



# **NHS Adult Inpatient Survey 2023 Benchmark Report**

Queen Victoria 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).

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# Background and methodology

## This section includes:

- an explanation of the NHS Patient Survey Programme
- information on the Adult Inpatient 2023 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 Adult Inpatient Survey has been conducted annually since 2002. CQC use results from the survey to build an understanding of the risk and quality of services and those who organise care across an area.

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

## The Adult Inpatient Survey 2023

The survey was administered by the Survey Coordination Centre (SCC) at Picker. A total of 162,492 patients were invited to participate in the survey across 131 acute and specialist NHS trusts. Completed responses were received from 63,573 patients, an adjusted response rate of 41.7%.

Patients were eligible to participate in the survey if they were aged 16 years or over, had spent at least one night in hospital, and were not admitted to maternity or psychiatric units. A full list of eligibility criteria can be found in the survey [sampling instructions](#).

Trusts sampled patients who met the eligibility criteria and were discharged from hospital during November 2023. Trusts counted back from the last day of November 2023, sampling every consecutively discharged patient until they had selected 1,250 patients. Some smaller trusts, which treat fewer patients, included patients who were treated in hospital earlier than November 2023 (as far back as April 2023), to achieve a large enough sample.

Fieldwork took place between January and April 2024.

## Trend data

The Adult Inpatient 2023 survey was conducted using a push-to-web methodology (offering both online and paper completion). There were minor questionnaire changes, including six new questions and changes to question wording. The 2023 results are comparable with data from the Adult Inpatient 2020, 2021 and 2022 surveys, unless a question has changed or there are other reasons for lack of comparability such as changes in organisation structure of a trust. Where results are comparable, a section on historical trends has been included.

## Further information about the survey

- For published results for other surveys in the NPSP, and for information to help trusts implement the surveys across the NPSP, please visit the [NHS Surveys website](#).
- To learn more about CQC's survey programme, please visit the [CQC website](#).



# Key terms used in this report

## The 'expected range' technique

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

This report also includes site level benchmarking. This allows you to compare the results for sites within your trust with all other sites across trusts. It is important to note that the performance ratings presented here may differ from that presented in the trust level benchmarking.

More information can be found in the [Appendix](#).

## Standardisation

Demographic characteristics, such as age and gender, can influence patients' experience of care and the way they report it. Results from previous years show that men tend to report more positive experiences than women, and older people more so than younger people.

Since trusts have differing profiles of patients, this could make fair trust comparisons difficult. To account for this, we 'standardise' the results, which means we apply a weight to individual patient responses to account for differences in demographic profile between trusts.

For each trust, results have been standardised by the age, sex and method of admission (emergency or elective) of respondents to reflect the 'national' age, sex, and method of admission distribution (based on all respondents to the survey). This helps ensure that no trust will appear better or worse than another because of its patient profile, and enables a fairer and more useful comparison of results across trusts. In most cases this standardisation will not have a large impact on trust results. Site level results are standardised in the same way.

## Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale of 0 to 10. A score of 10 represents the best possible result and a score of 0 the worst. The higher the score for each question, the better the trust is performing. Only evaluative questions in the questionnaire are scored. Some questions are

descriptive (for example Q1) and others are 'routing questions', which are designed to filter out respondents to whom the following questions do not apply (for example Q7). 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](#).

# Using the survey results

## Navigating this report

This report is split into six sections:

- **Background and methodology** – provides information about the survey programme, how the survey is run, and how to interpret the data.
- **Headline results** – includes key trust-level findings relating to the patients who took part in the survey, benchmarking, and top and bottom scores. This section provides an overview of results for your trust, identifying areas where your organisation performs better than the average and where you may wish to focus improvement activities.
- **Benchmarking** – shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part; using the 'expected range' analysis technique. This allows you to see the range of scores achieved and compare yourself with the other organisations that took part in the survey. Benchmarking can provide you with an indication of where you perform better than the average, and what you should aim for in areas where you may wish to improve. Section score slides also include a comparison with other trusts in your region. It may be helpful to compare yourself with regional trusts, so you can learn from and share learnings with trusts in your area who care for similar populations.

- **Trust and site results** – includes the score for your trust and breakdown of scores across sites within your trust. Internal benchmarking may be helpful so you can compare sites within your organisation, sharing best practice within the trust and identifying any sites that may need attention.
- **Change over time** – includes your trust's mean score for each evaluative question in the survey shown in a significance test table, comparing it to your 2020, 2021 and 2022 mean score. This allows you to see if your trust has made statistically significant improvements between survey years.
- **Appendix** – includes additional data for your trust; further information on the survey methodology; 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; link to view the results for each trust; technical document: [www.cqc.org.uk/inpatientsurvey](http://www.cqc.org.uk/inpatientsurvey)
- National and trust-level data for all trusts who took part in the Adult Inpatient 2023 survey: <https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2023/>. Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the NHS Surveys website.
- Information on the NHS Patient Survey Programme, including results from other surveys: [www.cqc.org.uk/content/surveys](http://www.cqc.org.uk/content/surveys)
- Information about how the CQC monitors hospitals: [www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals](http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals)

# Headline results

## This section includes:

- information about your trust population
- an overview of benchmarking for your trust
- the top and bottom 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.



**1250** invited to take part



**524** completed

26% urgent/emergency admission

74% planned admission



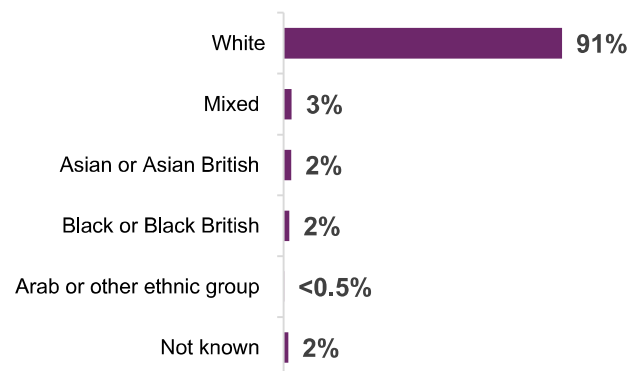
**43%** response rate

42% average response rate for all trusts

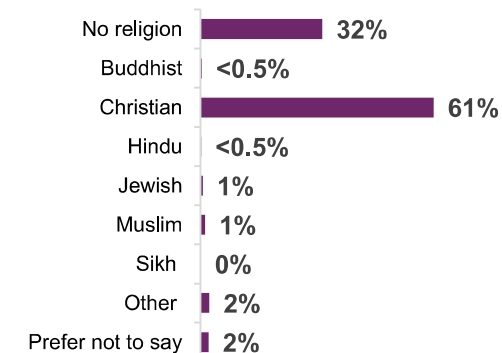
44% response rate for your trust last year



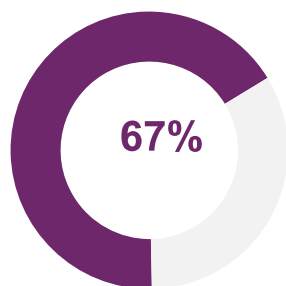
## Ethnicity



## Religion



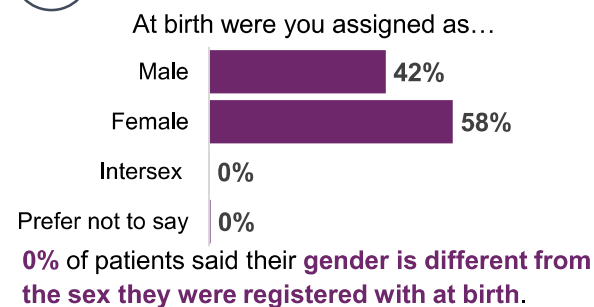
## Long-term conditions



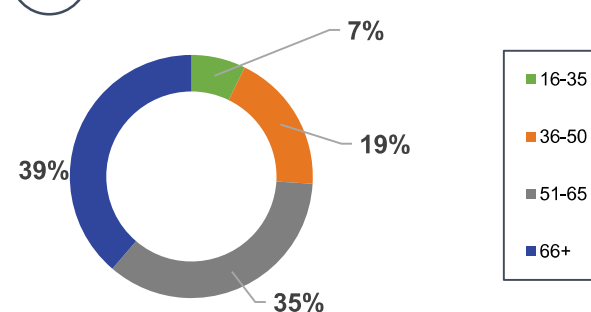
of participants said they have **physical or mental health conditions, disabilities or illnesses** that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").



## Sex



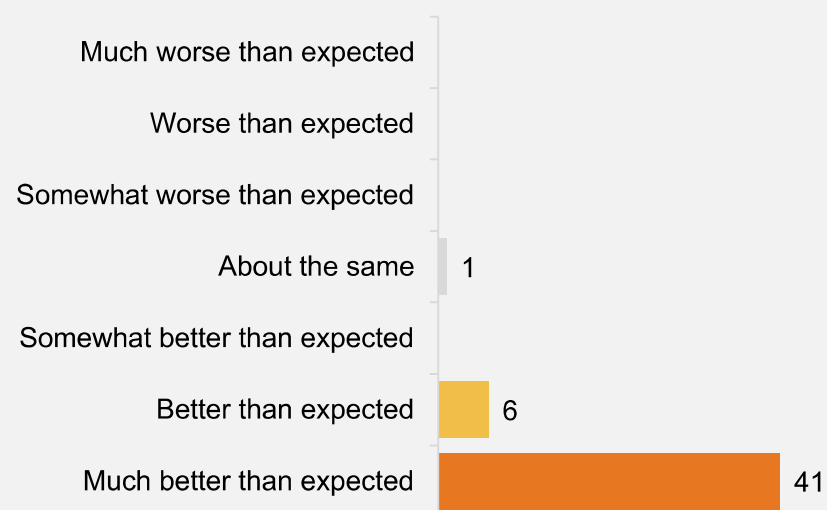
## Age



# Summary of findings for your trust

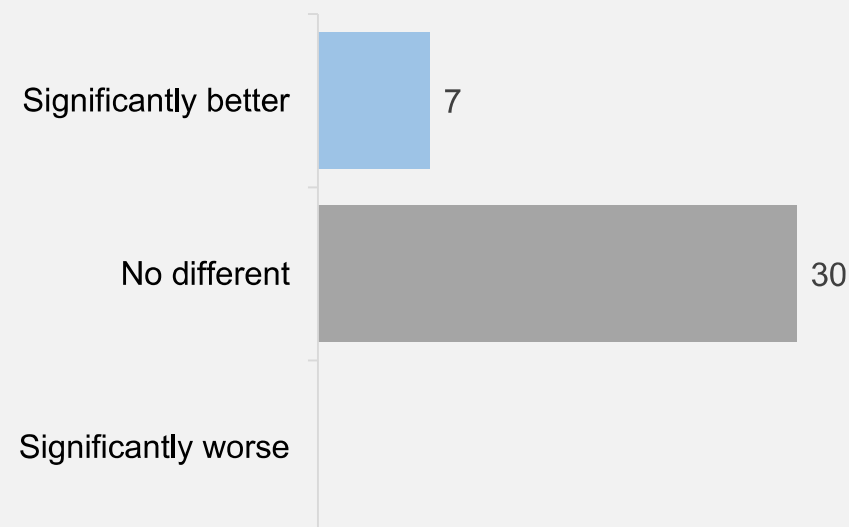
## Comparison with other trusts

The **number of questions** at which your trust has performed better, worse, or about the same compared with all other trusts.



## Comparison with last year's results

The **number of questions** at which your trust has performed statistically significantly better, significantly worse, or no different than your result from the previous year, 2023 vs 2022.



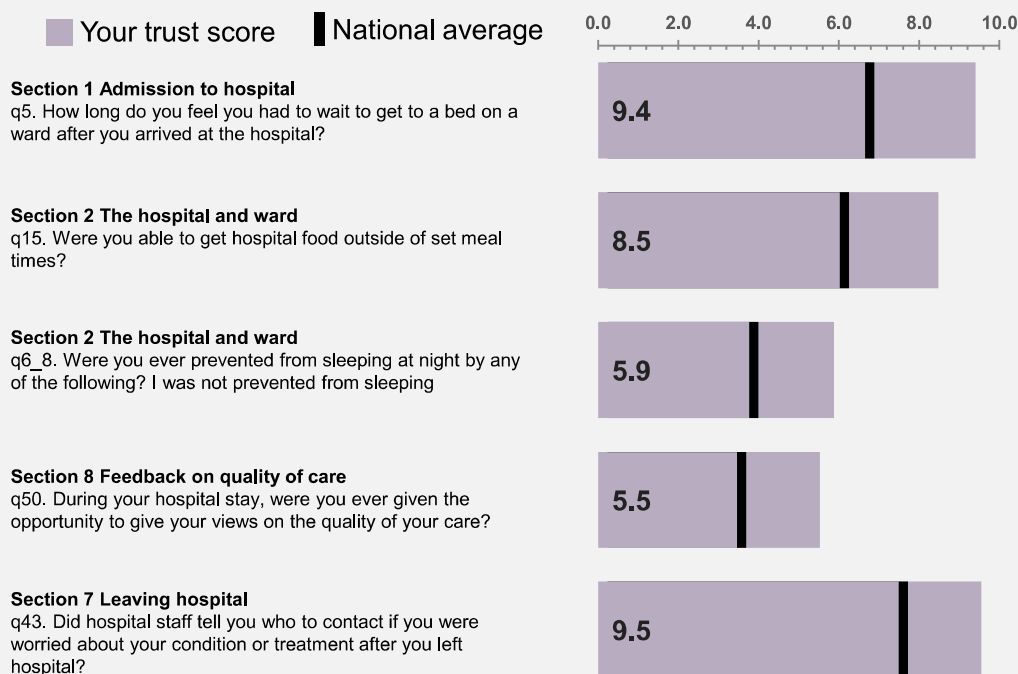
For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the appendix section "[comparison to other trusts](#)".

# Best and worst performance relative to the national average

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

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

## Top five scores (compared with national average)



## Bottom five scores (compared with national average)





# Benchmarking

## This section includes:

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

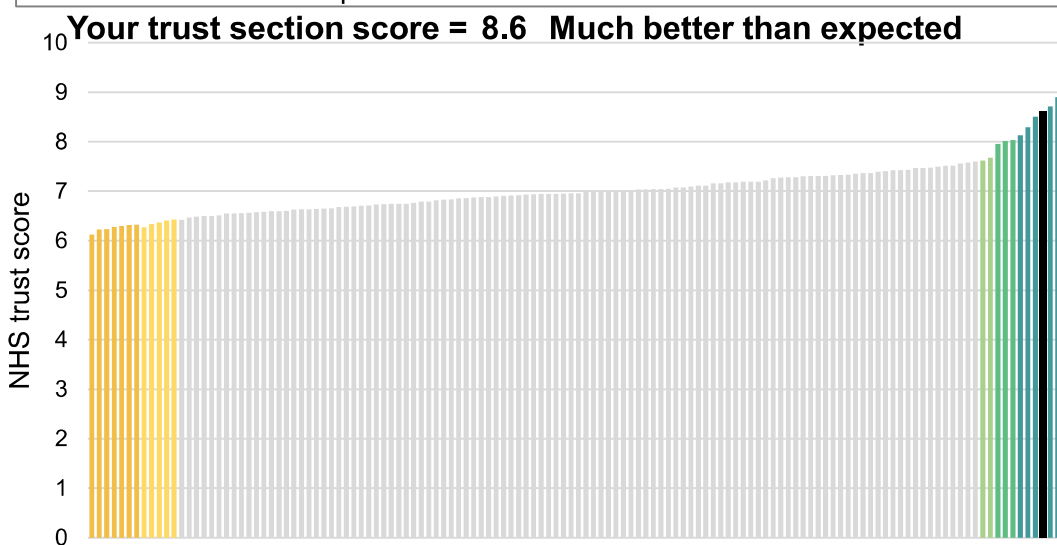
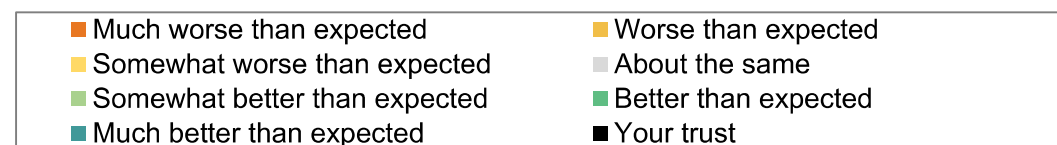
**Please note:** • If data is missing, this is due to a low number of responses.



# Section 1. Admission to hospital

## Section score

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



Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

Queen Victoria Hospital NHS Foundation Trust	8.6
Oxford University Hospitals NHS Foundation Trust	7.4
Hampshire Hospitals NHS Foundation Trust	7.3
University Hospital Southampton NHS Foundation Trust	7.3
Royal Surrey County Hospital NHS Foundation Trust	7.2

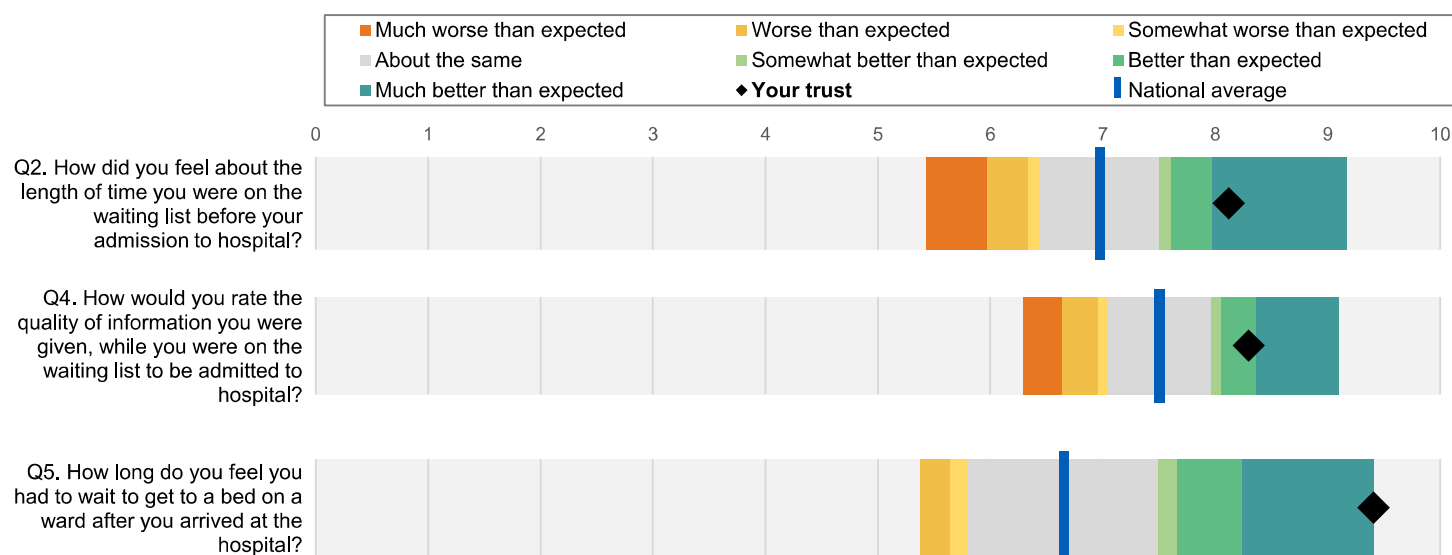
### Trusts with the lowest scores

Isle of Wight NHS Trust	6.3
Ashford and St Peter's Hospitals NHS Foundation Trust	6.4
Buckinghamshire Healthcare NHS Trust	6.5
Surrey and Sussex Healthcare NHS Trust	6.5
Portsmouth Hospitals University NHS Trust	6.6

# Section 1. Admission to hospital (continued)

## Question scores

Trust score is not shown when there are fewer than 30 respondents.



