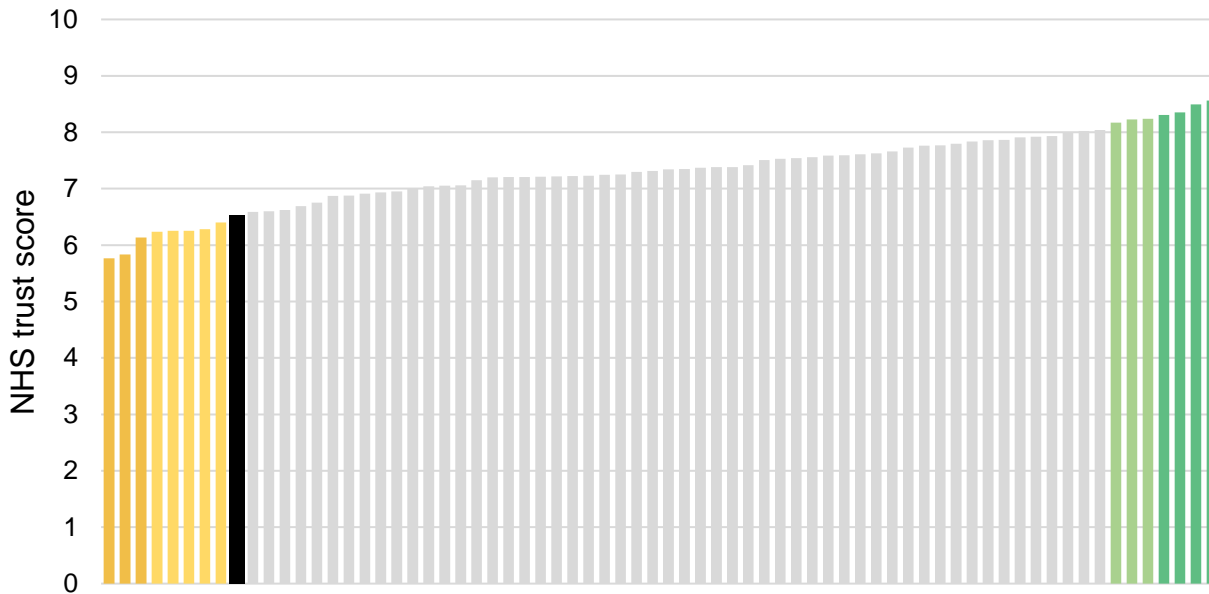
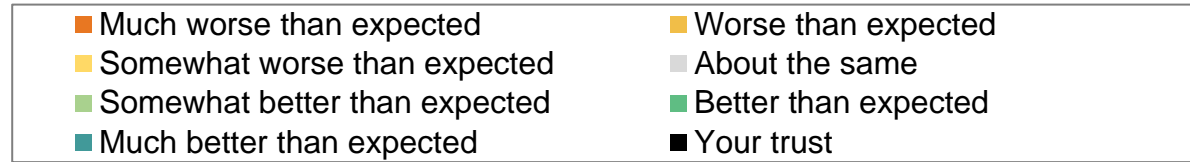


Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
96	6.2	7.1	6.0	8.0
104	9.5	9.3	7.8	9.8

Section 4. Your 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.

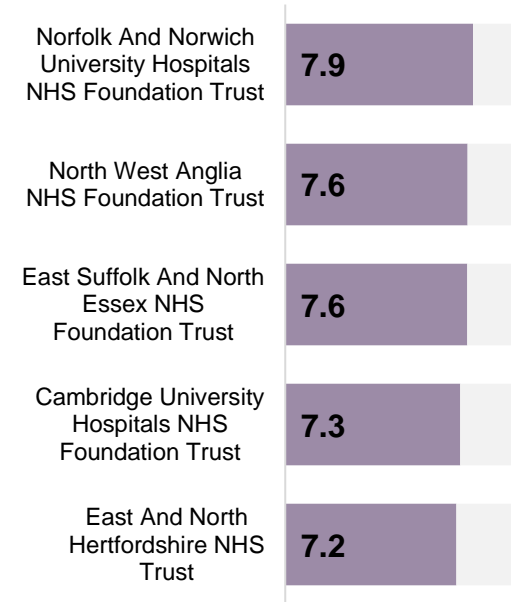
Your trust section score = 6.5 About the same



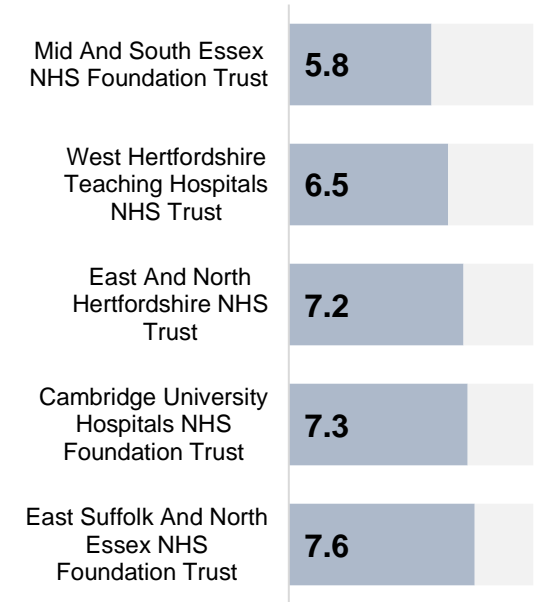
Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