		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
387	8.1	7.0	5.4	9.2
398	8.3	7.5	6.3	9.1
516	9.4	6.7	5.4	9.4

## Section 2. The hospital and ward

### Section score

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



### Comparison with other trusts within your region

#### Trusts with the highest scores

Maidstone and Tunbridge Wells NHS Trust	7.8
Isle of Wight NHS Trust	7.8
East Sussex Healthcare NHS Trust	7.8
Royal Berkshire NHS Foundation Trust	7.7
Oxford University Hospitals NHS Foundation Trust	7.7

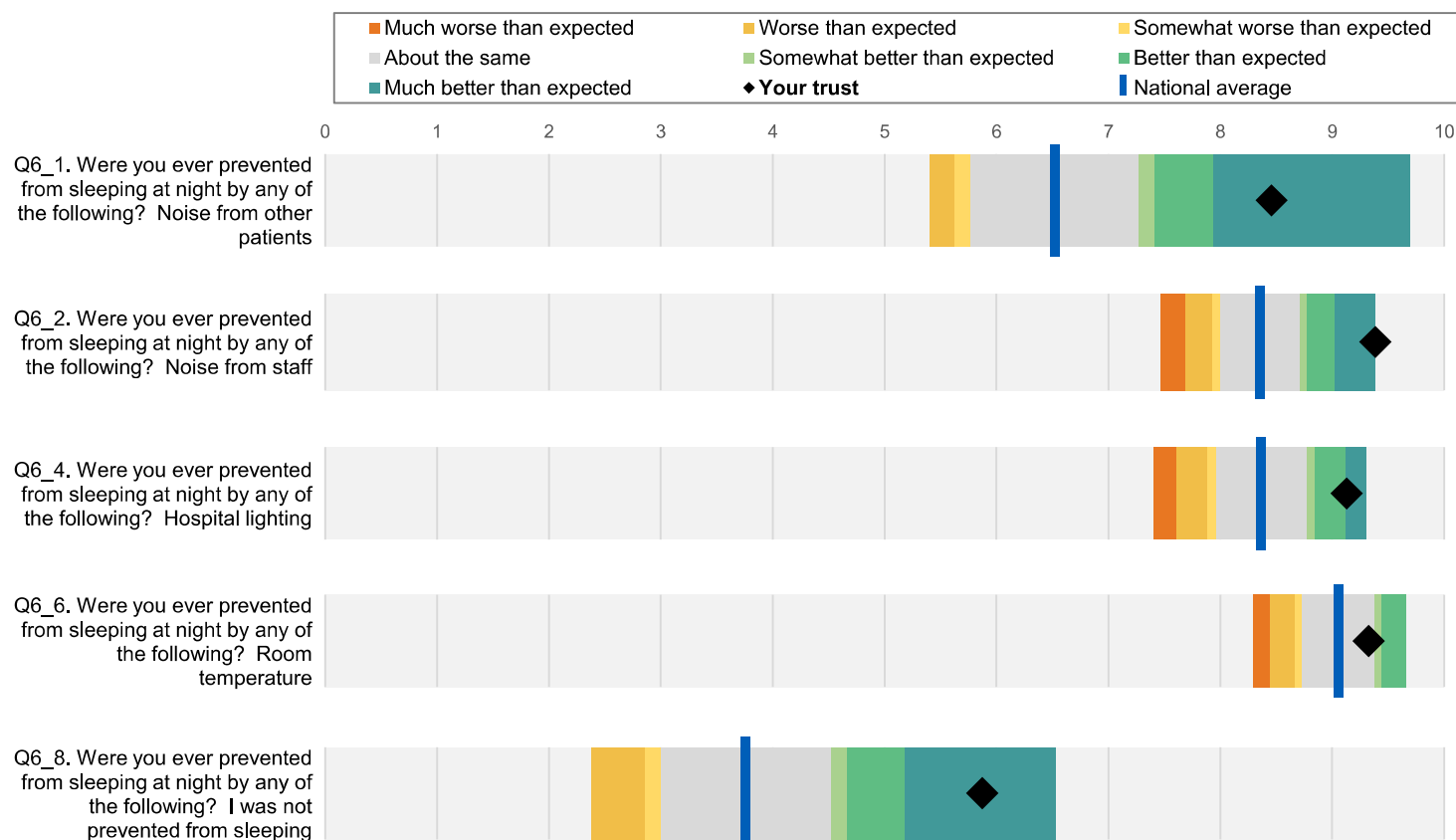
#### Trusts with the lowest scores

Portsmouth Hospitals University NHS Trust	7.0
Dartford and Gravesham NHS Trust	7.1
Surrey and Sussex Healthcare NHS Trust	7.1
East Kent Hospitals University NHS Foundation Trust	7.2
Medway NHS Foundation Trust	7.3

## Section 2. The hospital and ward (continued)

### Question scores

Trust score is not shown when there are fewer than 30 respondents.



		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
514	8.5	6.5	5.4	9.7

Much better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
514	9.4	8.4	7.5	9.4

Much better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
514	9.1	8.4	7.4	9.3

Much better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
514	9.3	9.1	8.3	9.7

About the same

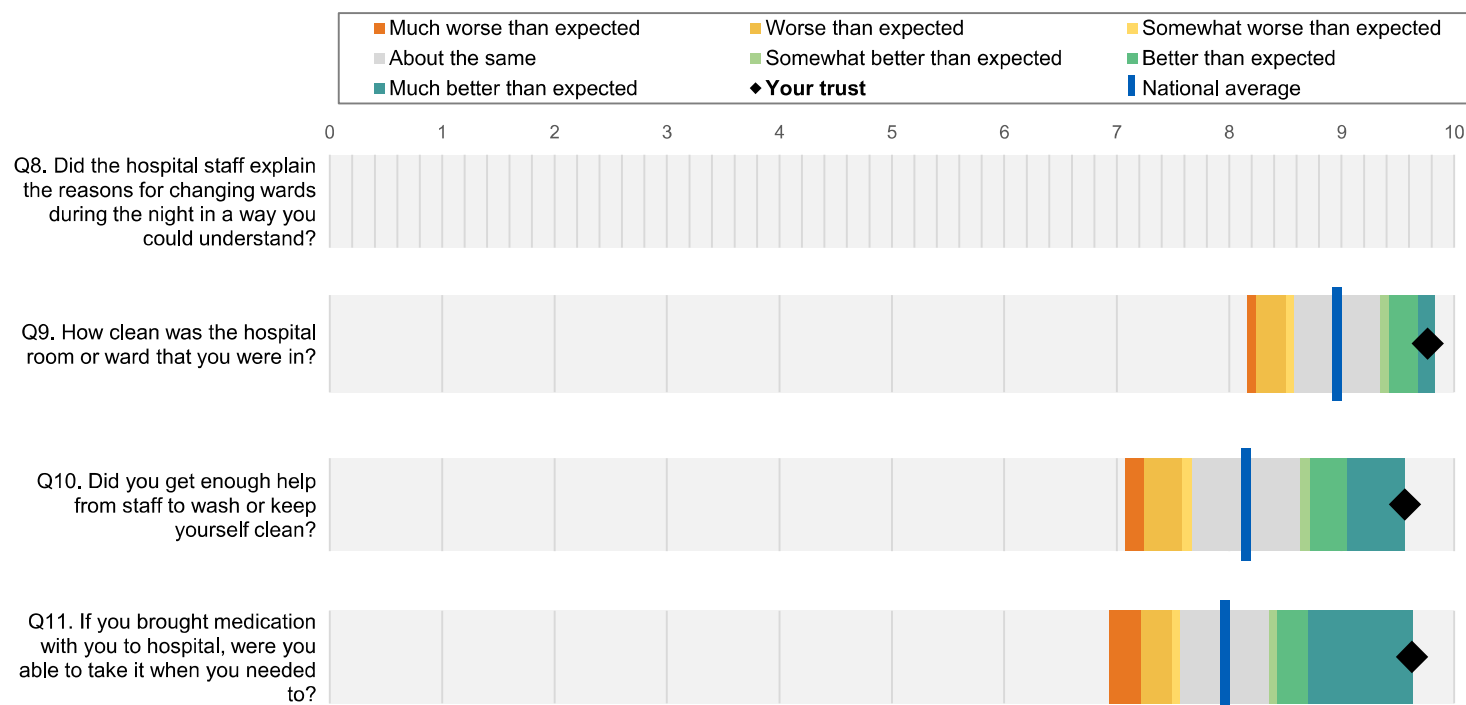
Number of respondents	Your trust	National average	Lowest score	Highest score
514	5.9	3.8	2.4	6.5

Much better than expected

## Section 2. The hospital and ward (continued)

### Question scores

Trust score is not shown when there are fewer than 30 respondents.



		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
-	-	6.7	5.3	9.8

Much better than expected

518	9.8	9.0	8.2	9.8
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Much better than expected

301	9.6	8.1	7.1	9.6
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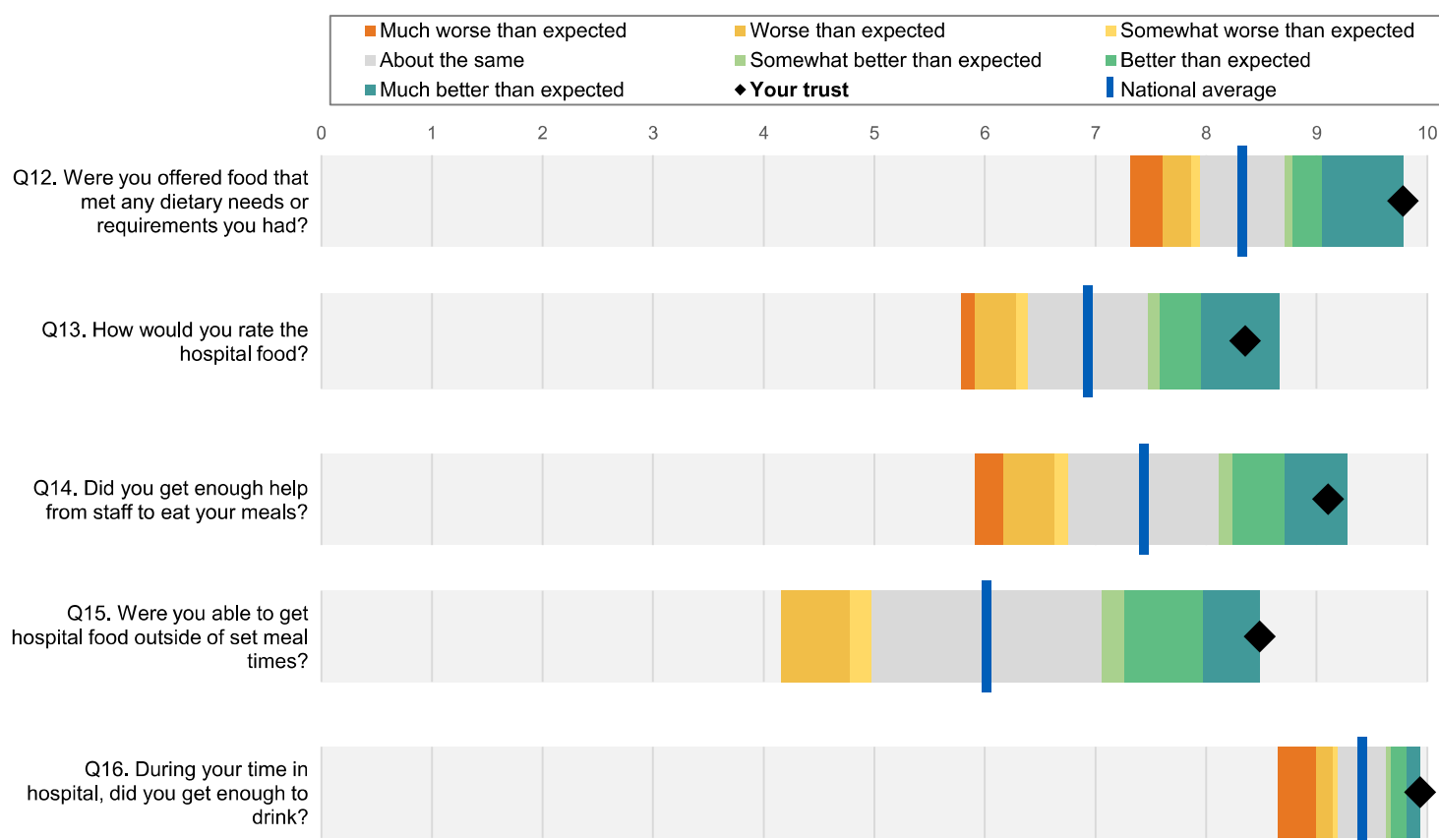
Much better than expected

308	9.6	8.0	6.9	9.6
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## Section 2. The hospital and ward (continued)

### Question scores

Trust score is not shown when there are fewer than 30 respondents.

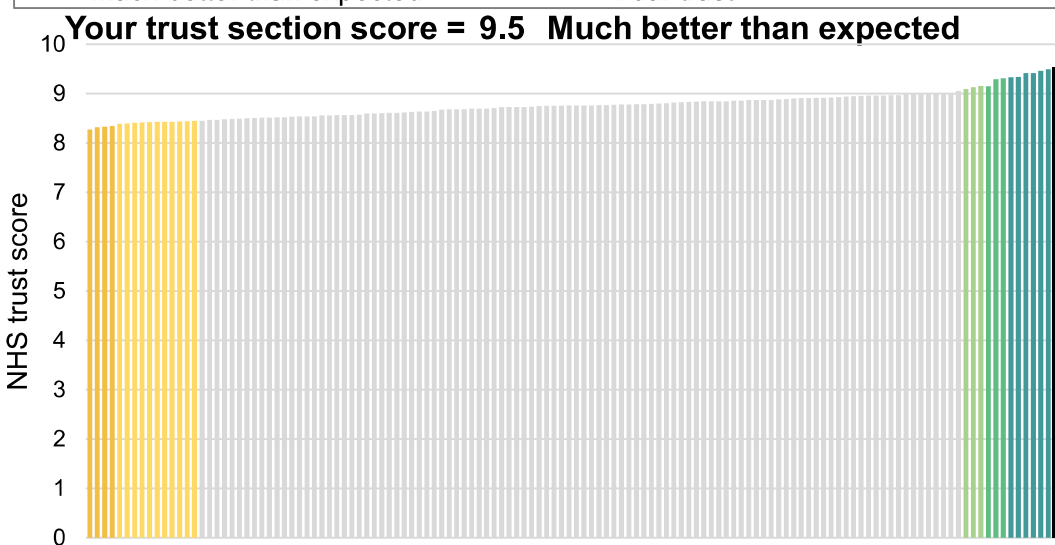
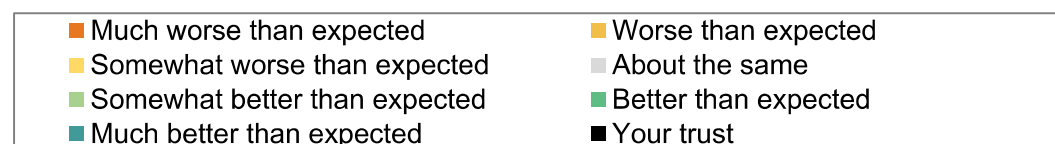


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
236	9.8	8.3	7.3	9.8
420	8.4	6.9	5.8	8.7
118	9.1	7.4	5.9	9.3
163	8.5	6.0	4.2	8.5
509	9.9	9.4	8.6	9.9

## Section 3. Doctors

### Section score

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



Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

### Comparison with other trusts within your region

#### Trusts with the highest scores

Queen Victoria Hospital NHS Foundation Trust	9.5
Oxford University Hospitals NHS Foundation Trust	9.1
Royal Berkshire NHS Foundation Trust	9.0
University Hospital Southampton NHS Foundation Trust	8.9
Royal Surrey County Hospital NHS Foundation Trust	8.9

#### Trusts with the lowest scores

Isle of Wight NHS Trust	8.4
East Kent Hospitals University NHS Foundation Trust	8.5
Medway NHS Foundation Trust	8.5
Dartford and Gravesham NHS Trust	8.5
Surrey and Sussex Healthcare NHS Trust	8.6



## Section 3. Doctors (continued)

### Question scores

Trust score is not shown when there are fewer than 30 respondents.

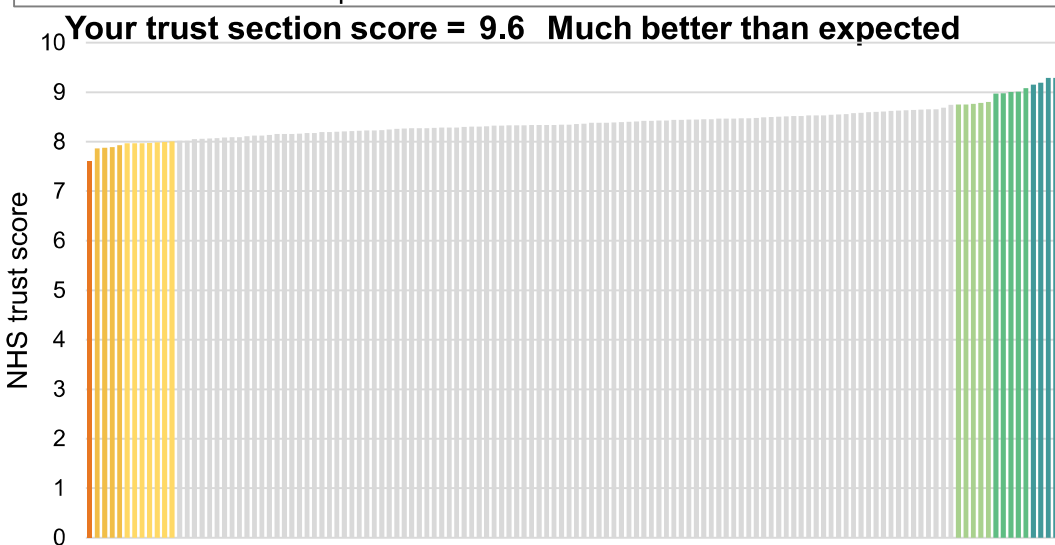
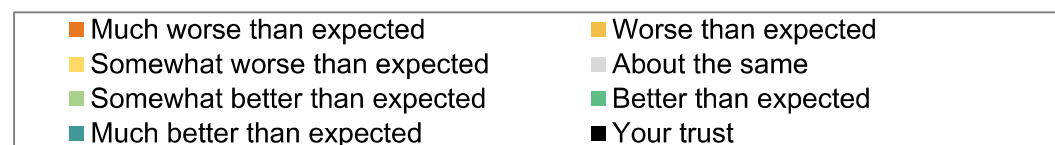


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
459	9.6	8.6	7.9	9.6
519	9.7	9.0	8.6	9.8
512	9.3	8.6	8.0	9.6

## Section 4. Nurses

### Section score

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



Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

### Comparison with other trusts within your region

#### Trusts with the highest scores

Queen Victoria Hospital NHS Foundation Trust	9.6
Royal Berkshire NHS Foundation Trust	8.6
Oxford University Hospitals NHS Foundation Trust	8.6
Isle of Wight NHS Trust	8.6
Buckinghamshire Healthcare NHS Trust	8.6

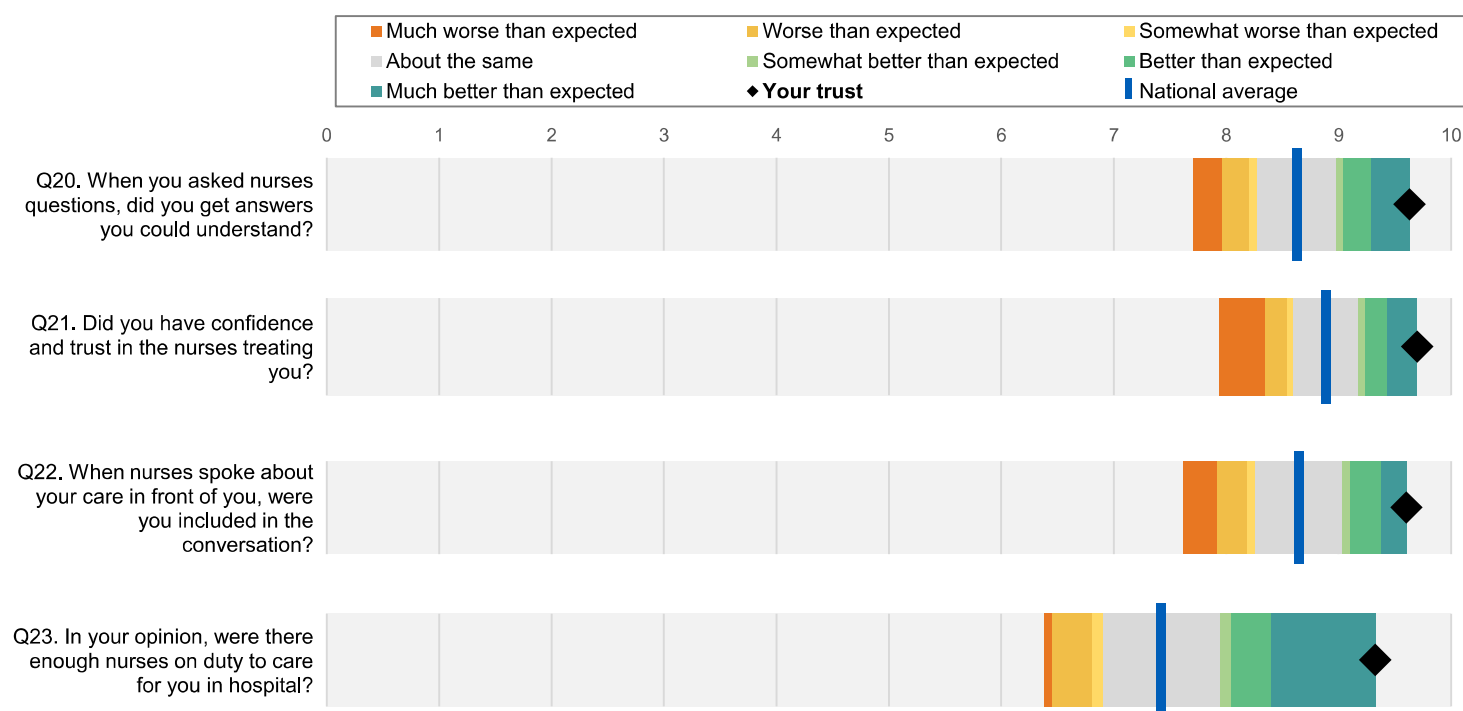
#### Trusts with the lowest scores

Medway NHS Foundation Trust	7.9
Dartford and Gravesham NHS Trust	8.0
East Kent Hospitals University NHS Foundation Trust	8.1
Portsmouth Hospitals University NHS Trust	8.2
Ashford and St Peter's Hospitals NHS Foundation Trust	8.3

## Section 4. Nurses (continued)

### Question scores

Trust score is not shown when there are fewer than 30 respondents.



Much better than expected

Much better than expected

Much better than expected

Much better than expected

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
494	9.6	8.6	7.7	9.6

524	9.7	8.9	7.9	9.7
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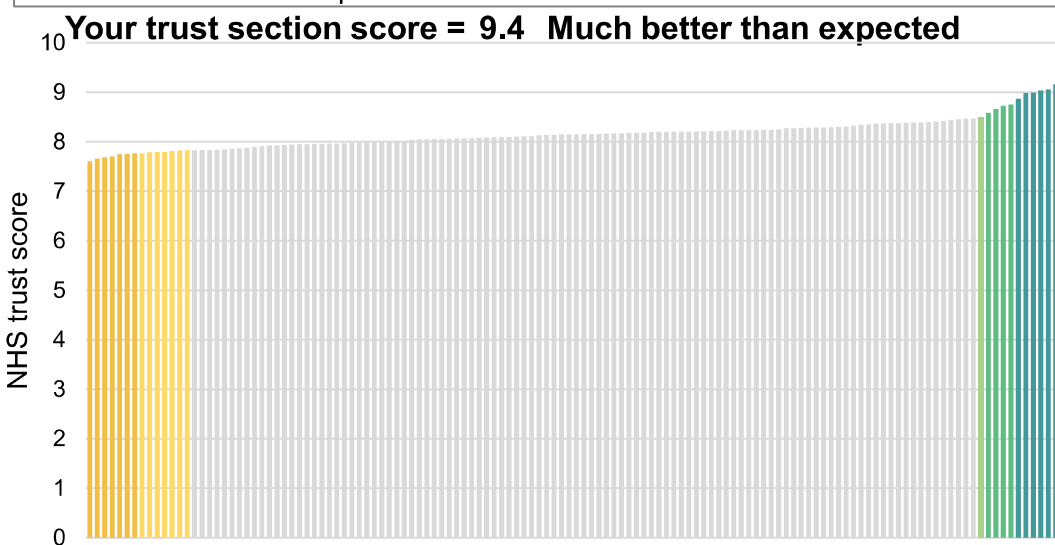
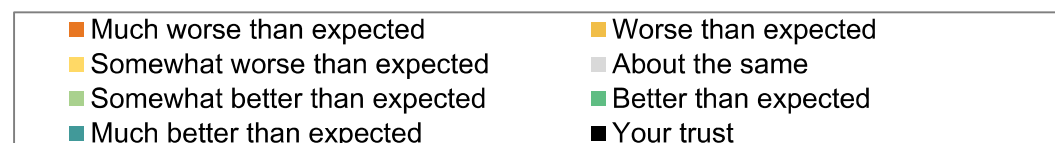
514	9.6	8.6	7.6	9.6
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516	9.3	7.4	6.4	9.3
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# Section 5. Your care and treatment

## Section score

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



Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

Queen Victoria Hospital NHS Foundation Trust	9.4
Royal Berkshire NHS Foundation Trust	8.4
Oxford University Hospitals NHS Foundation Trust	8.4
East Sussex Healthcare NHS Trust	8.3
Buckinghamshire Healthcare NHS Trust	8.3

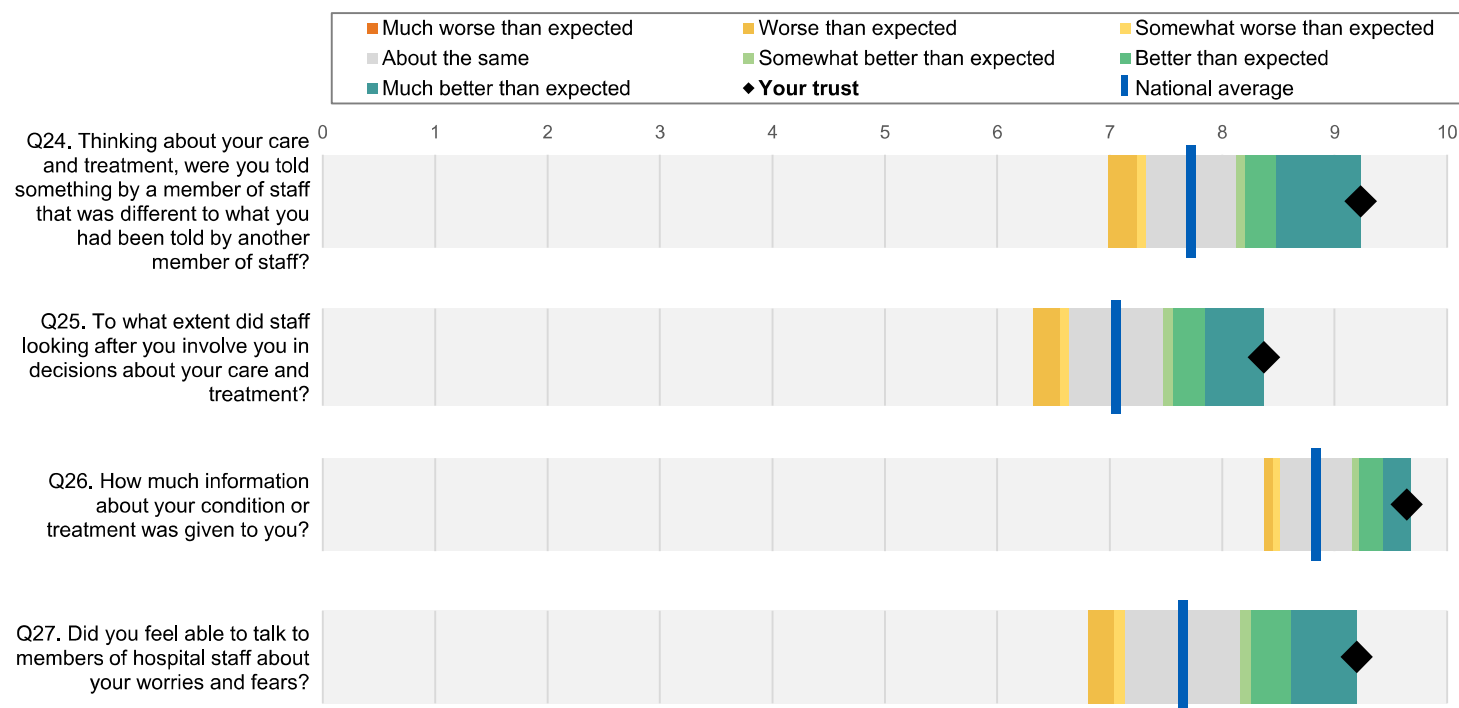
### Trusts with the lowest scores

Medway NHS Foundation Trust	7.7
Dartford and Gravesham NHS Trust	7.8
East Kent Hospitals University NHS Foundation Trust	7.8
Surrey and Sussex Healthcare NHS Trust	7.9
Portsmouth Hospitals University NHS Trust	7.9

## Section 5. Your care and treatment (continued)

### Question scores

Trust score is not shown when there are fewer than 30 respondents.



Much better than expected

Much better than expected

Much better than expected

Much better than expected

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
477	9.2	7.7	7.0	9.2

493	8.4	7.1	6.3	8.4
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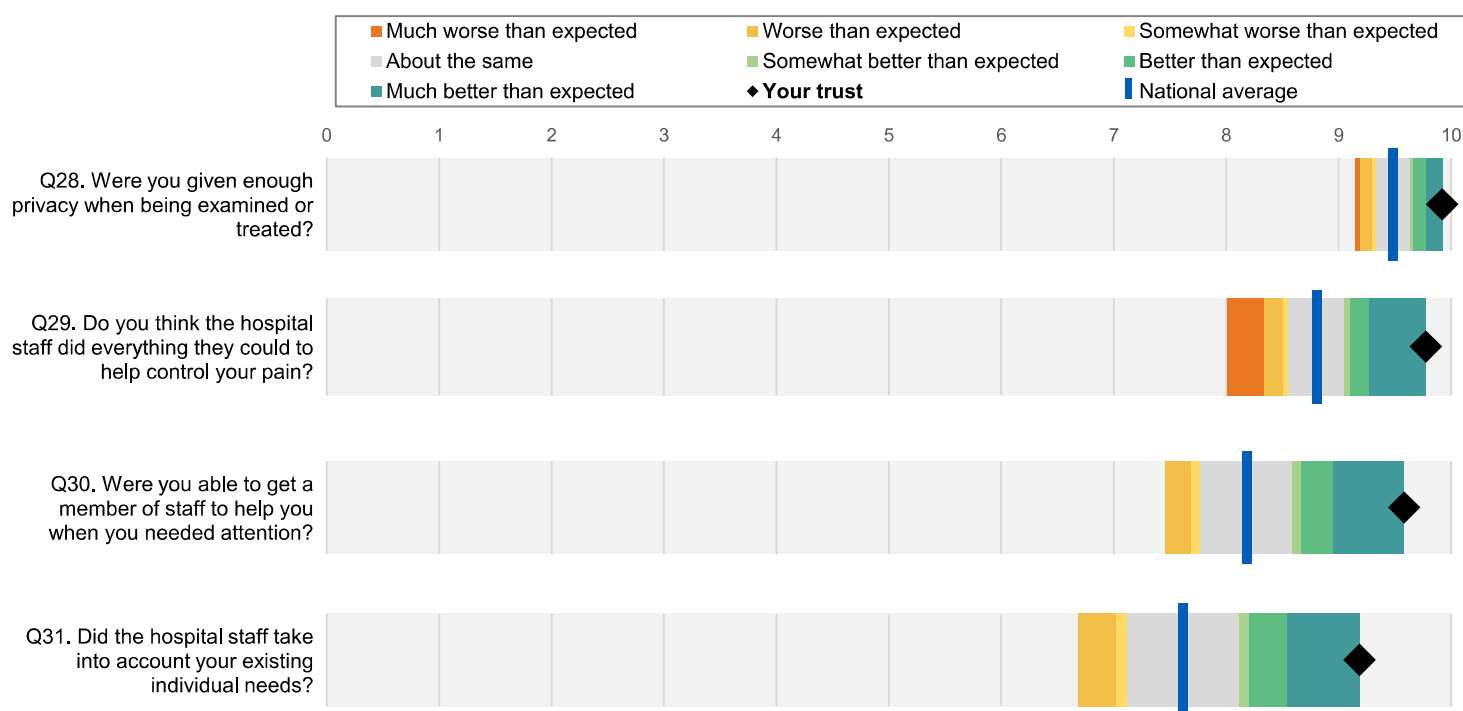
512	9.6	8.8	8.4	9.7
-----	-----	-----	-----	-----

414	9.2	7.7	6.8	9.2
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## Section 5. Your care and treatment (continued)

### Question scores

Trust score is not shown when there are fewer than 30 respondents.

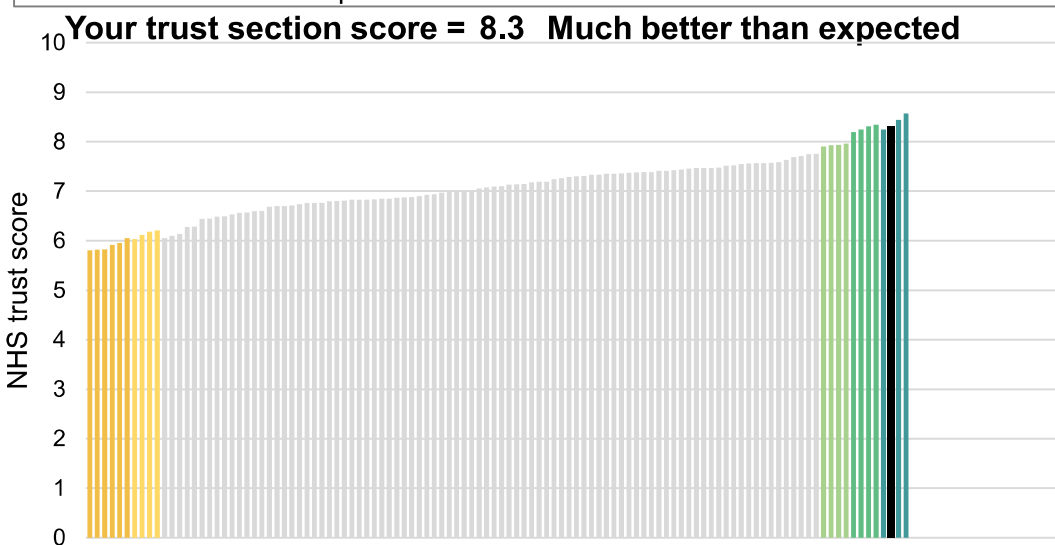
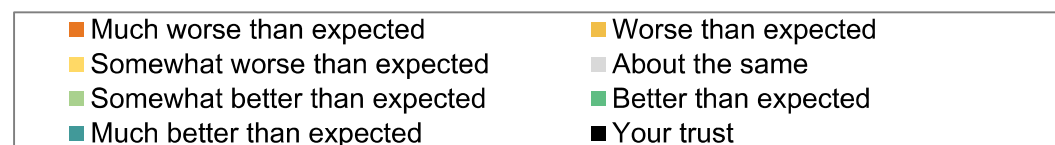


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
509	9.9	9.5	9.1	9.9
376	9.8	8.8	8.0	9.8
427	9.6	8.2	7.5	9.6
226	9.2	7.6	6.7	9.2

## Section 6. Virtual Wards

### Section score

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



Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

### Comparison with other trusts within your region

#### Trusts with the highest scores

Queen Victoria Hospital NHS Foundation Trust	8.3
Maidstone and Tunbridge Wells NHS Trust	7.7
Medway NHS Foundation Trust	7.6
Oxford University Hospitals NHS Foundation Trust	7.6
Royal Berkshire NHS Foundation Trust	7.2

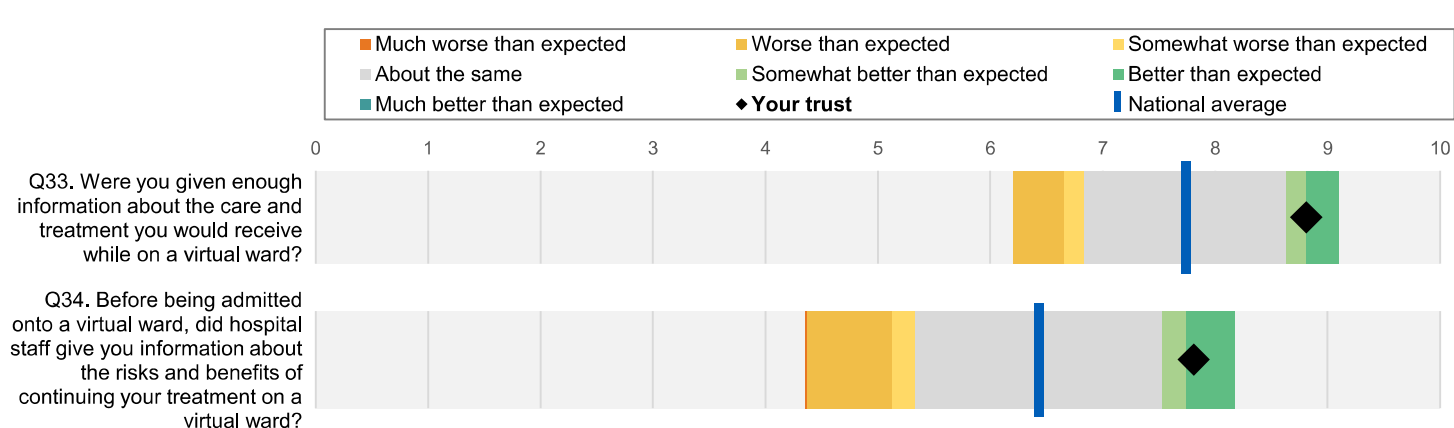
#### Trusts with the lowest scores

Portsmouth Hospitals University NHS Trust	5.8
Ashford and St Peter's Hospitals NHS Foundation Trust	6.0
Hampshire Hospitals NHS Foundation Trust	6.2
East Sussex Healthcare NHS Trust	6.3
University Hospitals Sussex NHS Foundation Trust	6.4



## Section 6. Virtual Wards (continued)

### Question scores



Better than expected

Better than expected

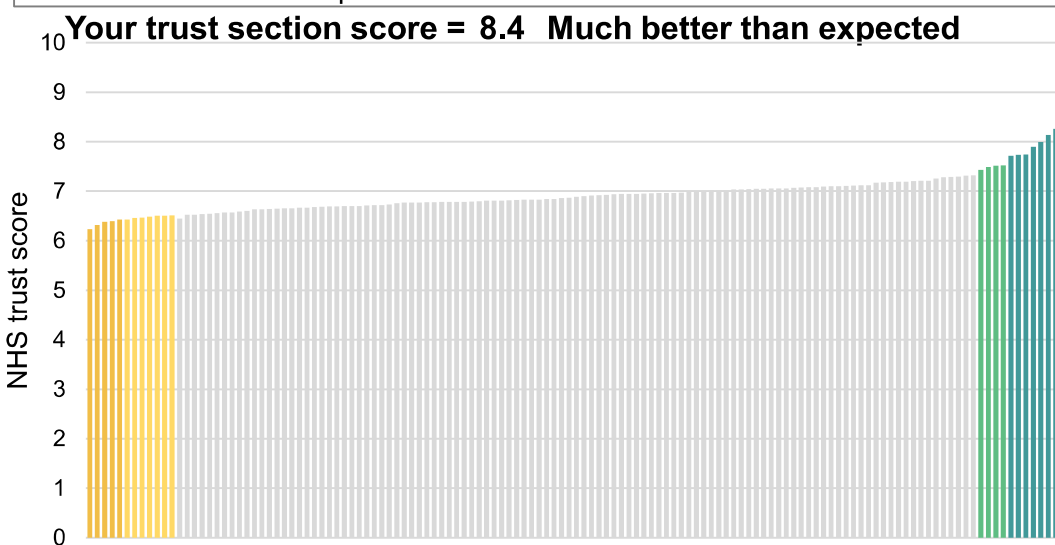
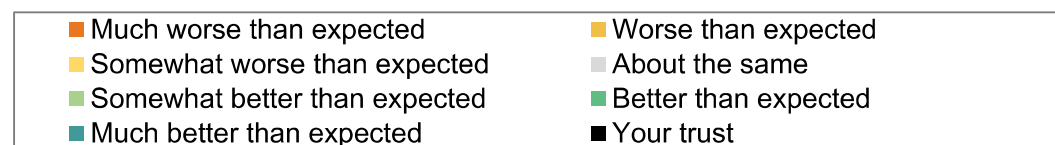
		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
41	8.8	7.7	6.2	9.1

Number of respondents	Your trust	National average	Lowest score	Highest score
37	7.8	6.4	4.4	8.2

# Section 7. Leaving hospital

## Section score

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



Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

Queen Victoria Hospital NHS Foundation Trust	8.4
Oxford University Hospitals NHS Foundation Trust	7.3
Royal Surrey County Hospital NHS Foundation Trust	7.2
Royal Berkshire NHS Foundation Trust	7.2
Frimley Health NHS Foundation Trust	7.1

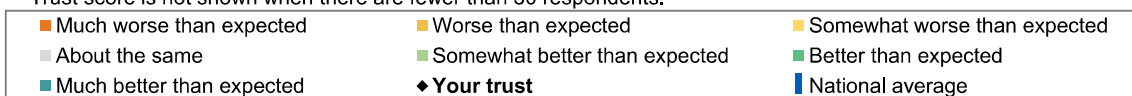
### Trusts with the lowest scores

Dartford and Gravesham NHS Trust	6.3
Medway NHS Foundation Trust	6.5
East Kent Hospitals University NHS Foundation Trust	6.5
Portsmouth Hospitals University NHS Trust	6.6
University Hospitals Sussex NHS Foundation Trust	6.7

## Section 7. Leaving hospital (continued)

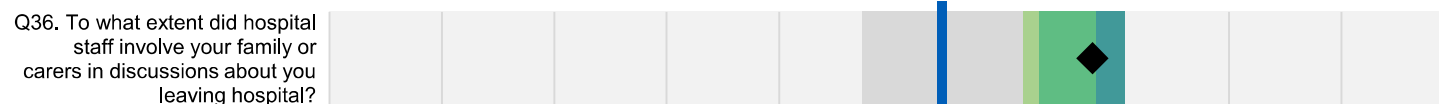
### Question scores

Trust score is not shown when there are fewer than 30 respondents.