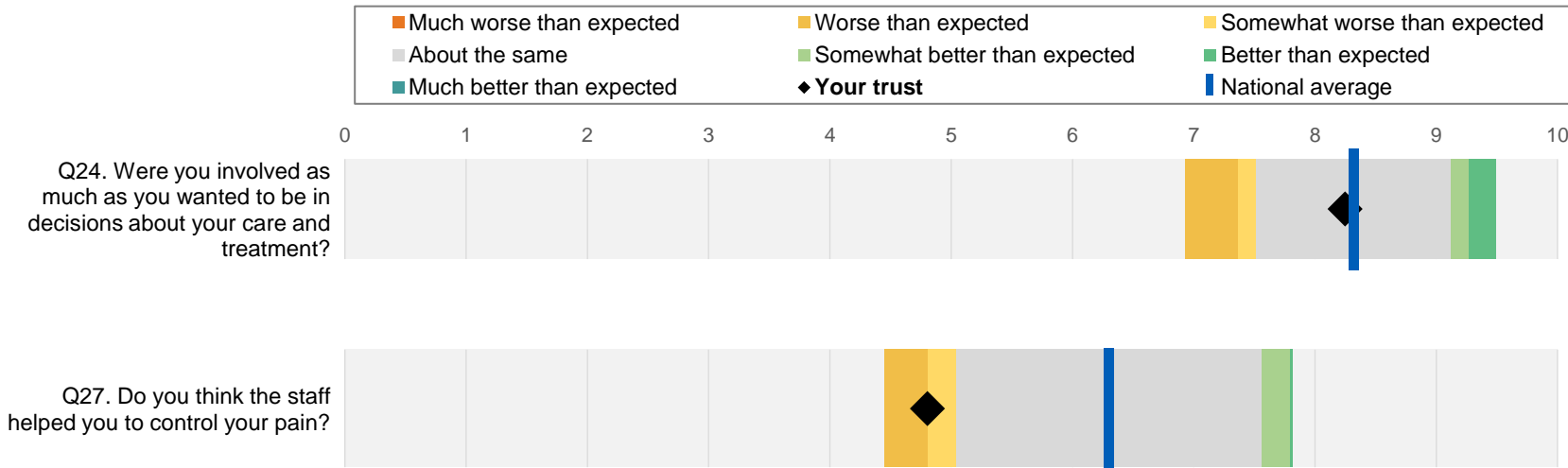


Trusts with the lowest scores



Section 4. Your care and treatment (continued)

Question scores

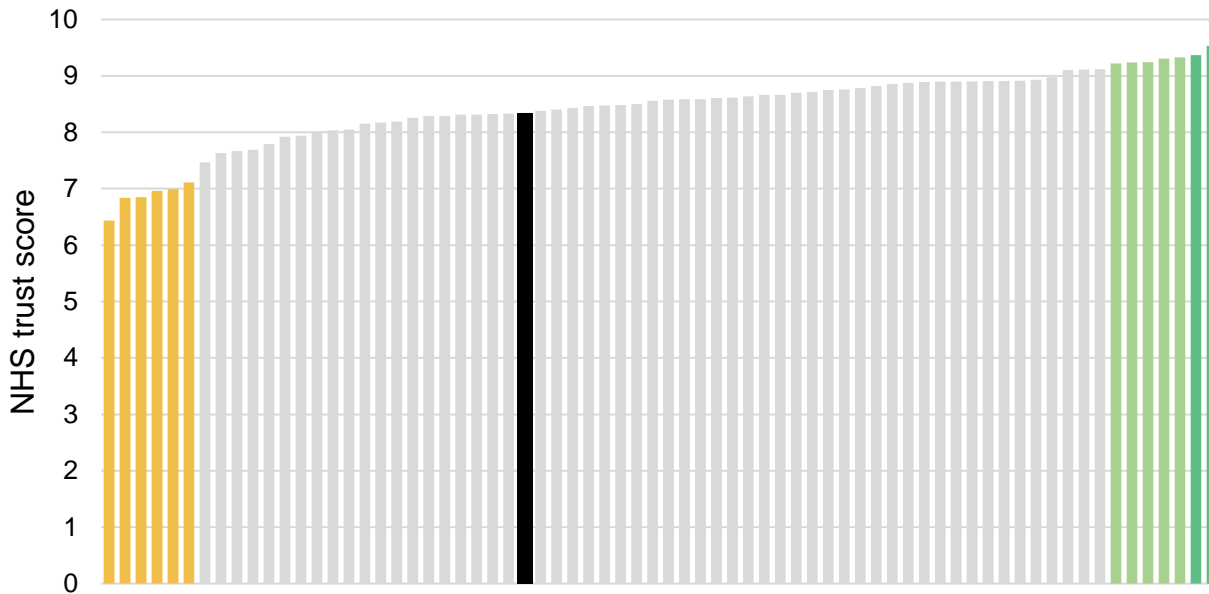
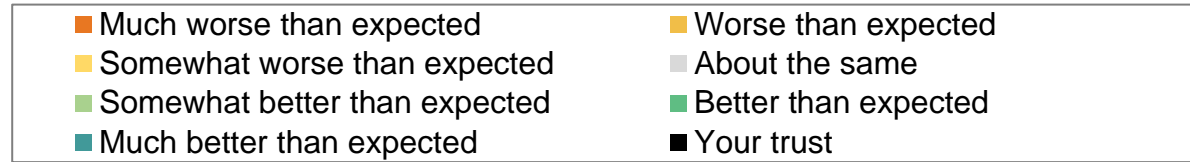


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
97	8.2	8.3	6.9	9.5
55	4.8	6.3	4.4	7.8

Section 5. Communication about 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.

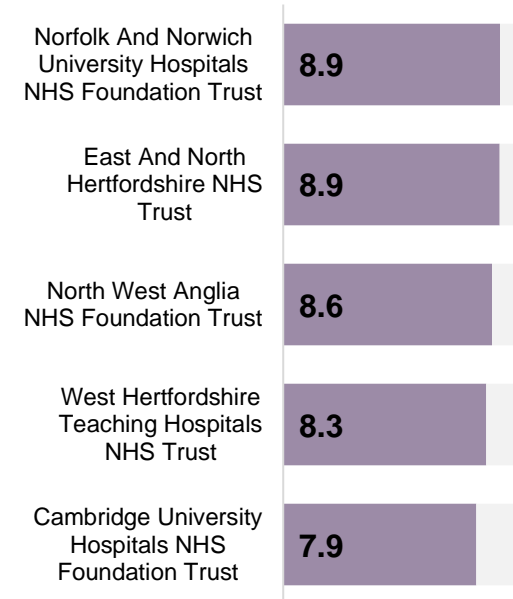
Your trust section score = 8.3 About the same



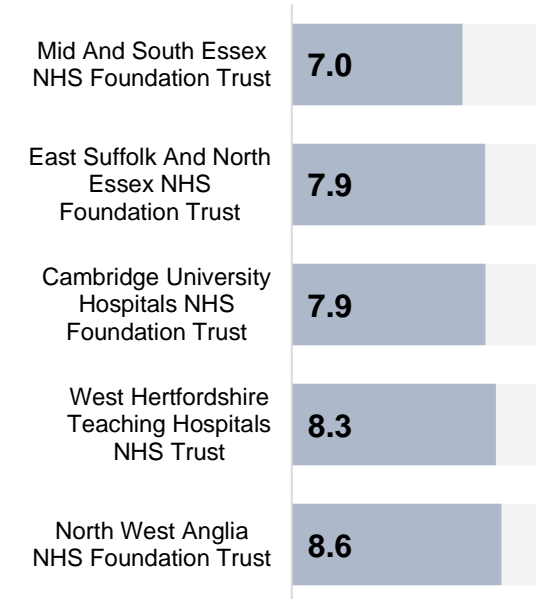
Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

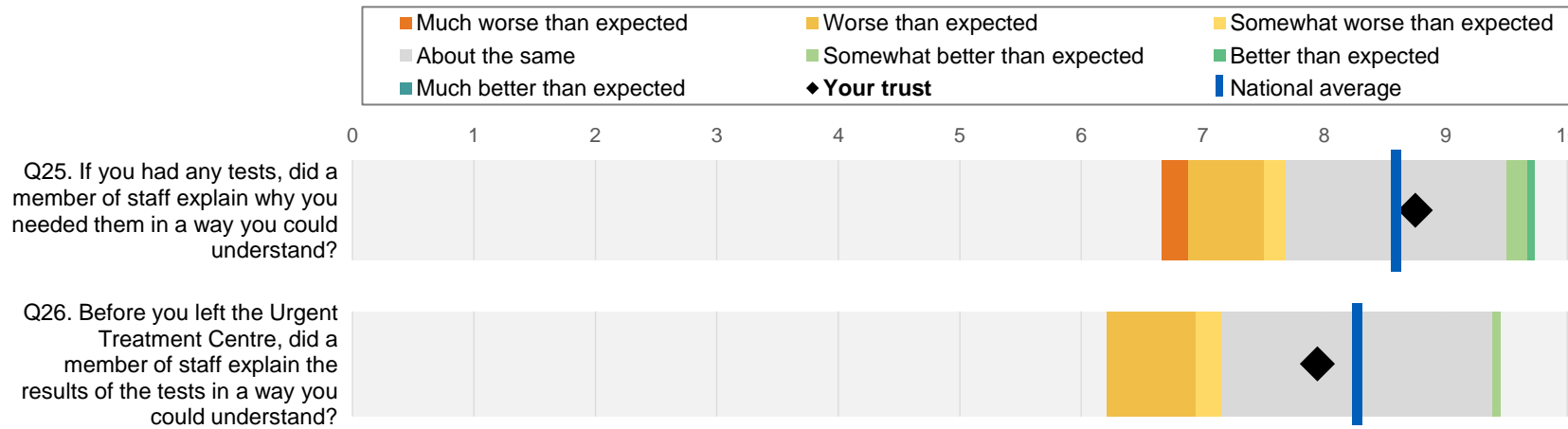


Trusts with the lowest scores



Section 5. Communication about tests (continued)

Question scores

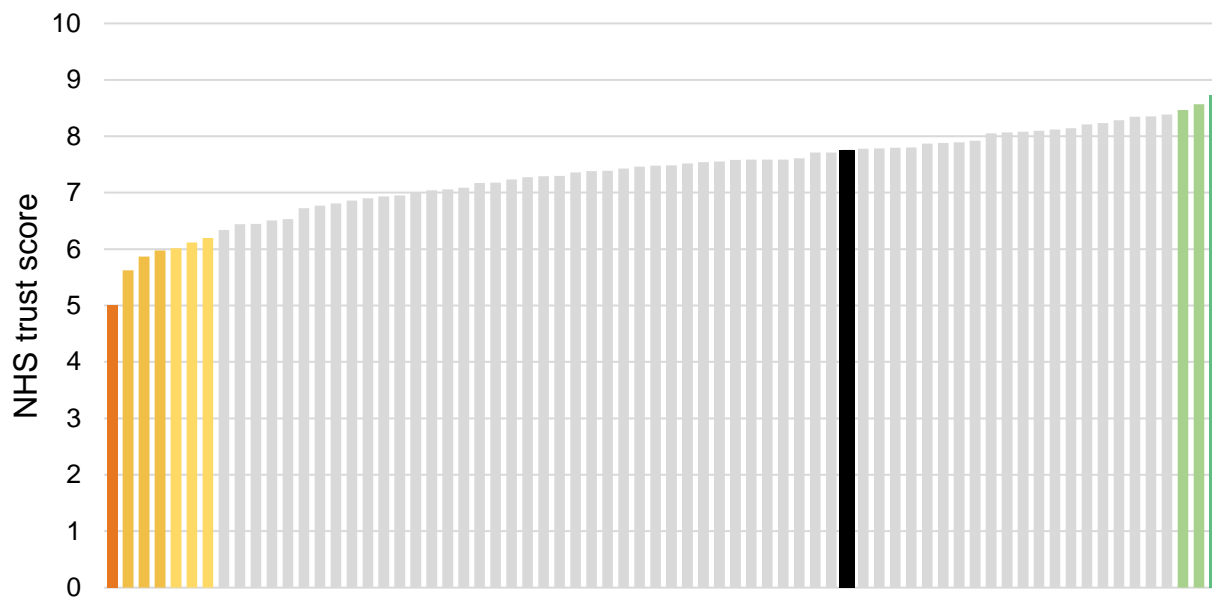
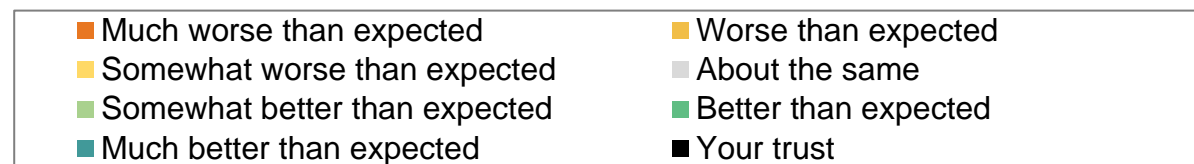


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
55	8.8	8.6	6.7	9.7
53	7.9	8.3	6.2	9.5

Section 6. Hospital 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.