Much better than expected

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
488	7.9	6.6	5.7	8.0



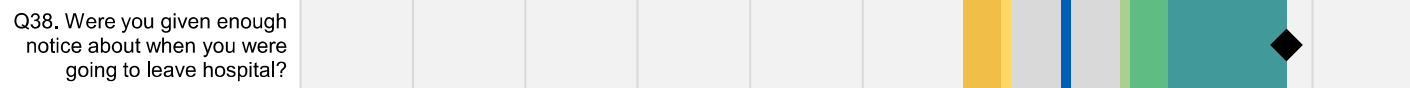
Better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
243	6.8	5.5	4.7	7.1



Much better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
105	9.4	8.2	7.0	9.5



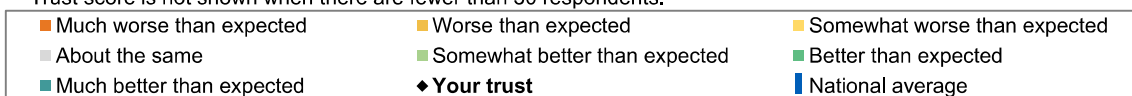
Much better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
519	8.8	6.8	5.9	8.8

## Section 7. Leaving hospital (continued)

### Question scores

Trust score is not shown when there are fewer than 30 respondents.



Q39. Before you left hospital, were you given any information about what you should or should not do after leaving hospital?



Much better than expected

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
499	9.5	7.8	6.7	9.5

Q40. To what extent did you understand the information you were given about what you should or should not do after leaving hospital?



Much better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
453	9.6	8.9	8.6	9.6

Q41. Thinking about any medicine you were to take at home, were you given any of the following?



Better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
278	5.2	4.3	3.4	6.5

Q42. Before you left hospital, did you know what would happen next with your care?



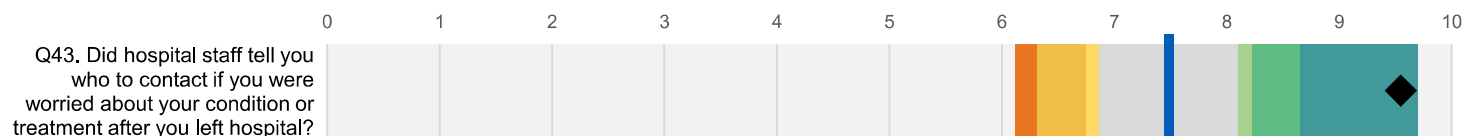
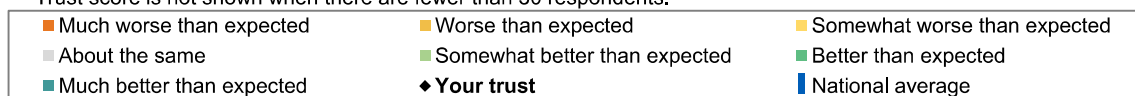
Much better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
483	8.4	6.6	5.6	8.4

## Section 7. Leaving hospital (continued)

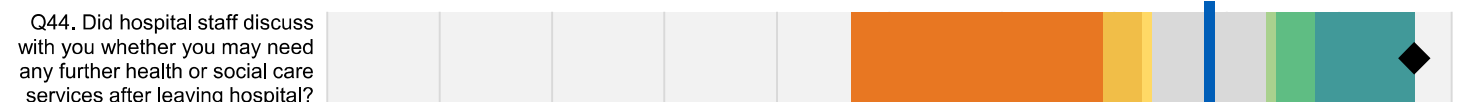
### Question scores

Trust score is not shown when there are fewer than 30 respondents.



Much better than expected

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
486	9.5	7.5	6.1	9.7



Much better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
178	9.7	7.8	4.7	9.7



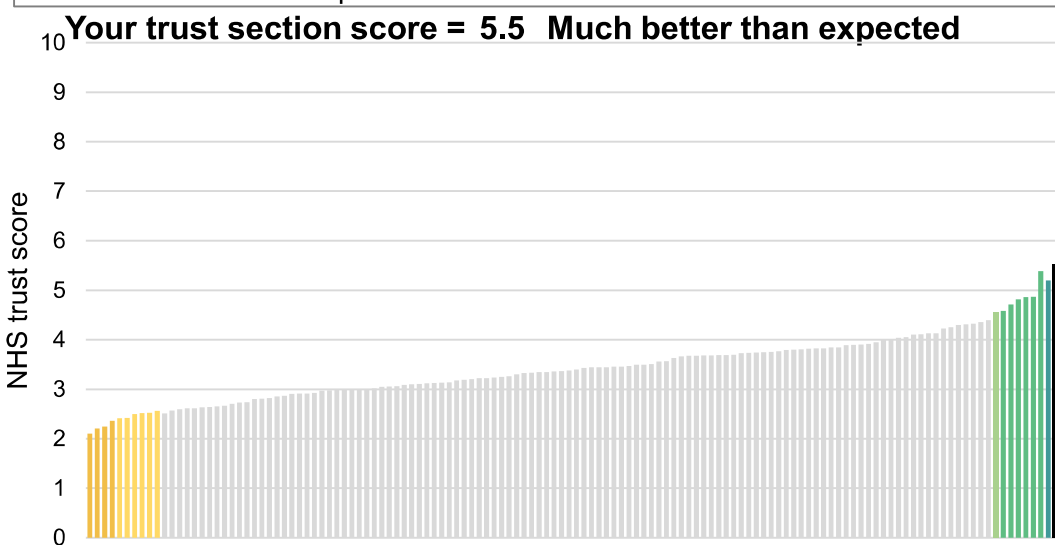
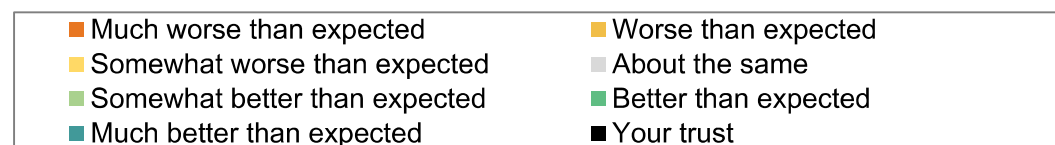
Much better than expected

Number of respondents	Your trust	National average	Lowest score	Highest score
204	8.0	6.3	3.7	8.0

## Section 8. Feedback on the quality of your care

### Section score

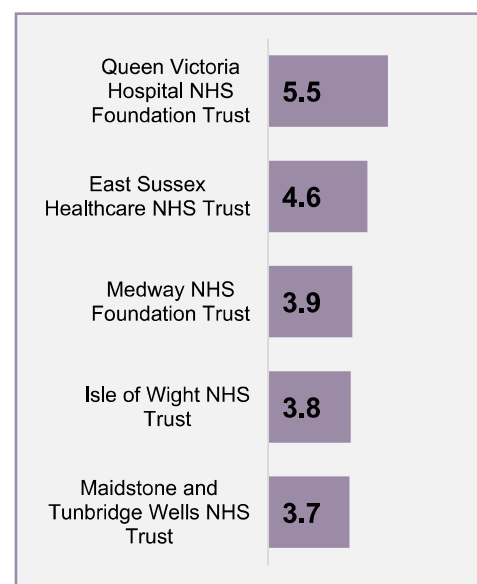
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range'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



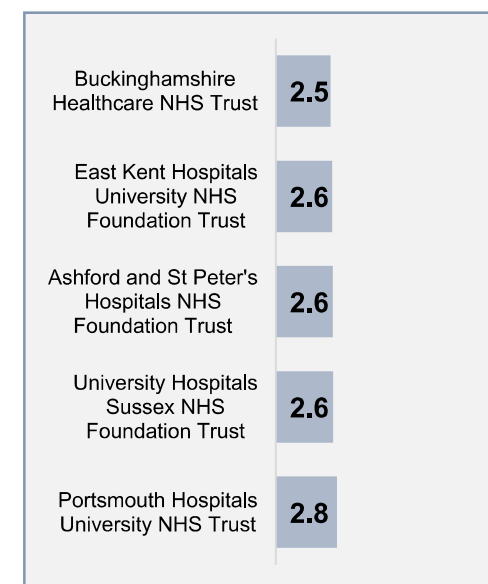
Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

### Comparison with other trusts within your region

#### Trusts with the highest scores



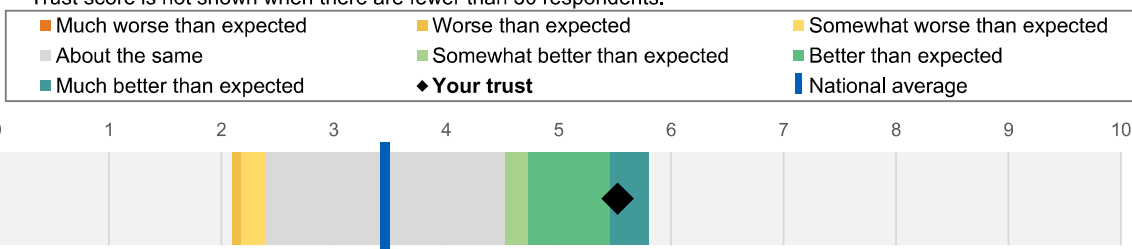
#### Trusts with the lowest scores



## Section 8. Feedback on the quality of your care (continued)

### Question score

Trust score is not shown when there are fewer than 30 respondents.



Much better than expected

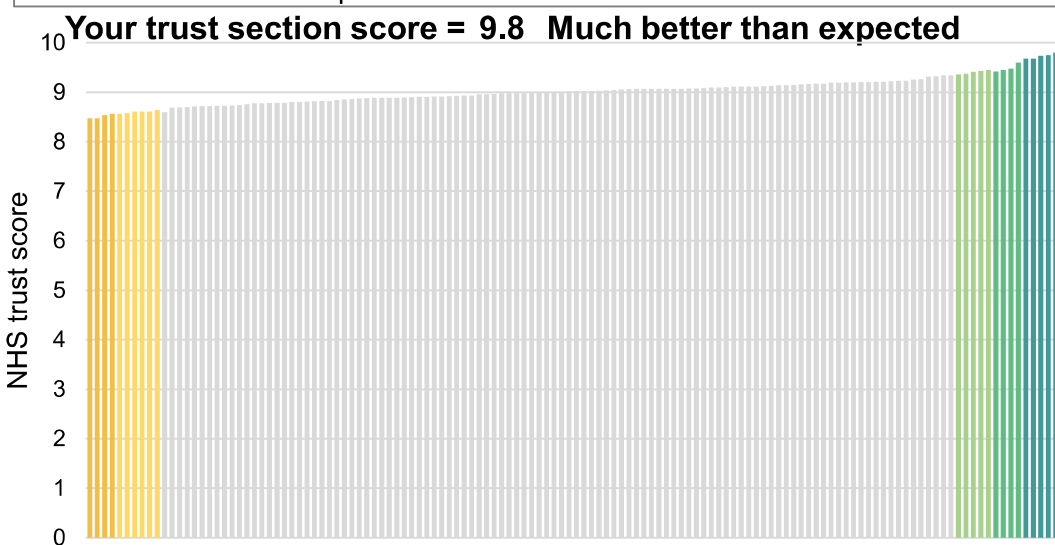
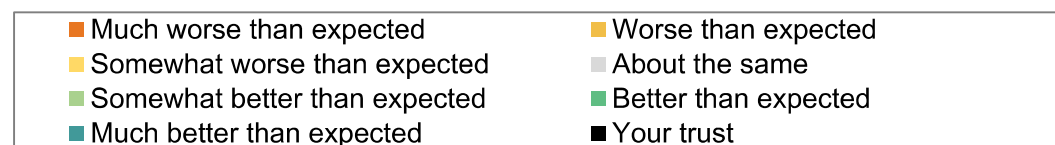
		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
380	5.5	3.5	2.1	5.8



## Section 9. Kindness and compassion

### Section score

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



Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

### Comparison with other trusts within your region

#### Trusts with the highest scores

Queen Victoria Hospital NHS Foundation Trust	9.8
Royal Berkshire NHS Foundation Trust	9.3
Oxford University Hospitals NHS Foundation Trust	9.3
Hampshire Hospitals NHS Foundation Trust	9.3
Isle of Wight NHS Trust	9.2

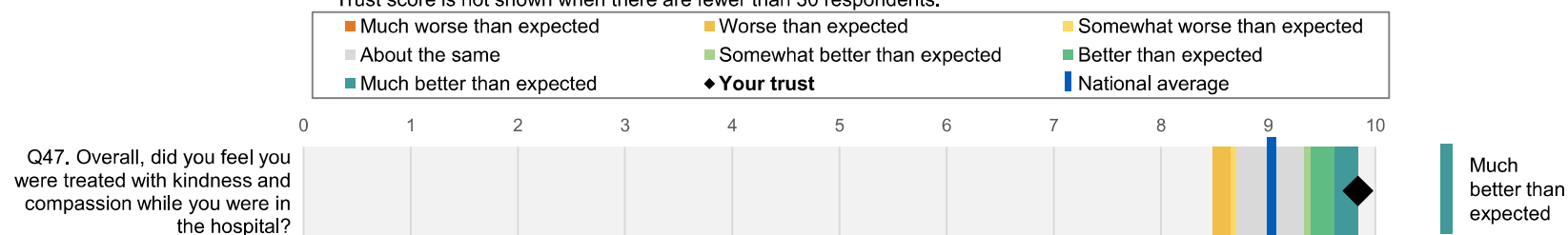
#### Trusts with the lowest scores

Medway NHS Foundation Trust	8.5
Dartford and Gravesham NHS Trust	8.7
East Kent Hospitals University NHS Foundation Trust	8.7
University Hospitals Sussex NHS Foundation Trust	8.9
Portsmouth Hospitals University NHS Trust	8.9

## Section 9. Kindness and compassion (continued)

### Question score

Trust score is not shown when there are fewer than 30 respondents.

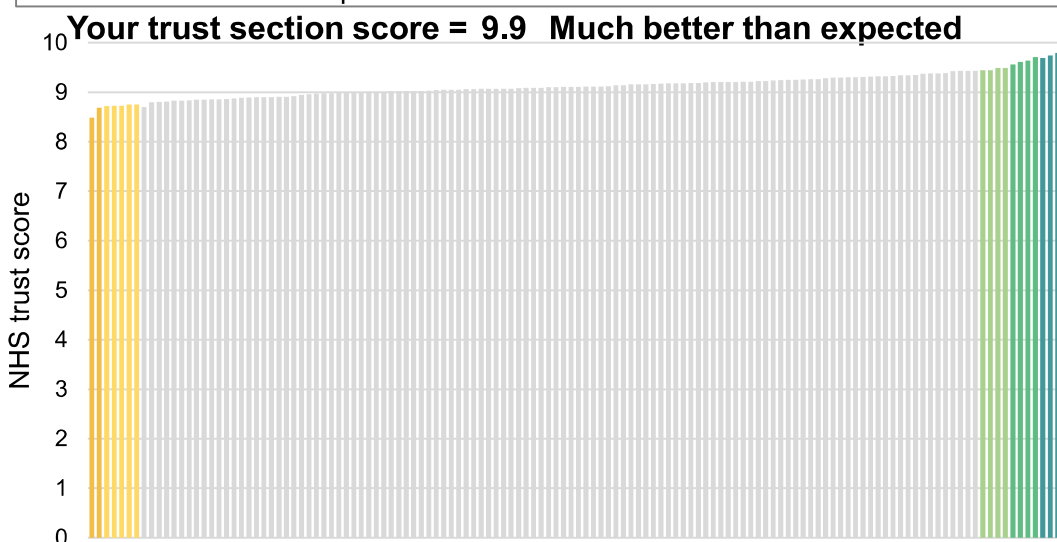
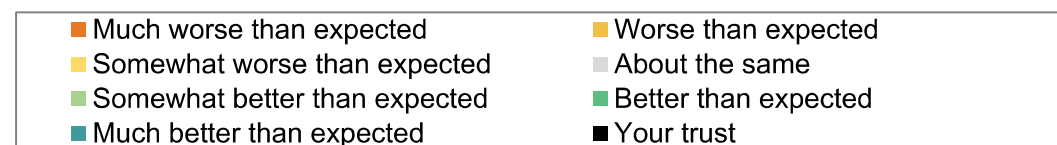


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
524	9.8	9.0	8.5	9.8

# Section 10. Respect and dignity

## Section score

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



Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

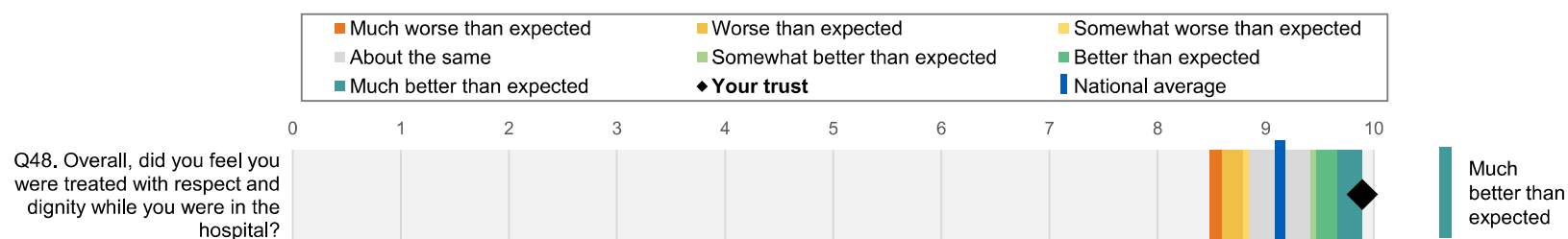
Queen Victoria Hospital NHS Foundation Trust	9.9
Royal Berkshire NHS Foundation Trust	9.4
Isle of Wight NHS Trust	9.4
Hampshire Hospitals NHS Foundation Trust	9.3
Oxford University Hospitals NHS Foundation Trust	9.3

### Trusts with the lowest scores

Medway NHS Foundation Trust	8.5
East Kent Hospitals University NHS Foundation Trust	8.8
Dartford and Gravesham NHS Trust	8.9
Surrey and Sussex Healthcare NHS Trust	9.0
Portsmouth Hospitals University NHS Trust	9.0

## Section 10. Respect and dignity (continued)

### Question score

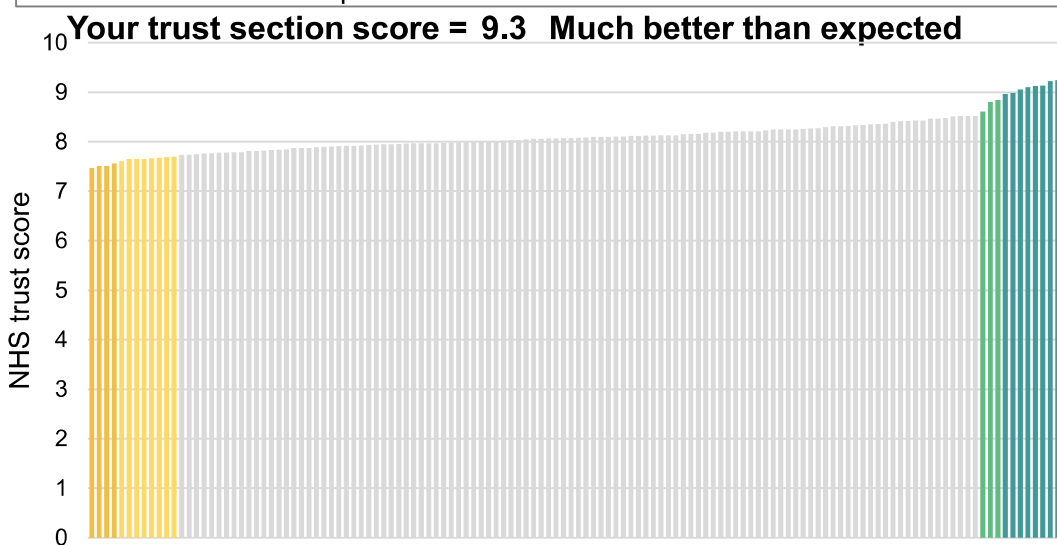
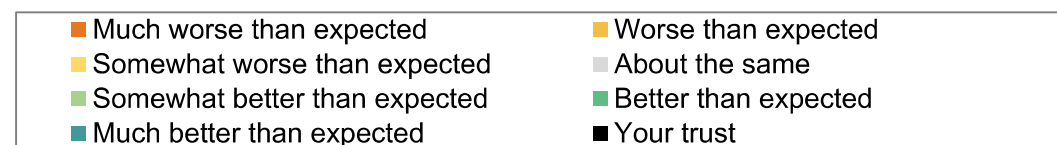


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
520	9.9	9.1	8.5	9.9

# Section 11. Overall experience

## Section score

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



Each vertical line represents an individual NHS trust  
Trust score is not shown when there are fewer than 30 respondents

## Comparison with other trusts within your region

### Trusts with the highest scores

Queen Victoria Hospital NHS Foundation Trust	9.3
Royal Berkshire NHS Foundation Trust	8.5
Oxford University Hospitals NHS Foundation Trust	8.5
Isle of Wight NHS Trust	8.4
University Hospital Southampton NHS Foundation Trust	8.3

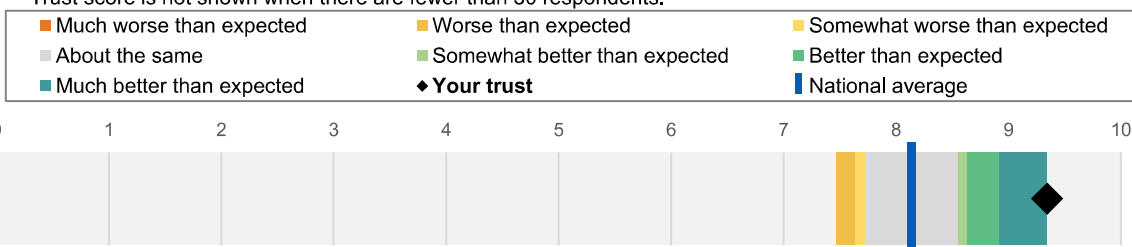
### Trusts with the lowest scores

Medway NHS Foundation Trust	7.5
East Kent Hospitals University NHS Foundation Trust	7.7
Dartford and Gravesham NHS Trust	7.7
Surrey and Sussex Healthcare NHS Trust	7.8
Portsmouth Hospitals University NHS Trust	7.8

# Section 11. Overall experience (continued)

## Question score

Trust score is not shown when there are fewer than 30 respondents.