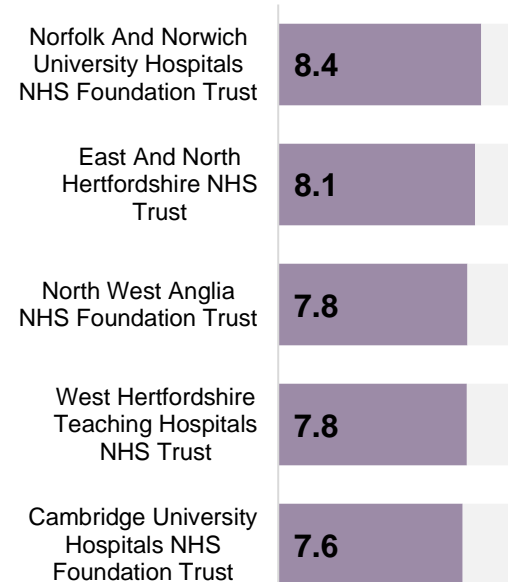
Your trust section score = 7.8 About the same



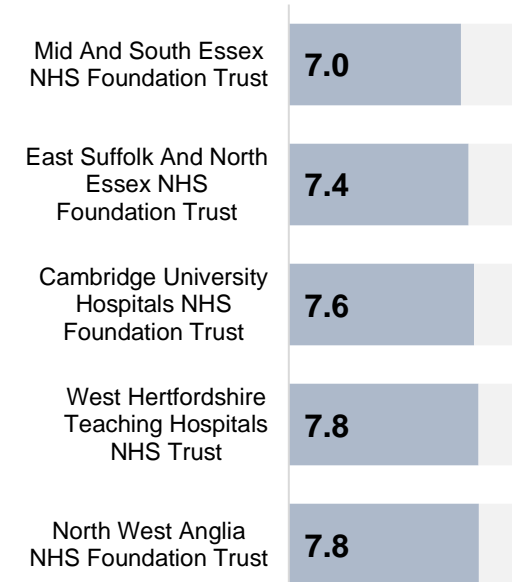
Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

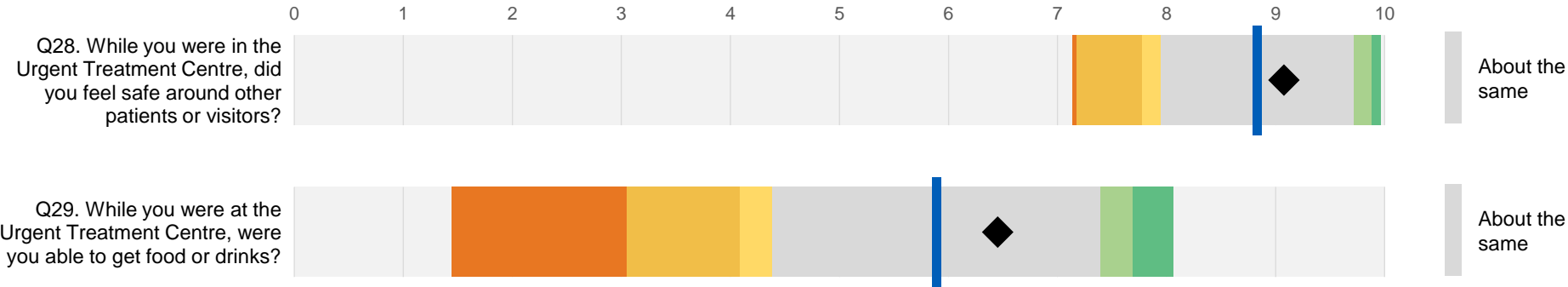
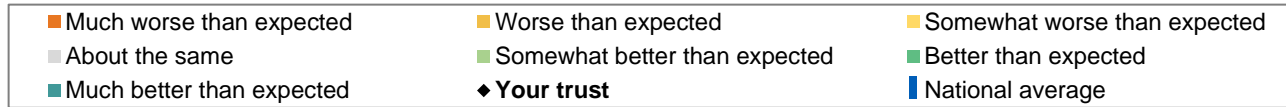


Trusts with the lowest scores



Section 6. Hospital environment and facilities (continued)

Question scores

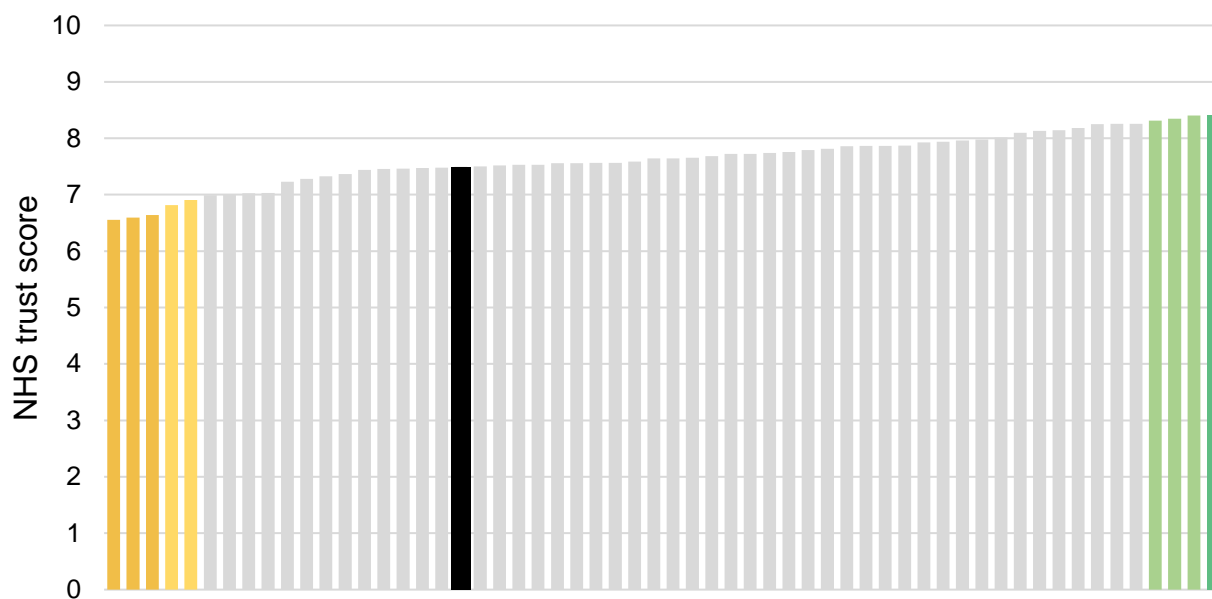
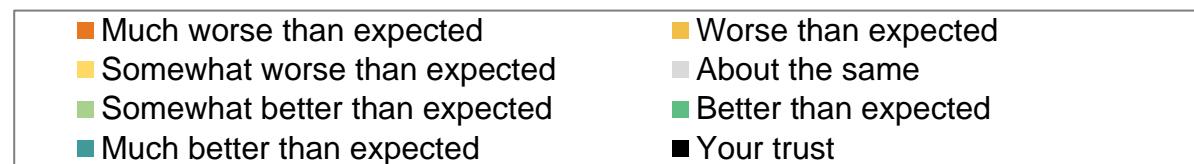


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
100	9.1	8.8	7.1	10.0
46	6.5	5.9	1.4	8.1

Section 7. Information to support recovery at home

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.

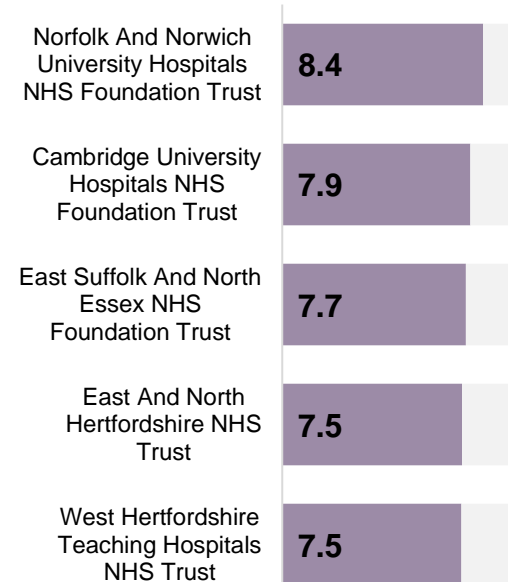
Your trust section score = 7.5 About the same



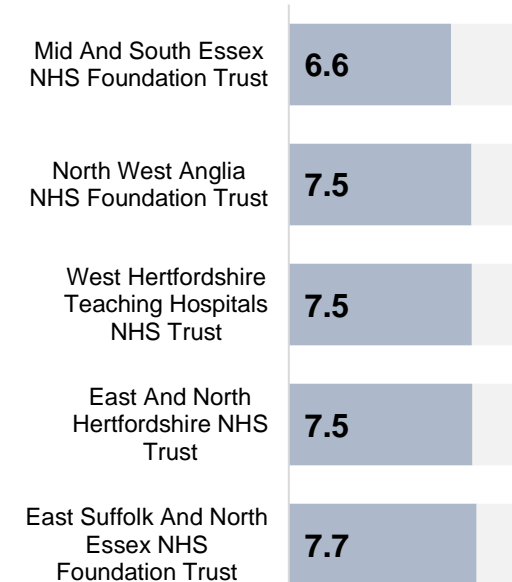
Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

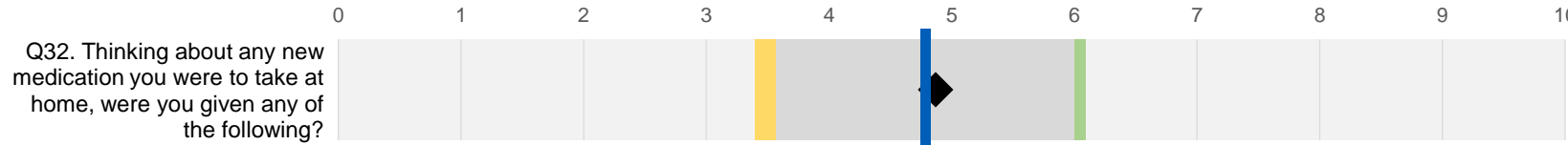
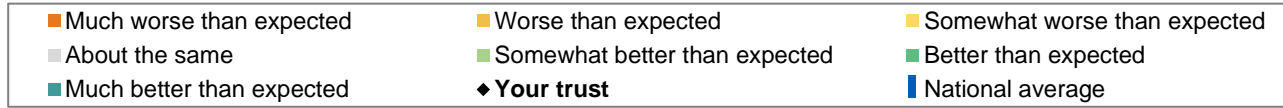


Trusts with the lowest scores



Section 7. Information to support recovery at home (continued)

Question scores



About the same

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
31	4.9	4.8	3.4	6.1



About the same

Number of respondents	Your trust	National average	Lowest score	Highest score
82	7.8	8.2	5.5	9.5



About the same

Number of respondents	Your trust	National average	Lowest score	Highest score
67	9.0	9.0	7.7	9.6



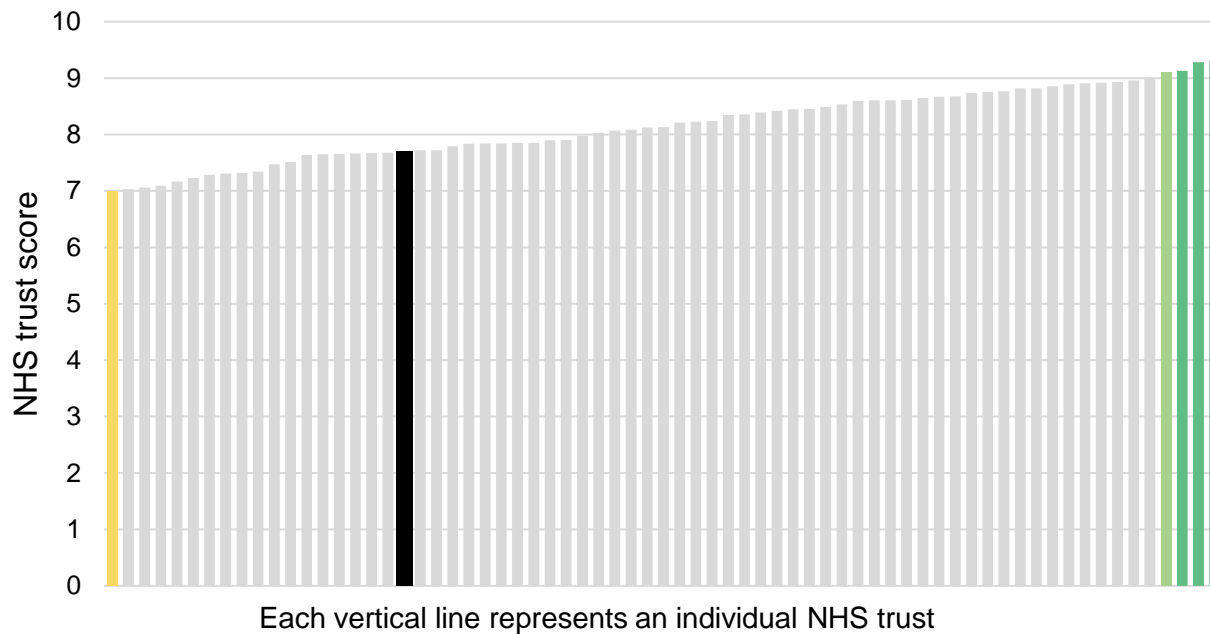
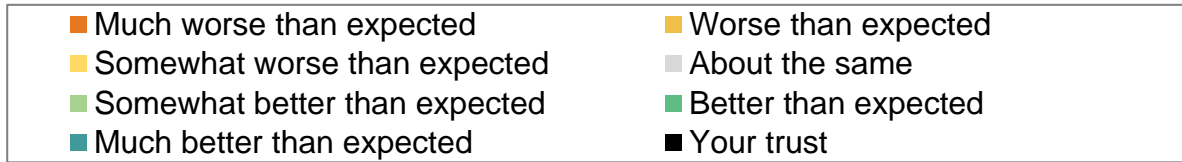
About the same