Much better than expected

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
520	9.3	8.1	7.5	9.3

# Trust and site results

## This section includes:

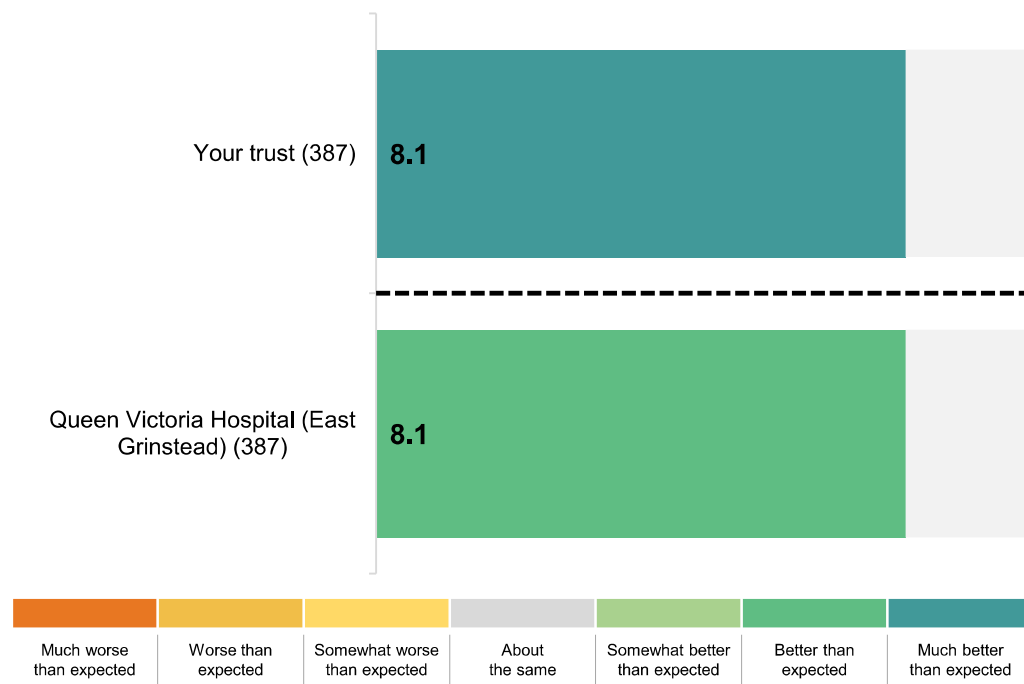
- an overview of results for your trust for each question, including:
  - the score for your trust
  - a breakdown of scores across sites within your trust
- if fewer than 30 responses were received from patients discharged from a site, no scores will be displayed for that site

## Section 1. Admission to hospital

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

### Results for your trust and sites

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



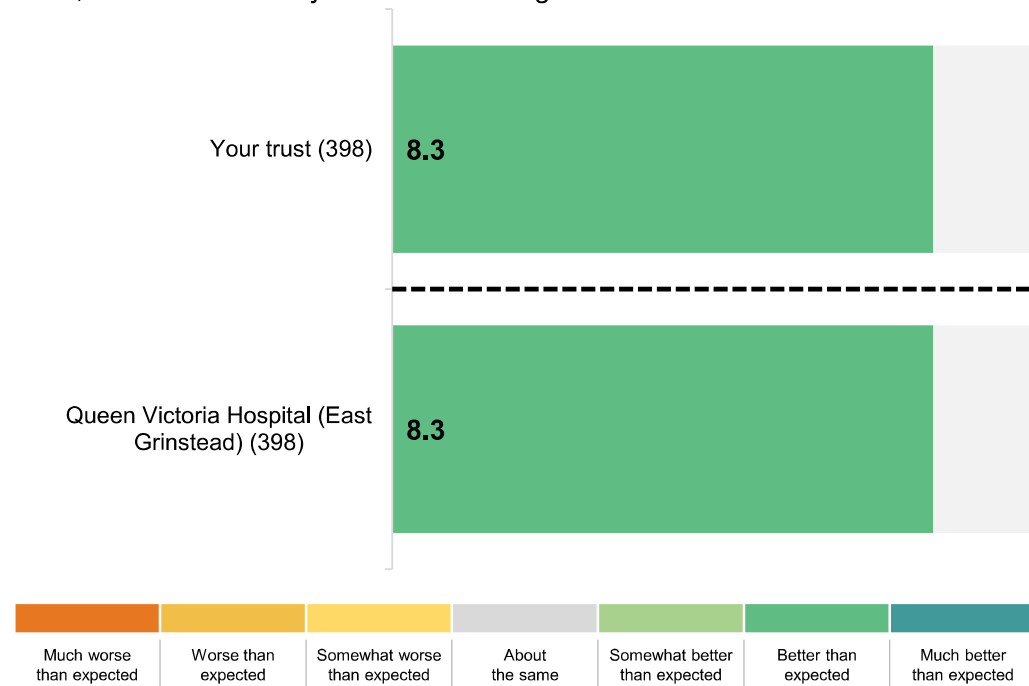
Please note: the number of respondents is shown in brackets next to the site name

## Section 1. Admission to hospital

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

### Results for your trust and sites

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



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

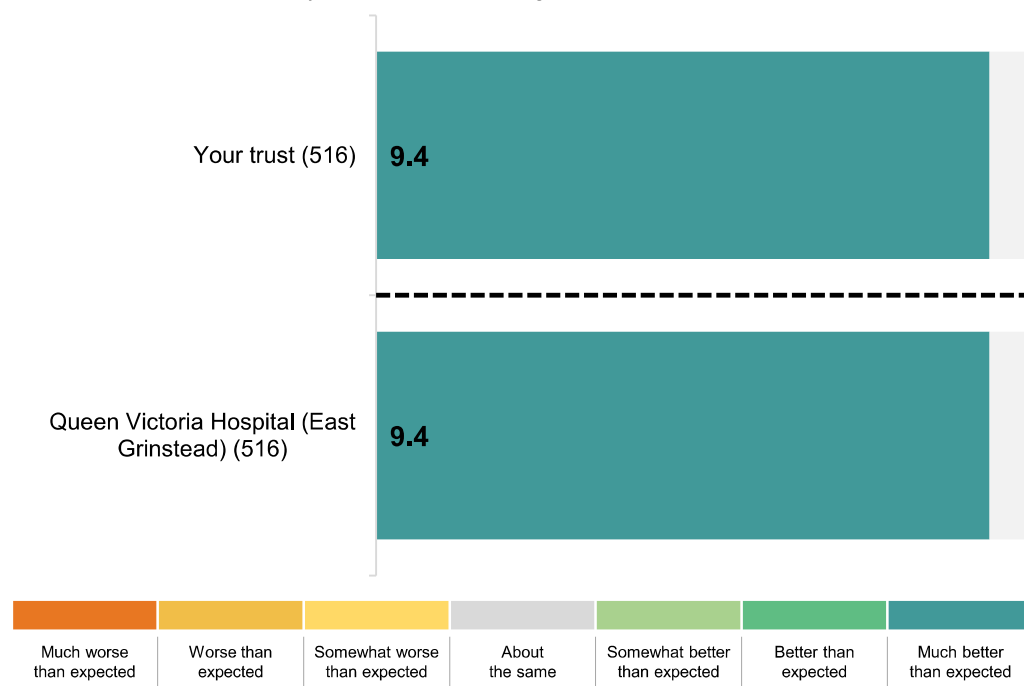


## Section 1. Admission to hospital

**Q5. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?**

### Results for your trust and sites

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



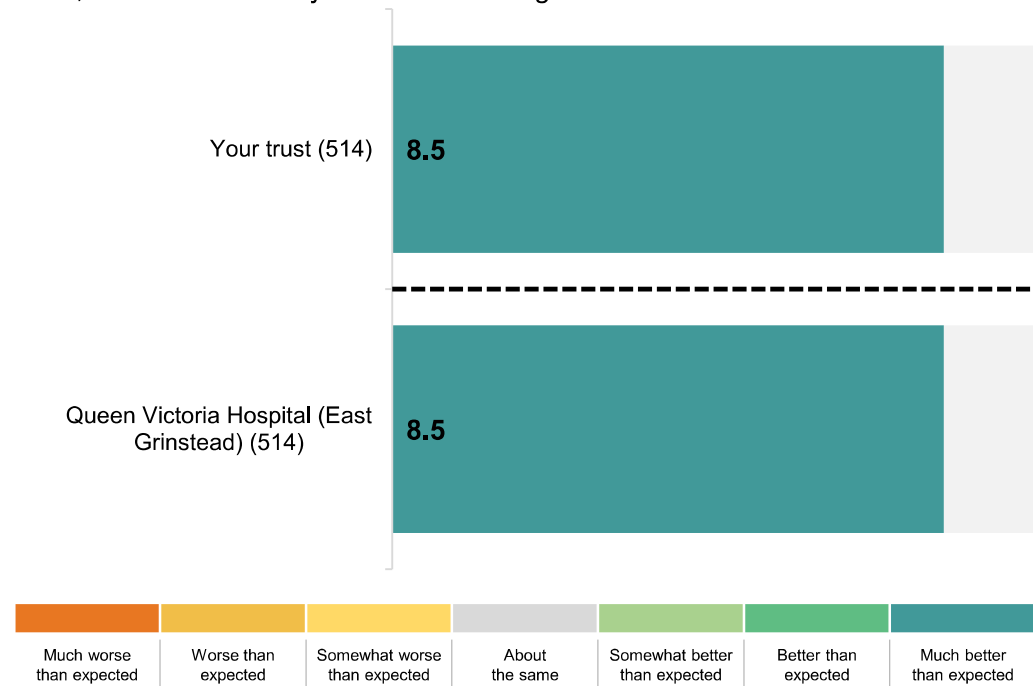
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q6. Were you ever prevented from sleeping at night by noise from other patients?**

### Results for your trust and sites

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



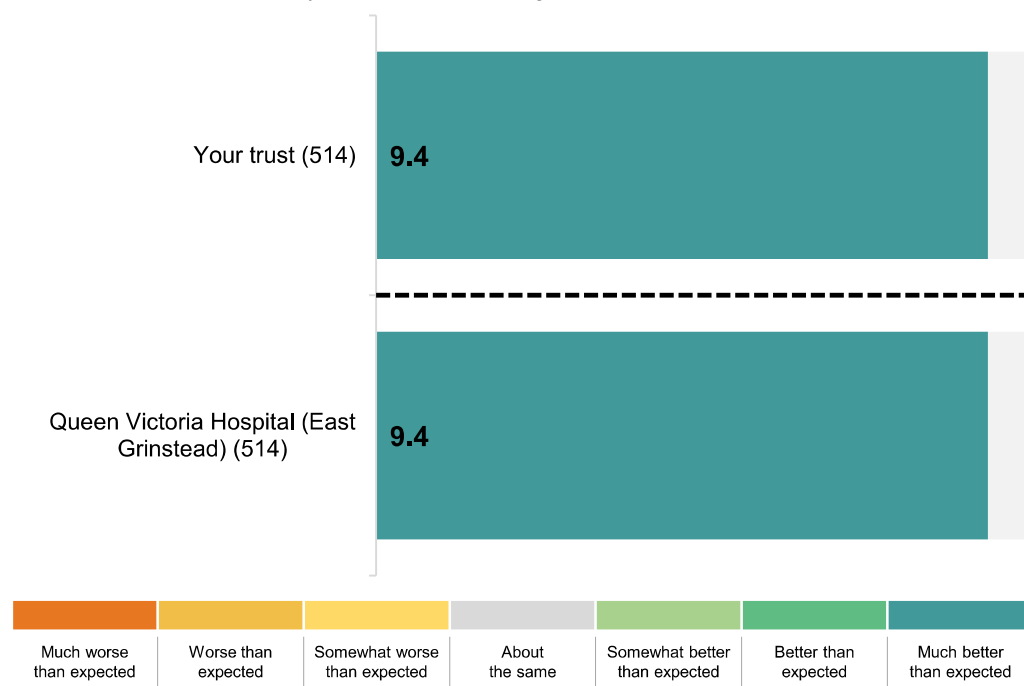
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q6. Were you ever prevented from sleeping at night by noise from staff?**

### Results for your trust and sites

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



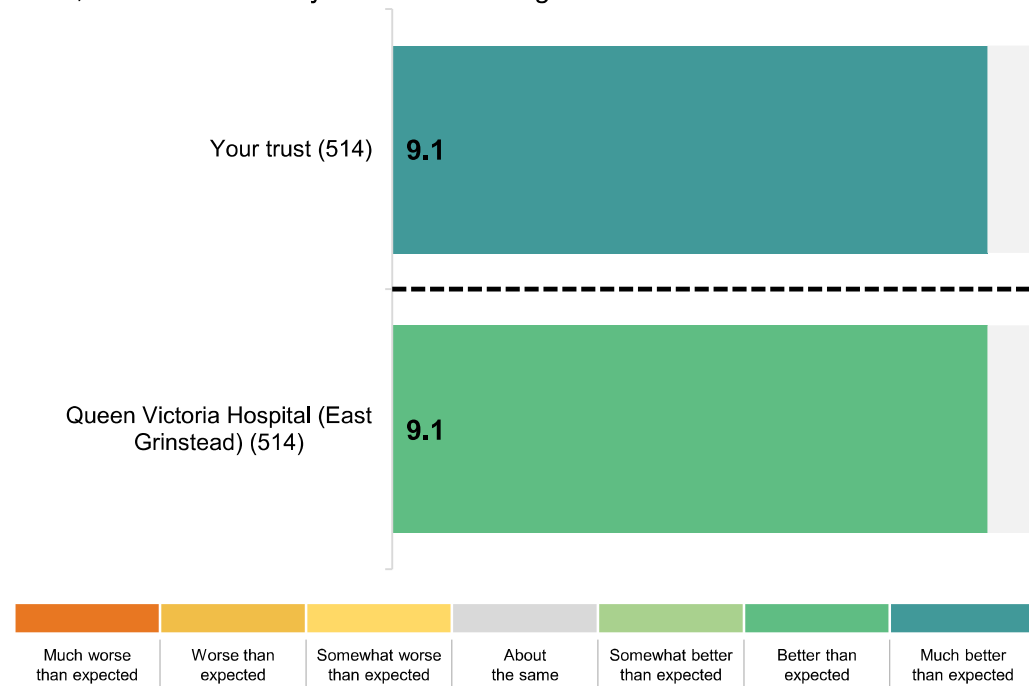
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q6. Were you ever prevented from sleeping at night by hospital lighting?**

### Results for your trust and sites

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



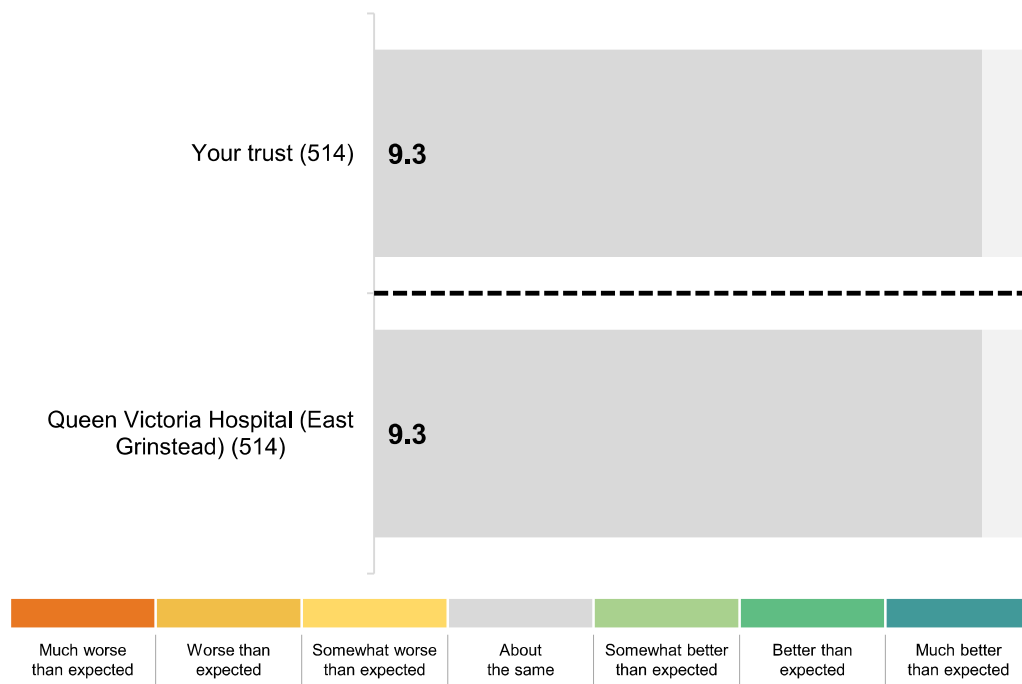
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q6. Were you ever prevented from sleeping at night by the room temperature?**

### Results for your trust and sites

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



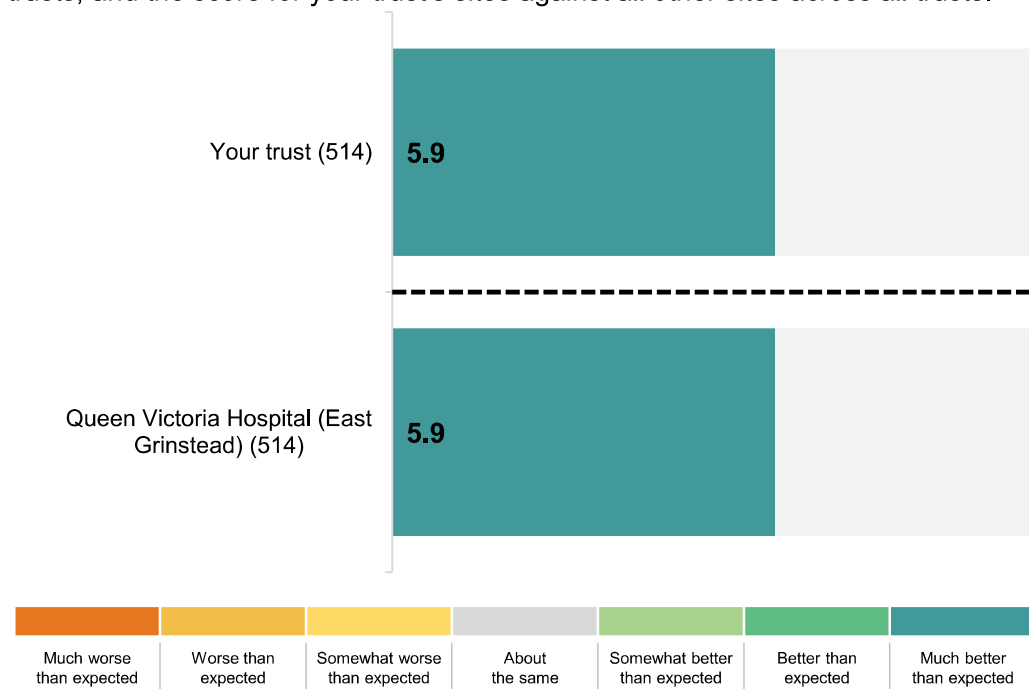
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q6. Were you ever prevented from sleeping at night by any of the following? I was not prevented from sleeping**

### Results for your trust and sites

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



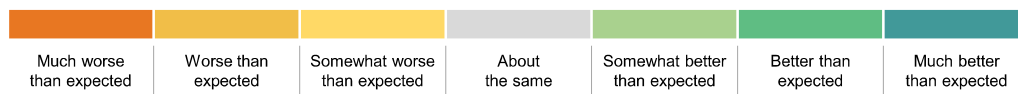
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q8. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?**

### Results for your trust and sites

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



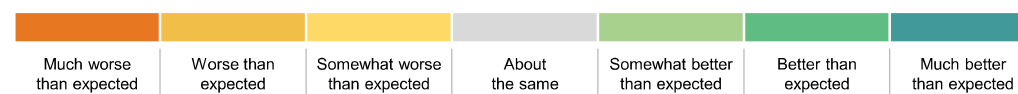
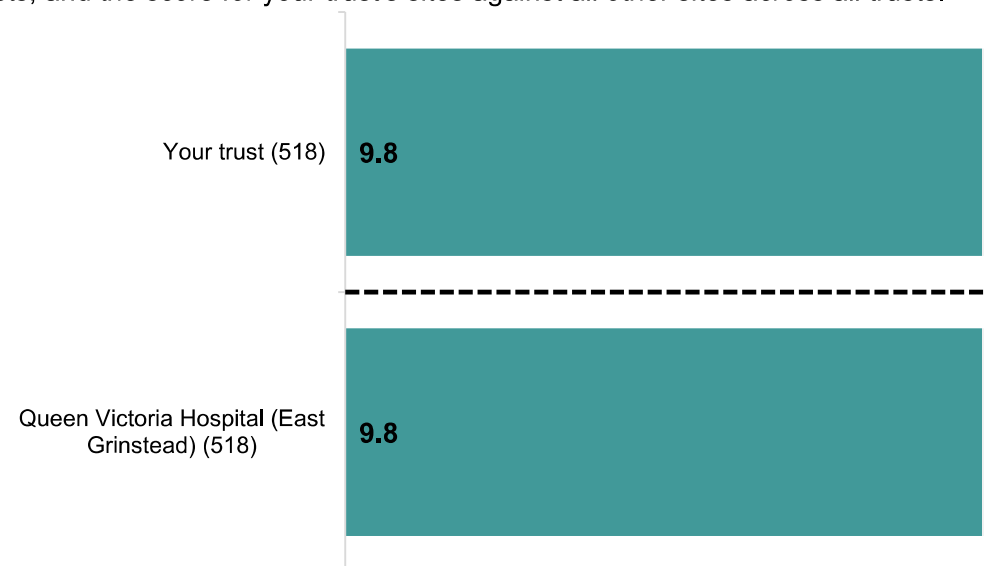
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q9. How clean was the hospital room or ward that you were in?**

### Results for your trust and sites

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



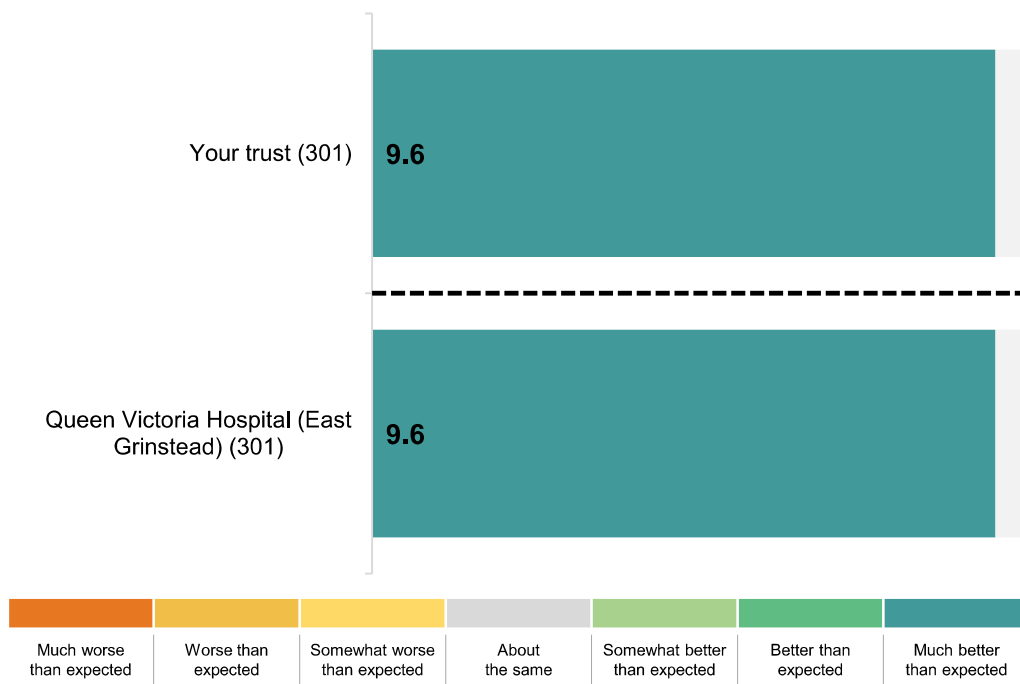
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q10. Did you get enough help from staff to wash or keep yourself clean?**

### Results for your trust and sites

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



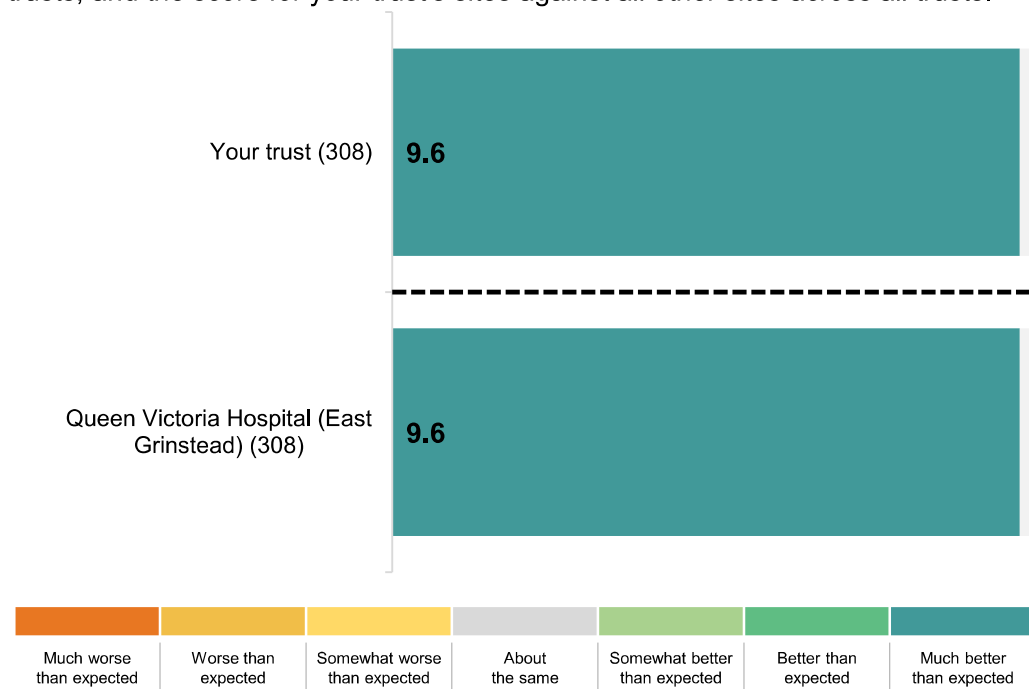
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q11. If you brought medication with you to hospital, were you able to take it when you needed to?**

### Results for your trust and sites

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



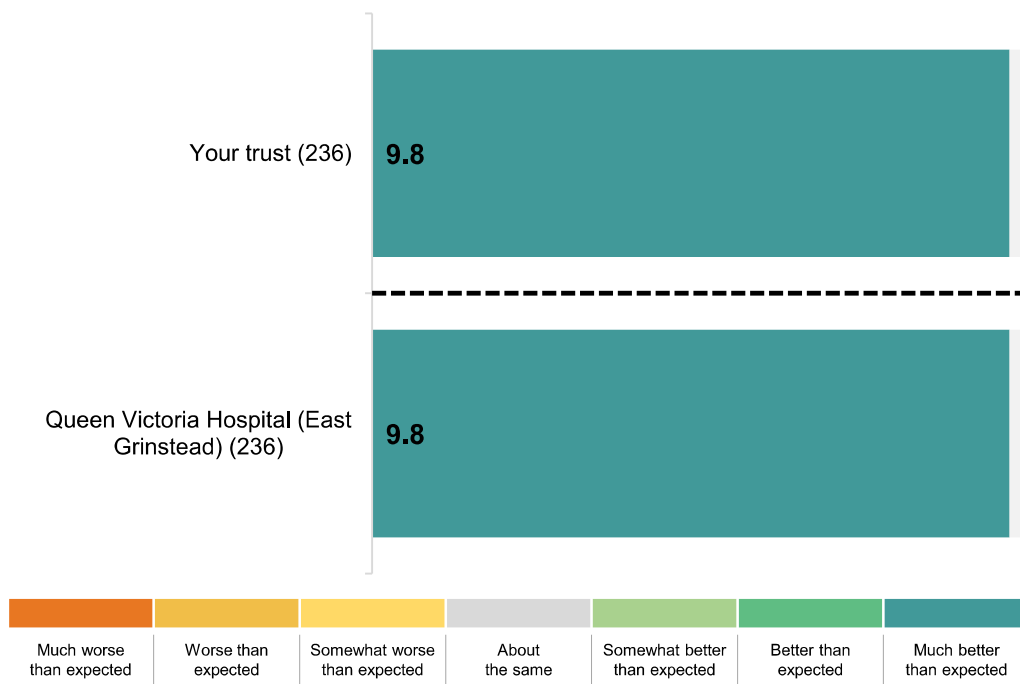
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q12. Were you offered food that met any dietary needs or requirements you had?**

### Results for your trust and sites

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



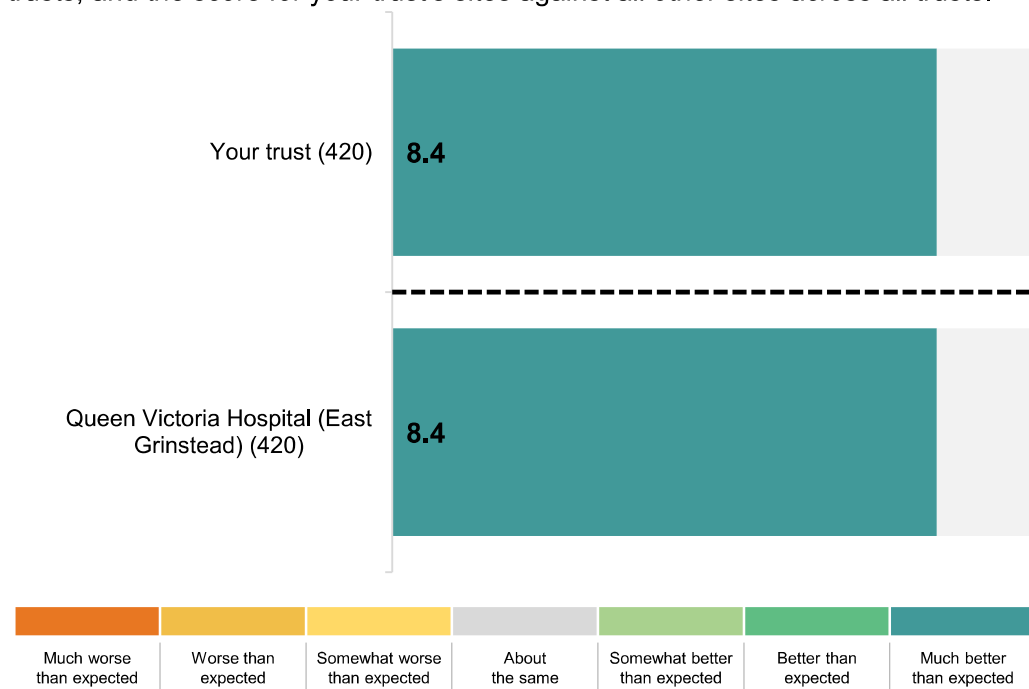
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q13. How would you rate the hospital food?**

### Results for your trust and sites

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



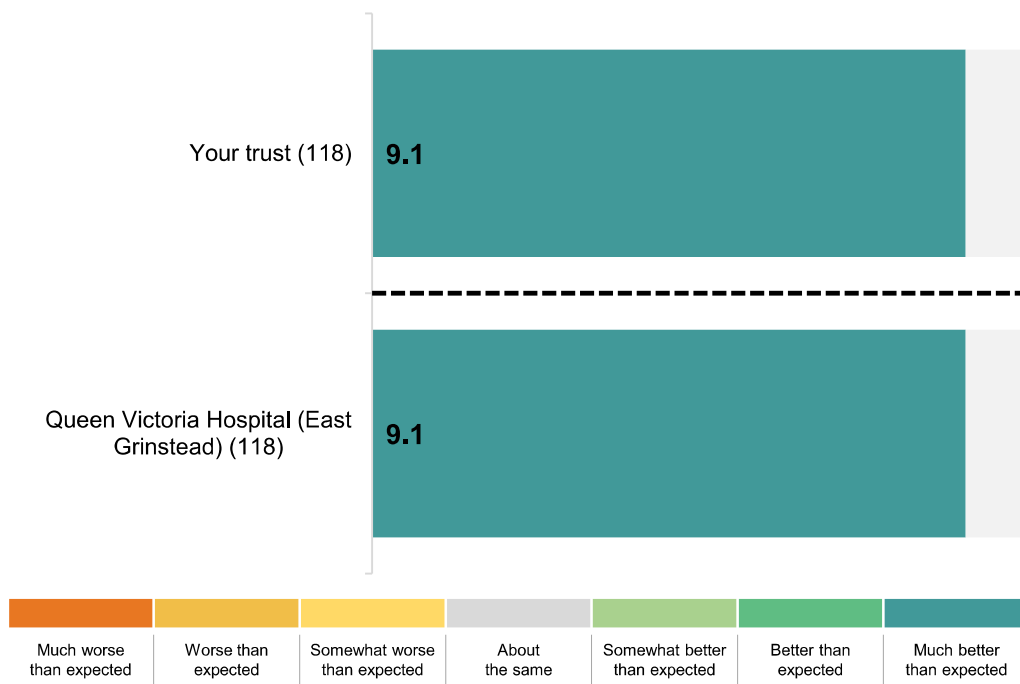
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

### Q14. Did you get enough help from staff to eat your meals?

#### Results for your trust and sites

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



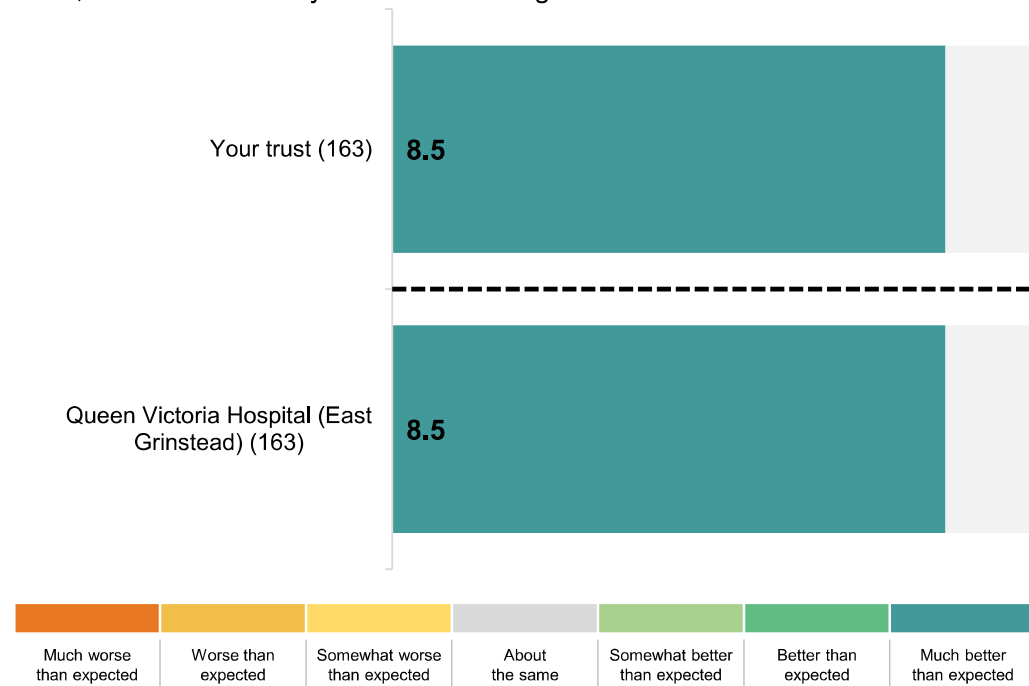
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

### Q15. Were you able to get hospital food outside of set meal times?

#### Results for your trust and sites

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



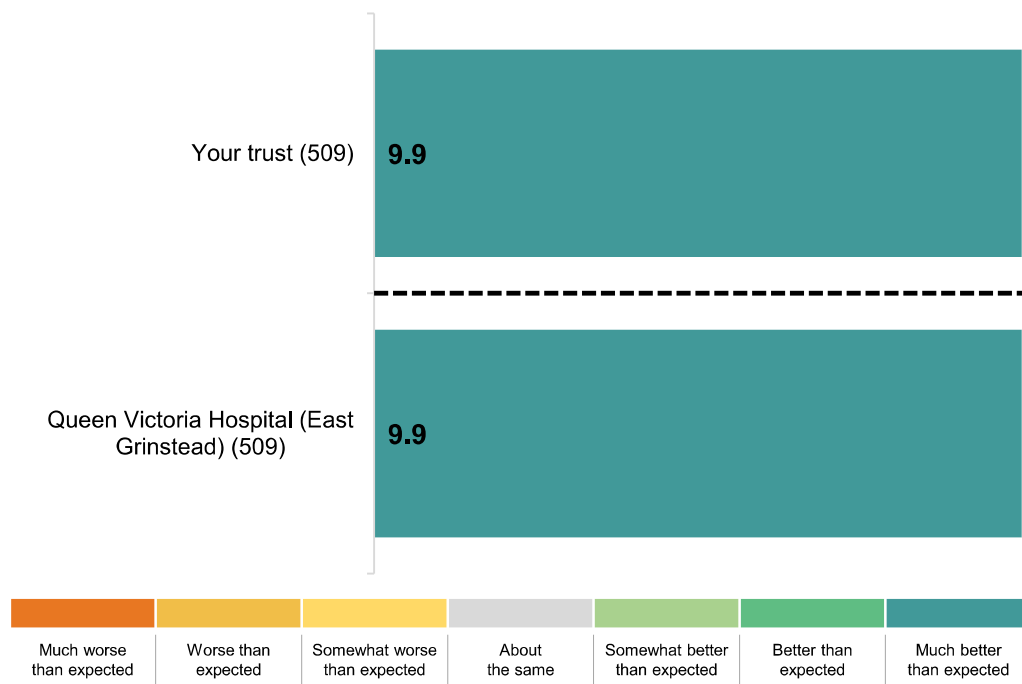
Please note: the number of respondents is shown in brackets next to the site name

## Section 2. The hospital and ward

**Q16. During your time in hospital, did you get enough to drink?**

### Results for your trust and sites

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



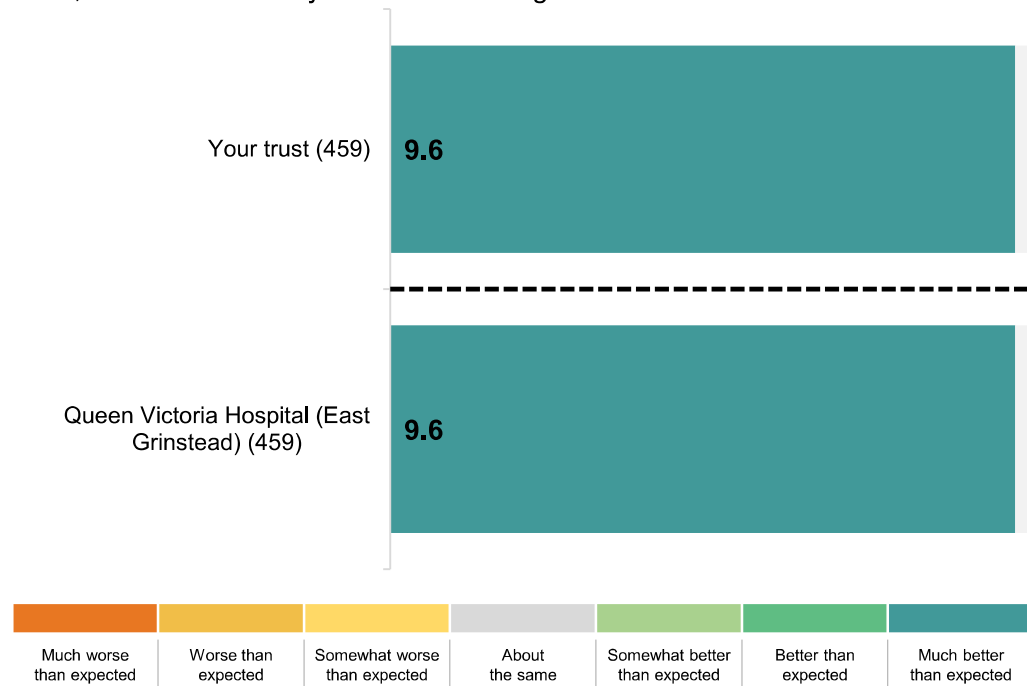
Please note: the number of respondents is shown in brackets next to the site name