Number of respondents	Your trust	National average	Lowest score	Highest score
67	8.3	8.8	7.5	9.4

Section 8. Support and care after 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 = 7.7 About the same



Comparison with other trusts within your region

Trusts with the highest scores

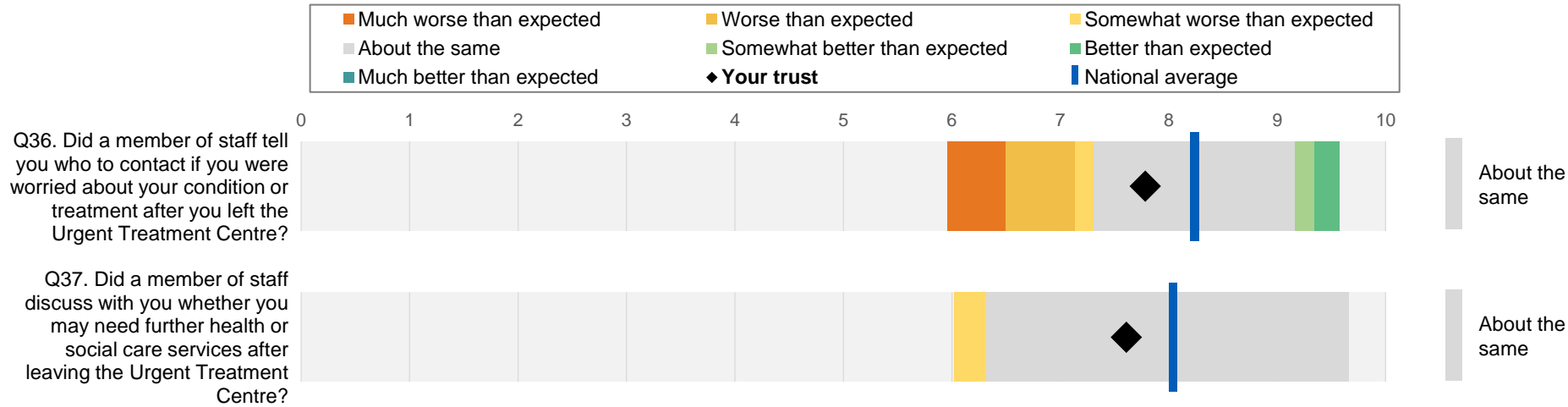
Cambridge University Hospitals NHS Foundation Trust	8.8
Norfolk And Norwich University Hospitals NHS Foundation Trust	8.6
East Suffolk And North Essex NHS Foundation Trust	8.5
North West Anglia NHS Foundation Trust	7.8
West Hertfordshire Teaching Hospitals NHS Trust	7.7

Trusts with the lowest scores

Mid And South Essex NHS Foundation Trust	7.1
East And North Hertfordshire NHS Trust	7.6
West Hertfordshire Teaching Hospitals NHS Trust	7.7
North West Anglia NHS Foundation Trust	7.8
East Suffolk And North Essex NHS Foundation Trust	8.5

Section 8. Support and care after leaving the Urgent Treatment Centre (continued)

Question scores

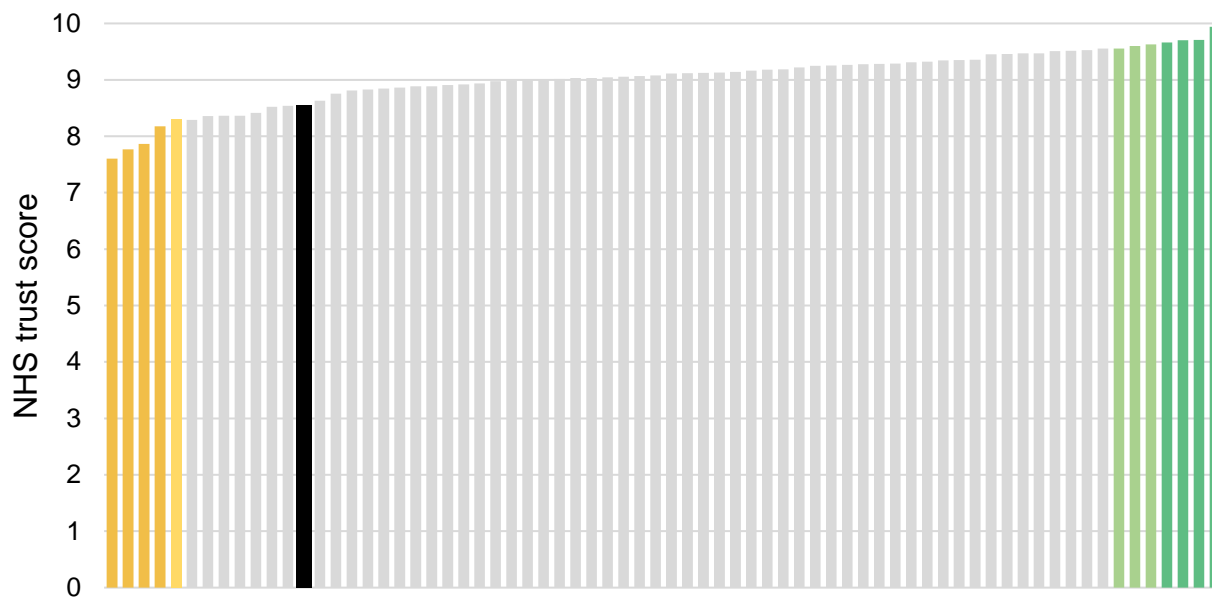
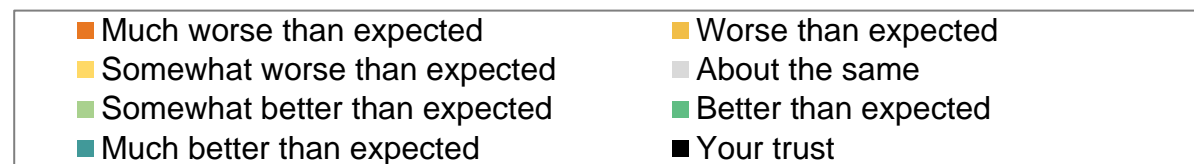


Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
79	7.8	8.2	6.0	9.6
32	7.6	8.0	6.0	9.7

Section 9. 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.