## Section 3. Doctors

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

### Results for your trust and sites

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



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

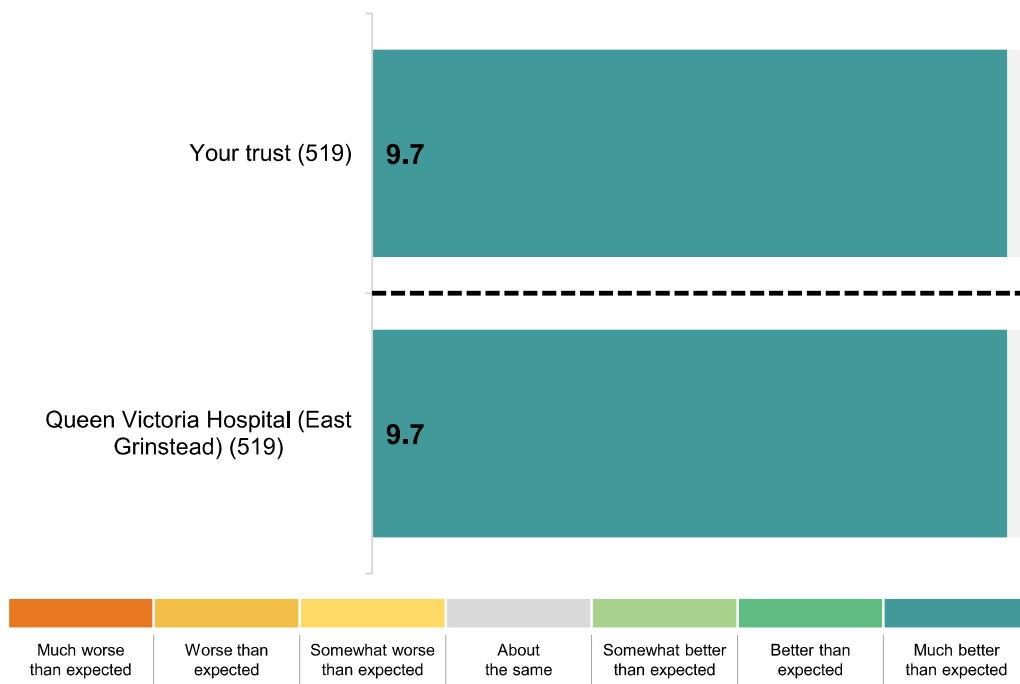


## Section 3. Doctors

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

### Results for your trust and sites

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



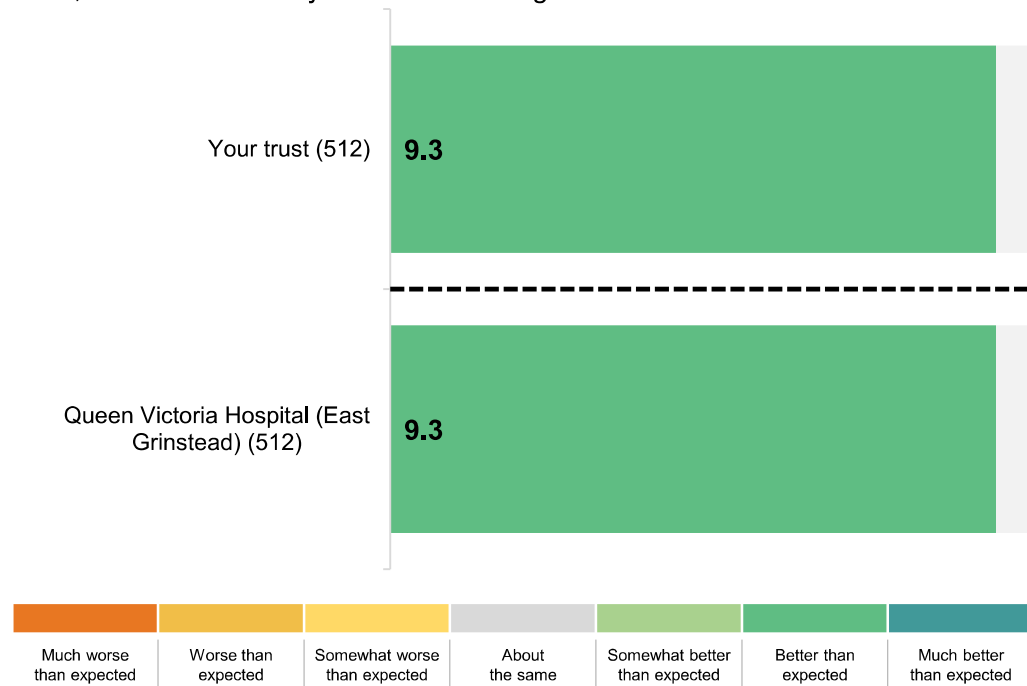
Please note: the number of respondents is shown in brackets next to the site name

## Section 3. Doctors

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

### Results for your trust and sites

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



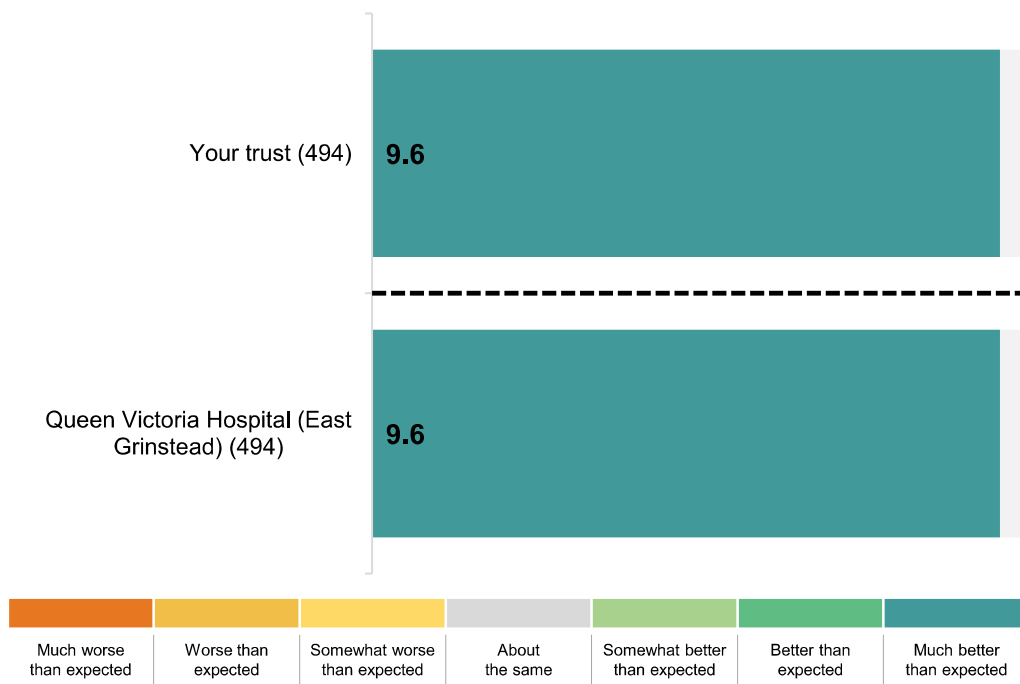
Please note: the number of respondents is shown in brackets next to the site name

## Section 4. Nurses

**Q20. When you asked nurses questions, did you get answers you could understand?**

### Results for your trust and sites

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



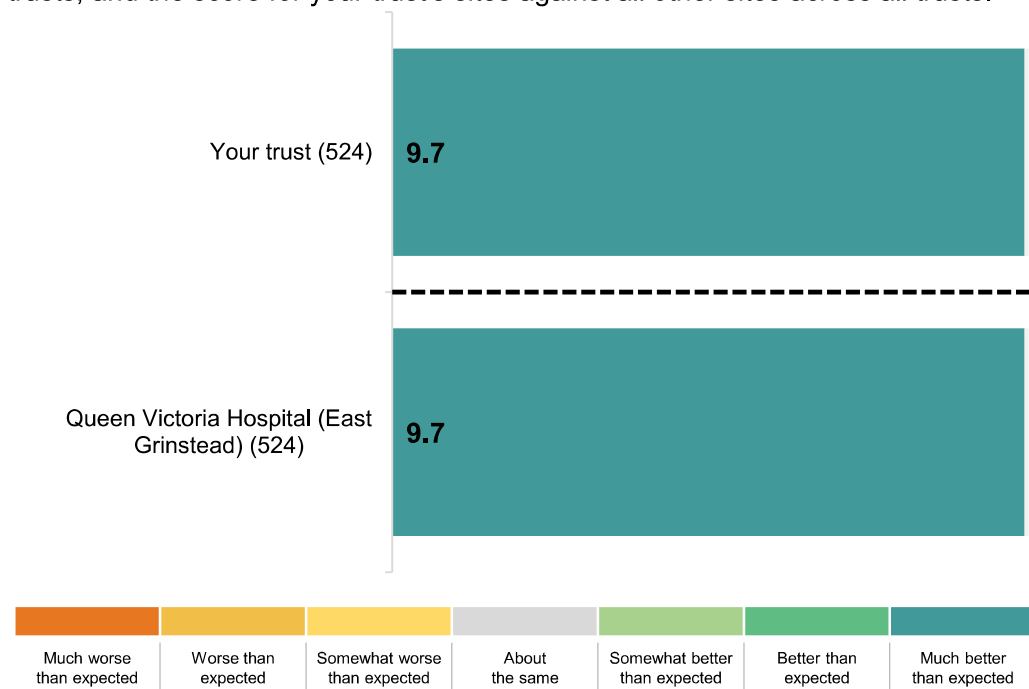
Please note: the number of respondents is shown in brackets next to the site name

## Section 4. Nurses

**Q21. Did you have confidence and trust in the nurses treating you?**

### Results for your trust and sites

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



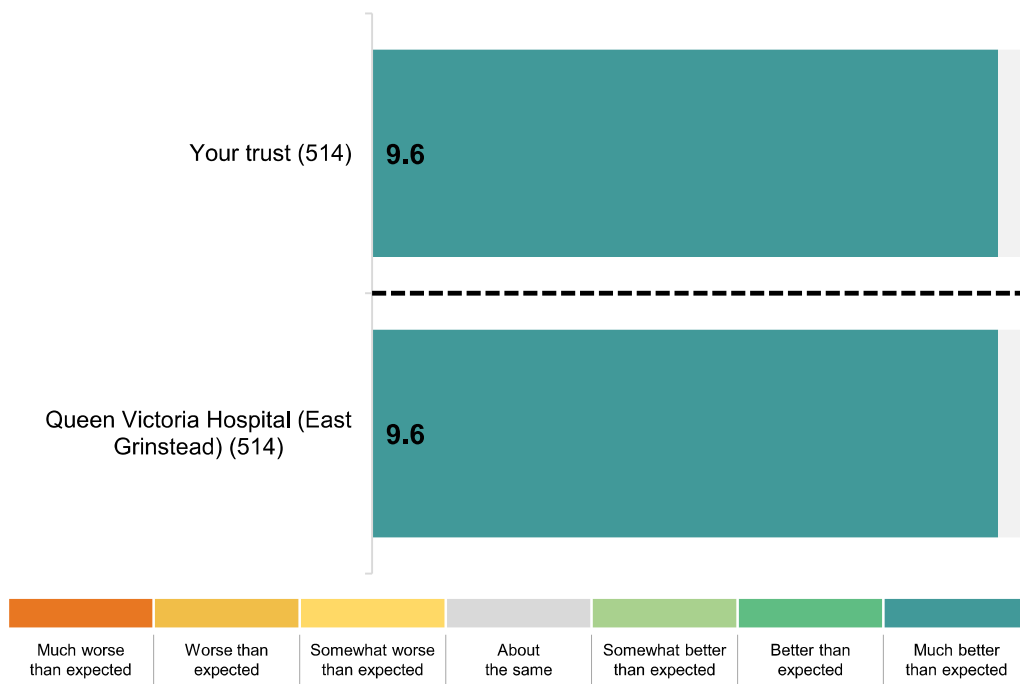
Please note: the number of respondents is shown in brackets next to the site name

## Section 4. Nurses

**Q22. When nurses spoke about your care in front of you, were you included in the conversation?**

### Results for your trust and sites

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



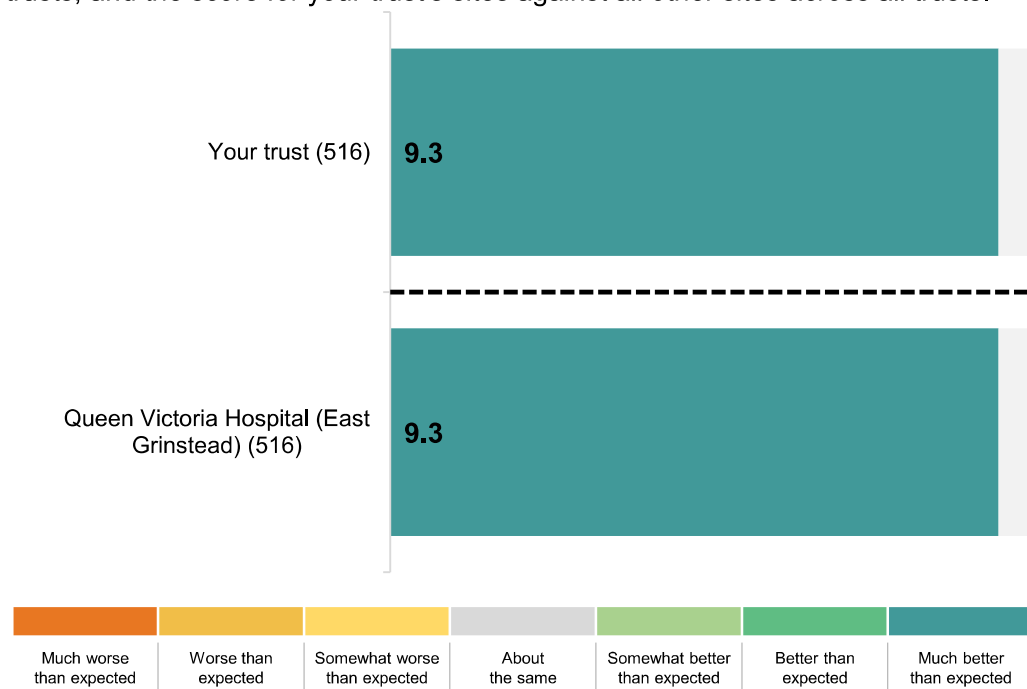
Please note: the number of respondents is shown in brackets next to the site name

## Section 4. Nurses

**Q23. In your opinion, were there enough nurses on duty to care for you in hospital?**

### Results for your trust and sites

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



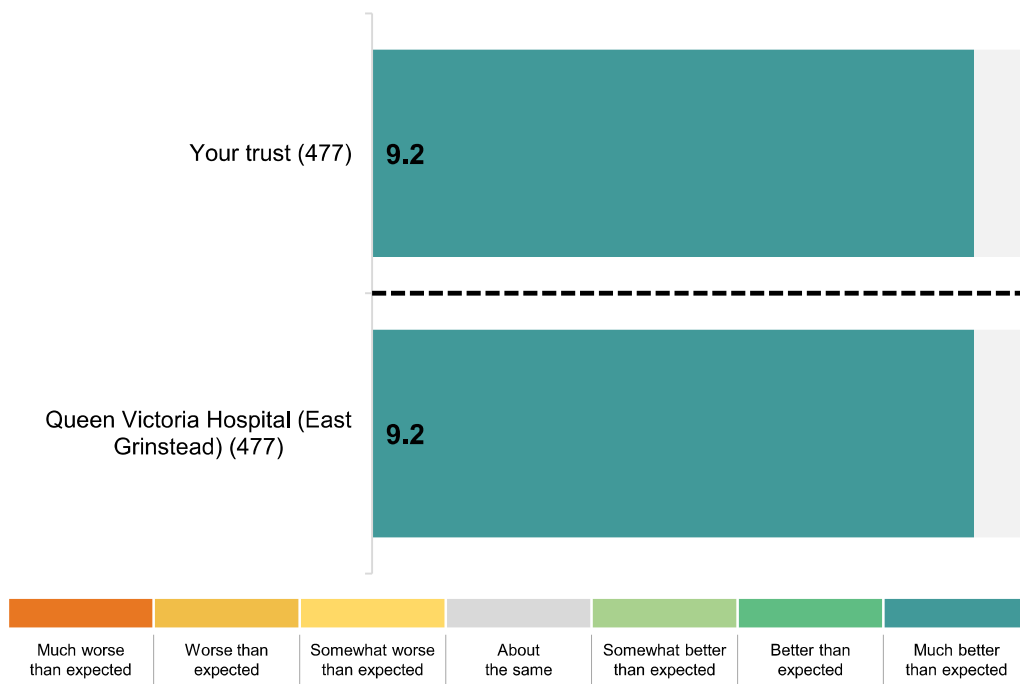
Please note: the number of respondents is shown in brackets next to the site name

## Section 5. Your care and treatment

**Q24. Thinking about your care and treatment, were you told something by a member of staff that was different to what you had been told by another member of staff?**

### Results for your trust and sites

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



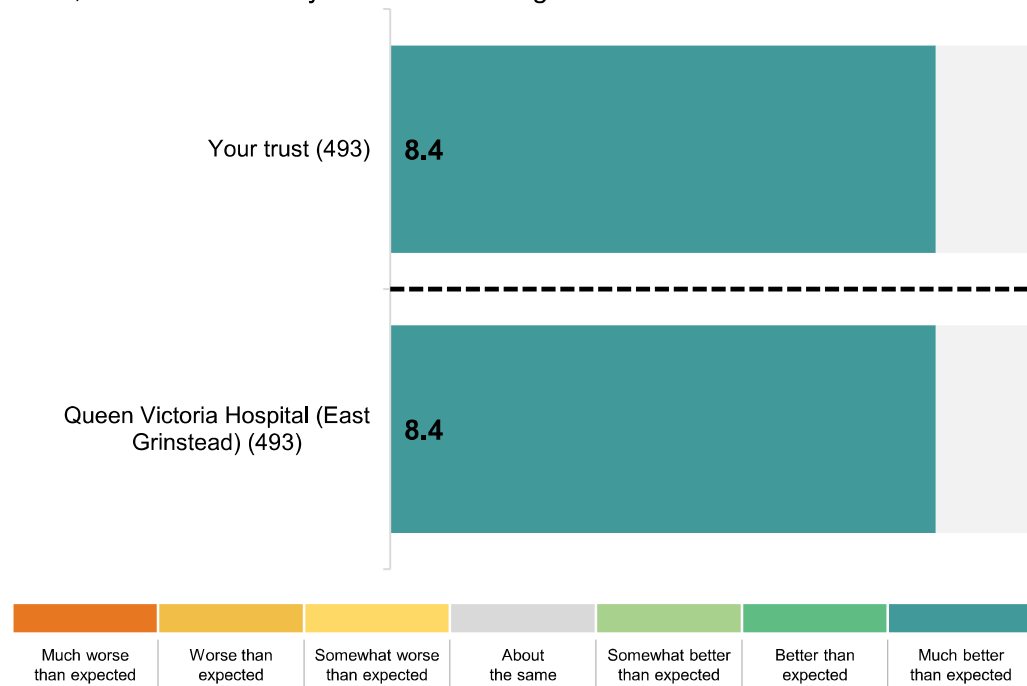
Please note: the number of respondents is shown in brackets next to the site name

## Section 5. Your care and treatment

**Q25. To what extent did staff looking after you involve you in decisions about your care and treatment?**

### Results for your trust and sites

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



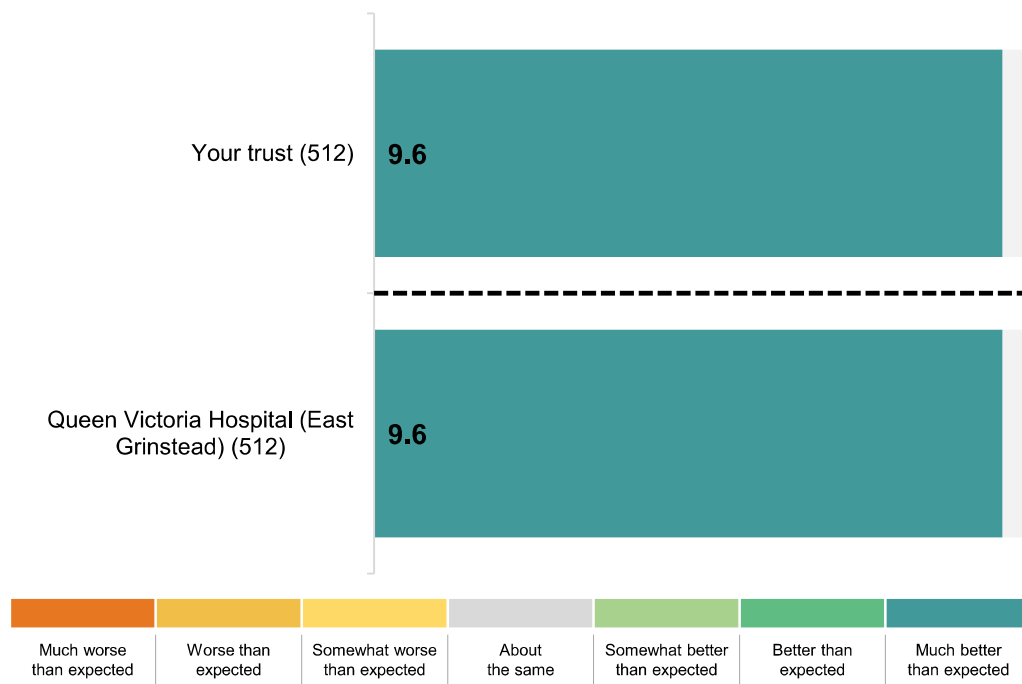
Please note: the number of respondents is shown in brackets next to the site name