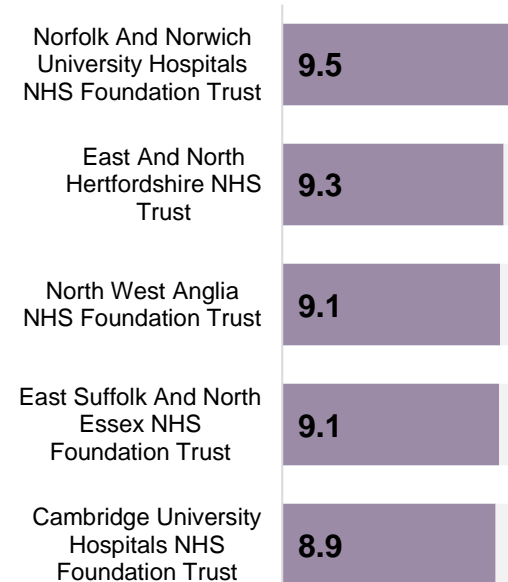
Your trust section score = 8.5 About the same



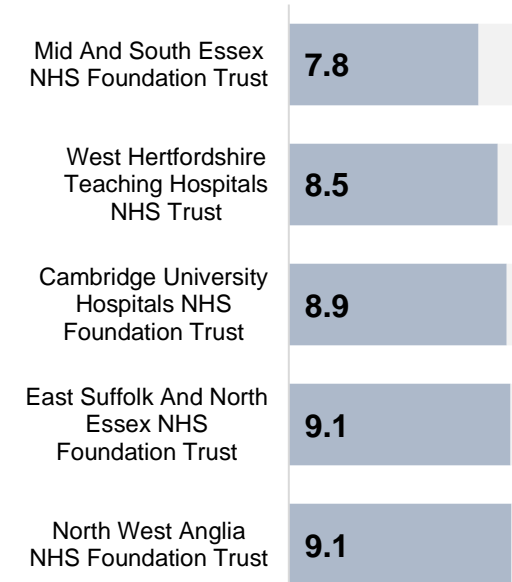
Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

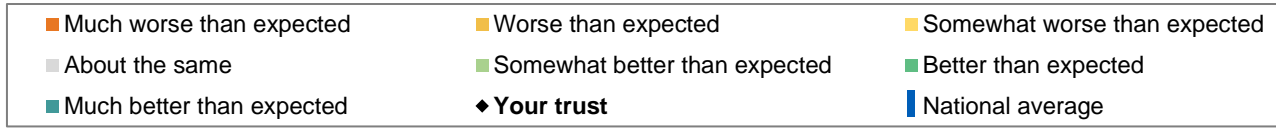


Trusts with the lowest scores

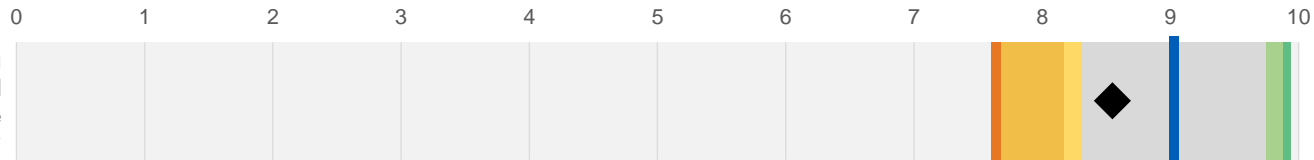


Section 9. Respect and dignity (continued)

Question scores



Q39. Overall, did you feel you were treated with respect and dignity while you were in the Urgent Treatment Centre?



About the same

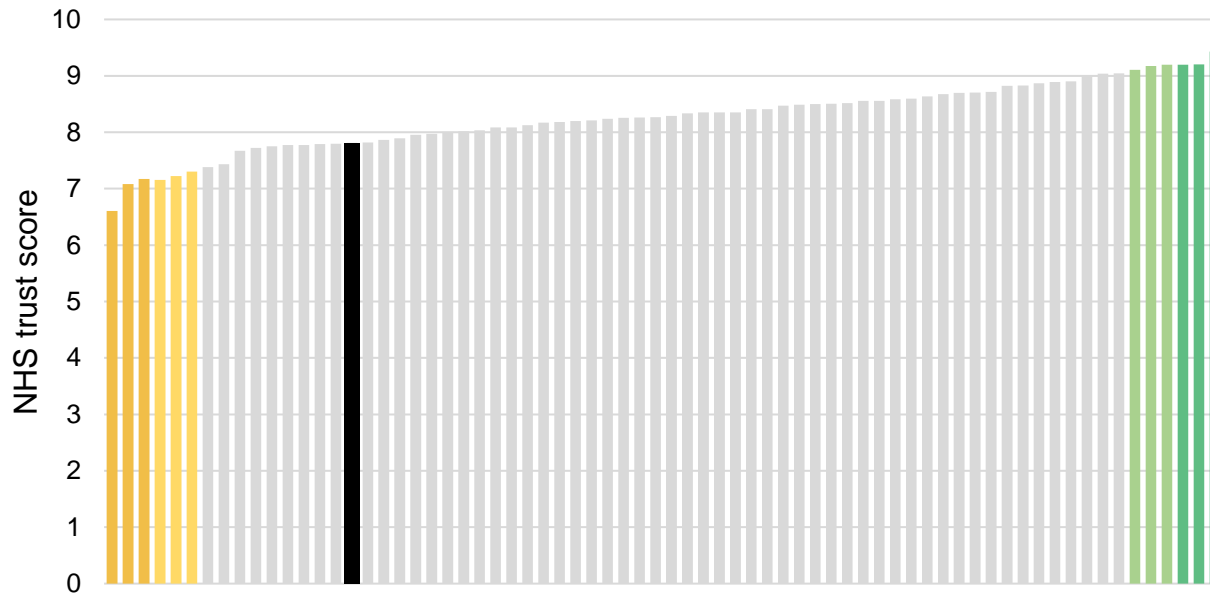
All trusts in England

Number of respondents	Your trust	National average	Lowest score	Highest score
103	8.5	9.0	7.6	9.9

Section 10. Overall experience

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.

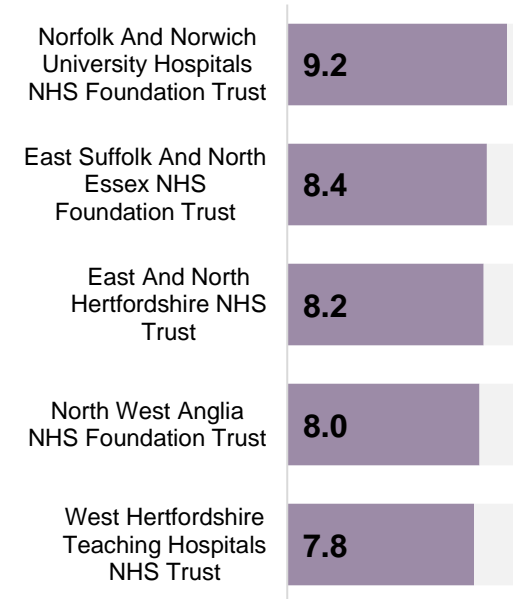
Your trust section score = 7.8 About the same



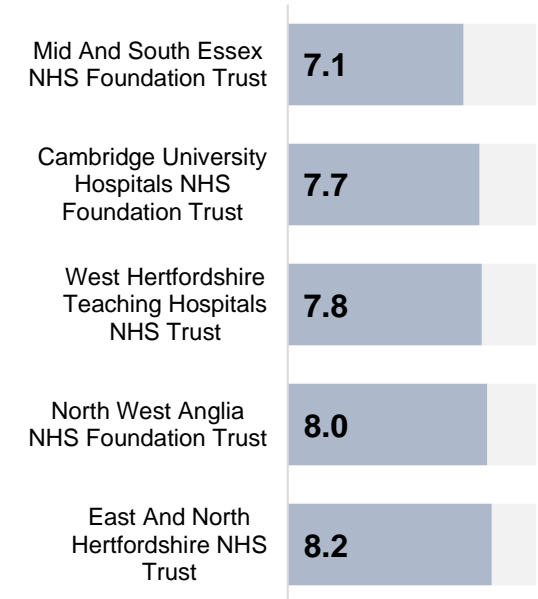
Each vertical line represents an individual NHS trust

Comparison with other trusts within your region

Trusts with the highest scores

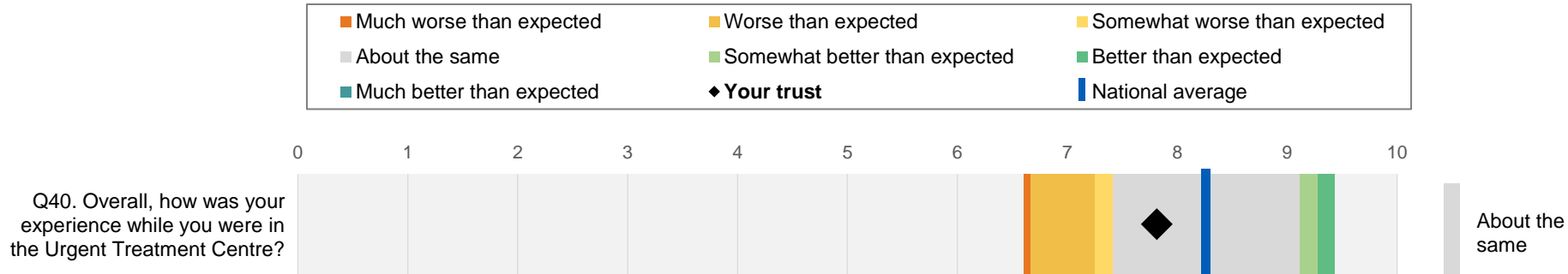


Trusts with the lowest scores



Section 10. Overall experience (continued)

Question scores

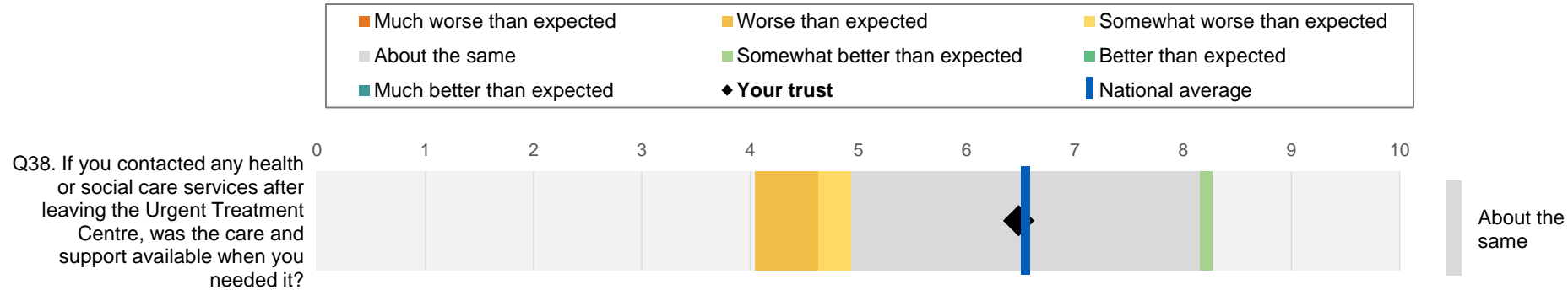


All trusts in England

Number of respondents	Your trust	National average	Lowest score	Highest score
104	7.8	8.3	6.6	9.4

Q38. Not included in a section*

Question scores



All trusts in England				
Number of respondents	Your trust	National average	Lowest score	Highest score
33	6.5	6.5	4.0	8.3

*Please note this question is not included in any section scores. It relates to patient experience of services after leaving the Urgent Treatment Centre and therefore is not the direct the responsibility of the Urgent Treatment Centre. For this reason, the question is not included in any section scores.

Comparison to Other Trusts

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

- Q12. While you were waiting, were you able to get help with your condition or symptoms from a member of staff?

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

- Q7. Were you given enough privacy when discussing your condition with the receptionist?
- Q11. Were you kept updated on how long your wait would be?
- Q27. Do you think the staff helped you to control your pain?

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.

Thank you.

For further information, please contact
the Survey Coordination Centre:

emergency@surveycoordination.com