## Section 5. Your care and treatment

**Q26. How much information about your condition or treatment was given to you?**

### Results for your trust and sites

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



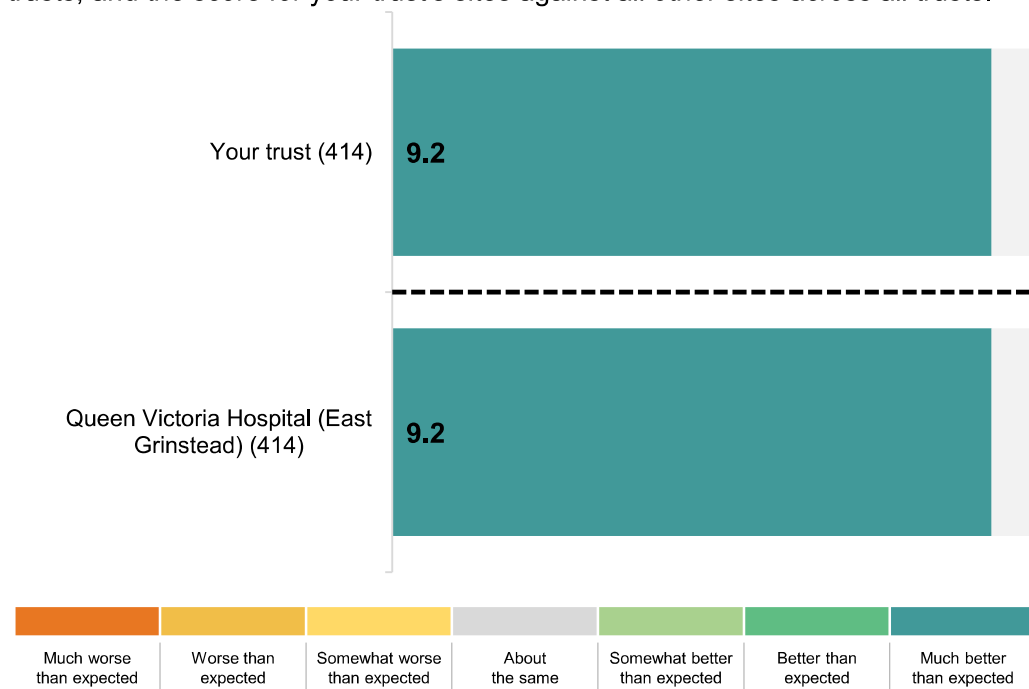
Please note: the number of respondents is shown in brackets next to the site name

## Section 5. Your care and treatment

**Q27. Did you feel able to talk to members of hospital staff about your worries and fears?**

### Results for your trust and sites

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



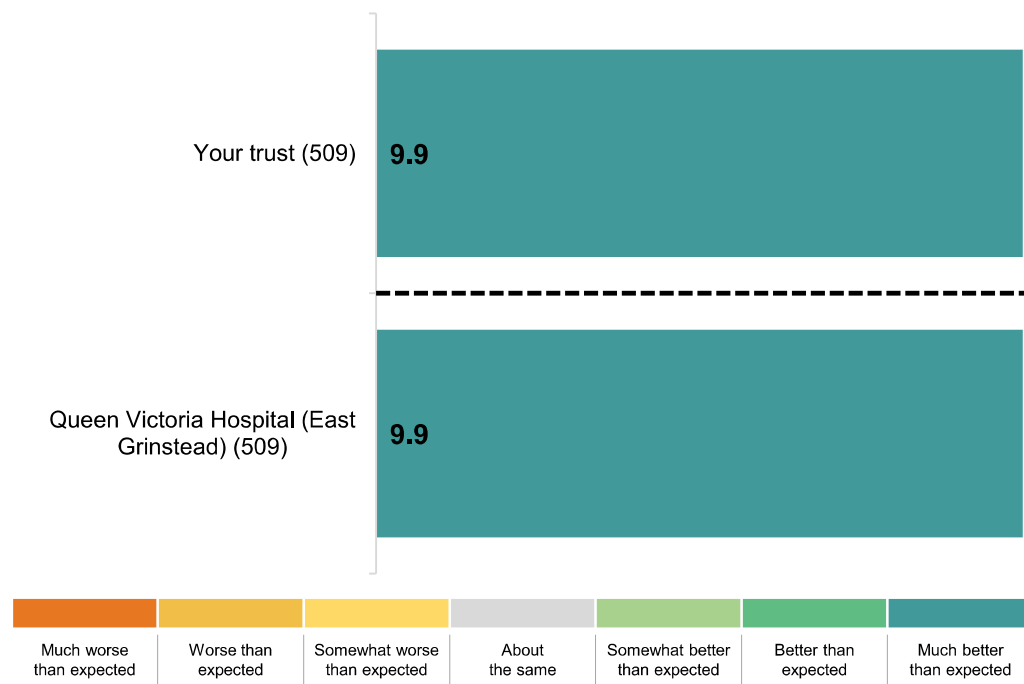
Please note: the number of respondents is shown in brackets next to the site name

## Section 5. Your care and treatment

**Q28. Were you given enough privacy when being examined or treated?**

### Results for your trust and sites

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



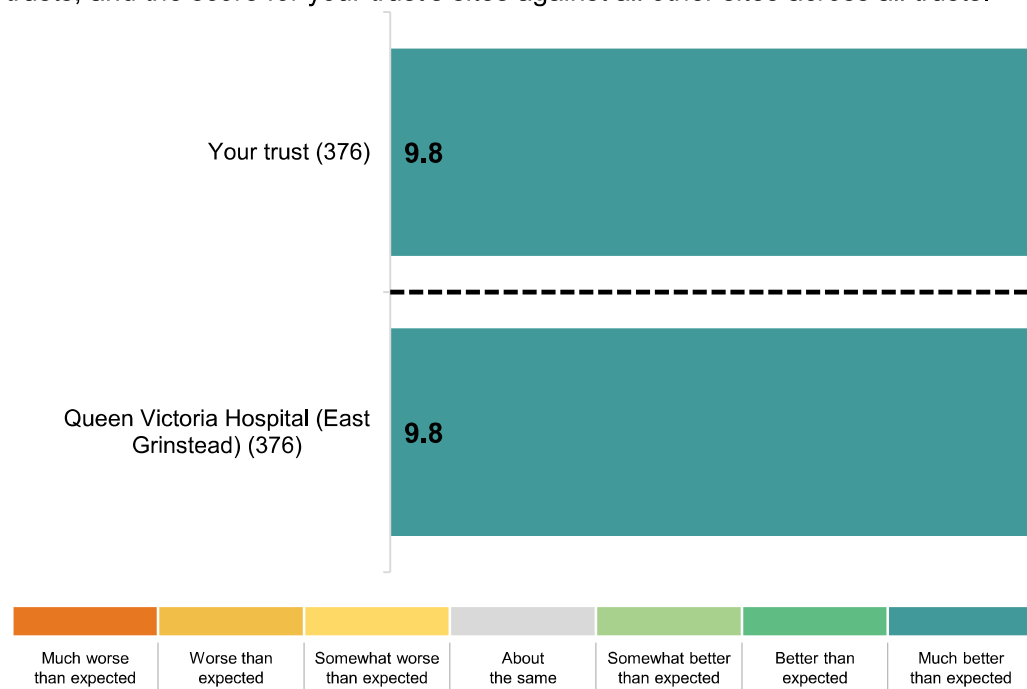
Please note: the number of respondents is shown in brackets next to the site name

## Section 5. Your care and treatment

**Q29. Do you think the hospital staff did everything they could to help control your pain?**

### Results for your trust and sites

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



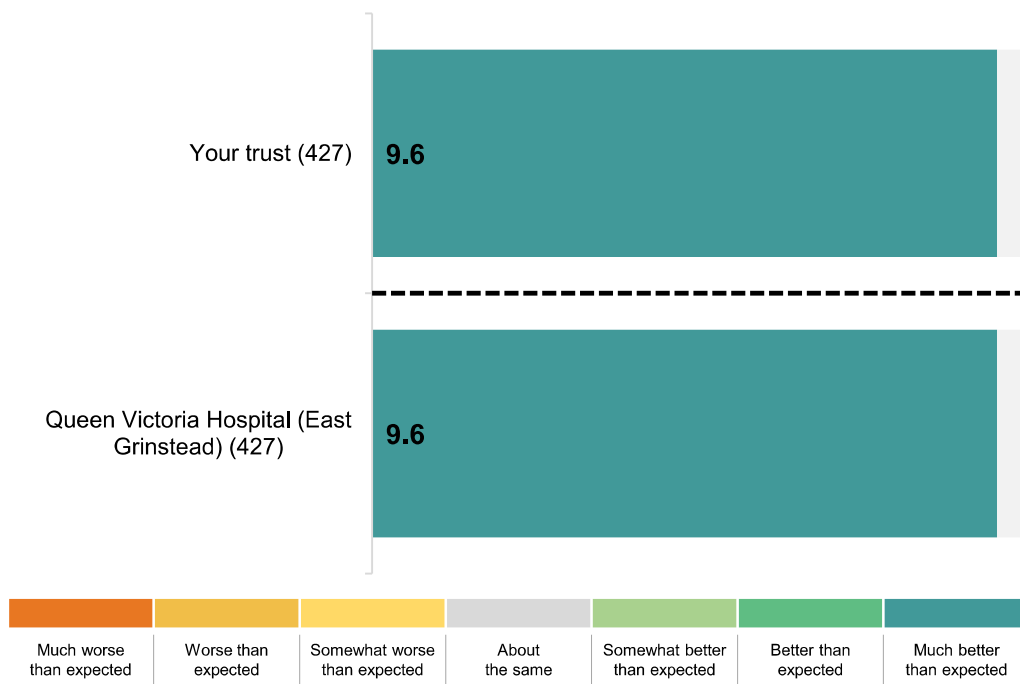
Please note: the number of respondents is shown in brackets next to the site name

## Section 5. Your care and treatment

**Q30. Were you able to get a member of staff to help you when you needed attention?**

### Results for your trust and sites

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



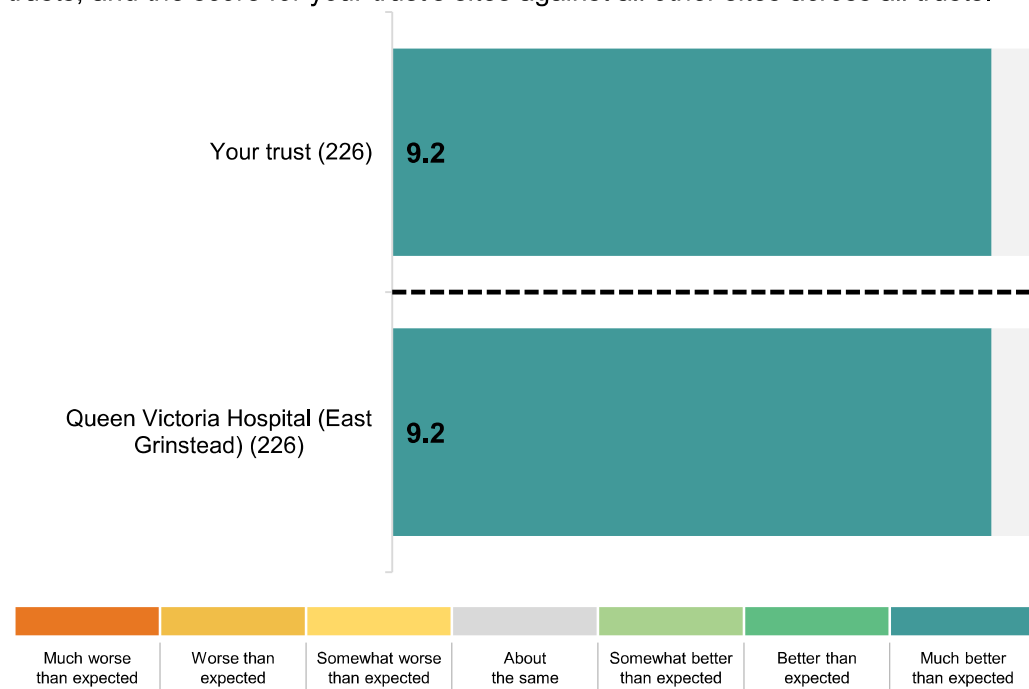
Please note: the number of respondents is shown in brackets next to the site name

## Section 5. Your care and treatment

**Q31. Did the hospital staff take into account your existing individual needs?**

### Results for your trust and sites

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



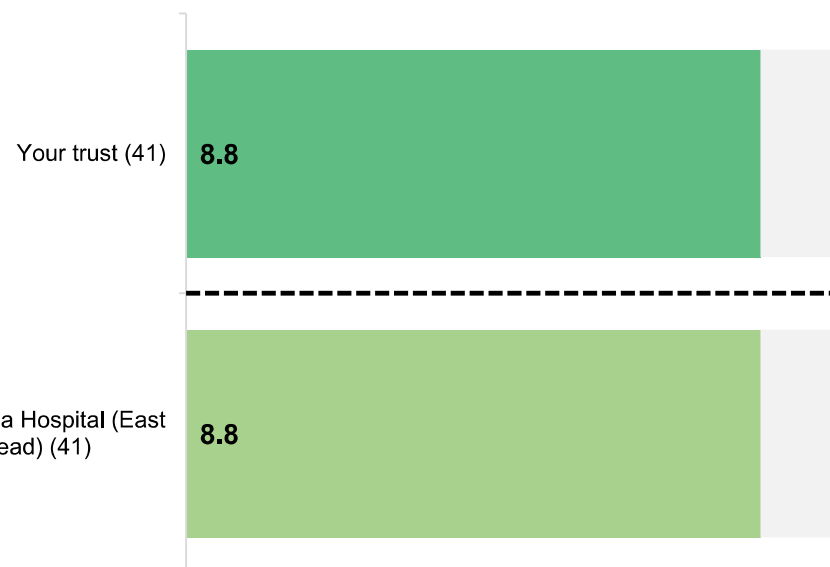
Please note: the number of respondents is shown in brackets next to the site name

## Section 6. Virtual wards

**Q33. Were you given enough information about the care and treatment you would receive while on a virtual ward?**

### Results for your trust and sites

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



Much worse than expected    Worse than expected    Somewhat worse than expected    About the same    Somewhat better than expected    Better than expected    Much better than expected

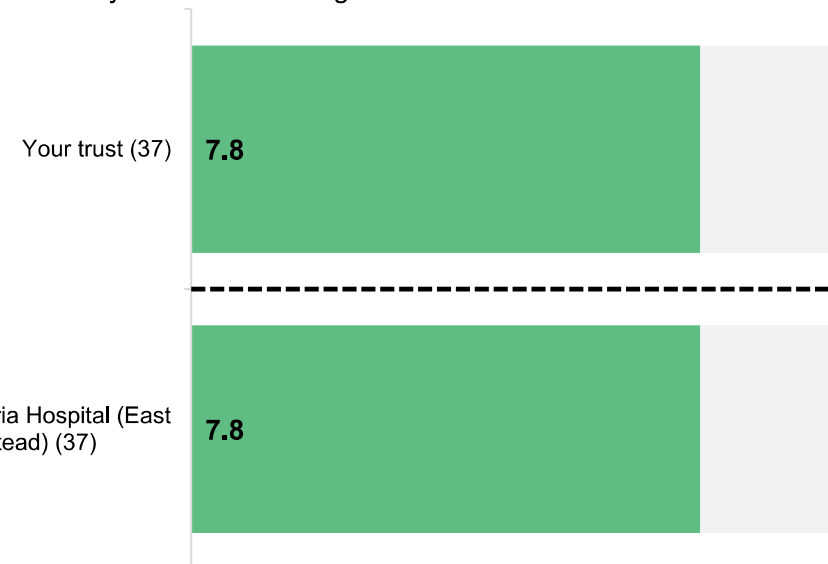
Please note: the number of respondents is shown in brackets next to the site name

## Section 6. Virtual wards

**Q34. Before being admitted onto a virtual ward, did hospital staff give you information about the risks and benefits of continuing your treatment on a virtual ward?**

### Results for your trust and sites

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



Much worse than expected    Worse than expected    Somewhat worse than expected    About the same    Somewhat better than expected    Better than expected    Much better than expected

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

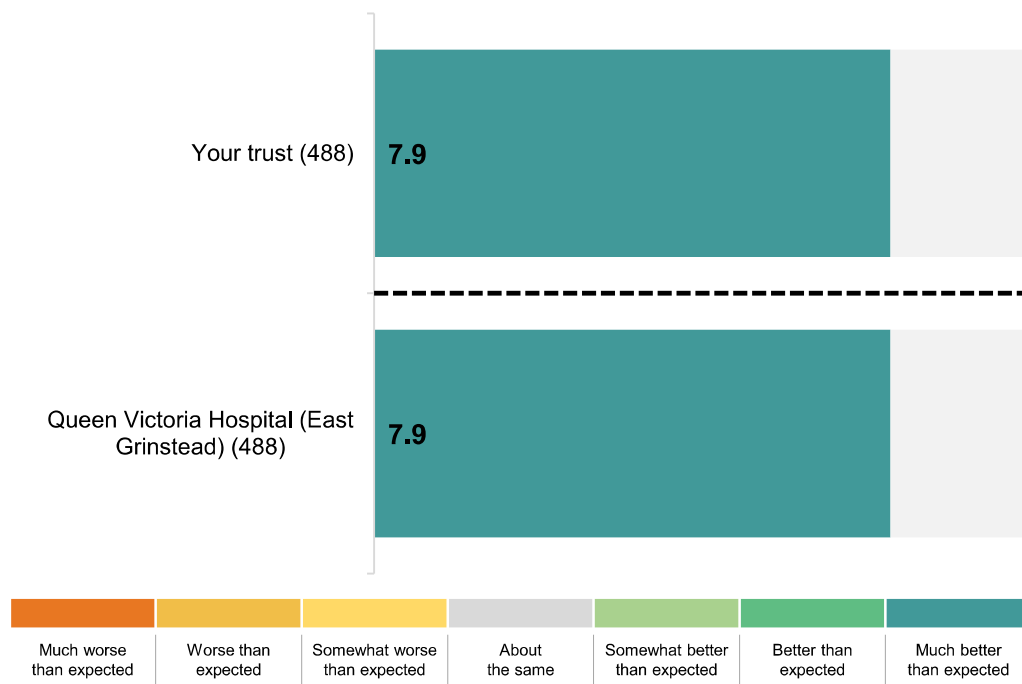


## Section 7. Leaving hospital

**Q35. To what extent did staff involve you in decisions about you leaving hospital?**

### Results for your trust and sites

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



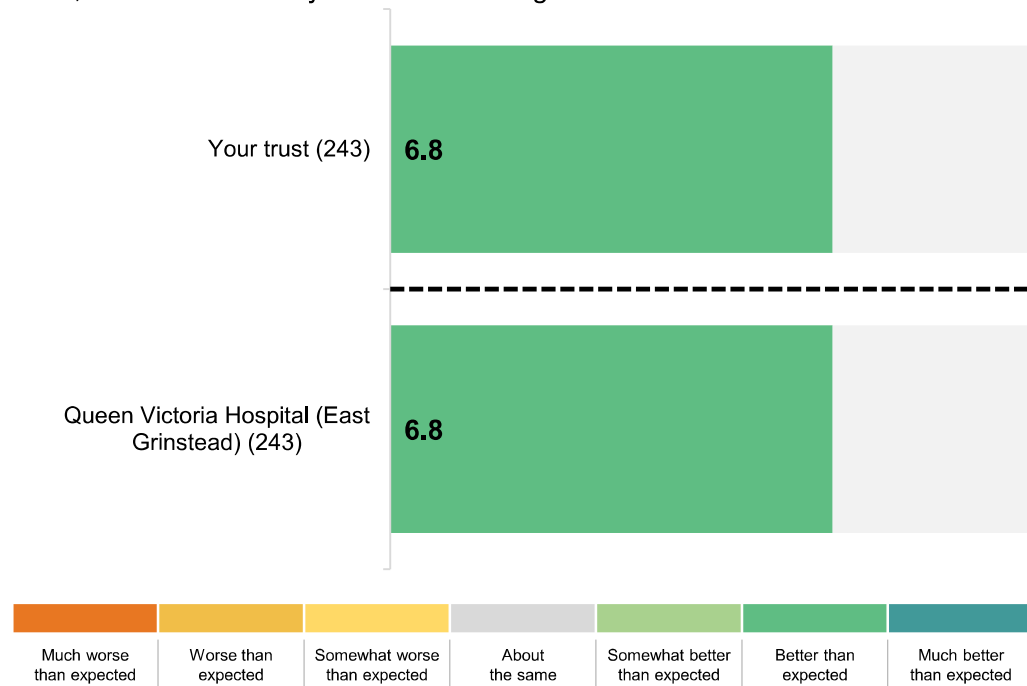
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q36. To what extent did hospital staff involve your family or carers in discussions about you leaving hospital?**

### Results for your trust and sites

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



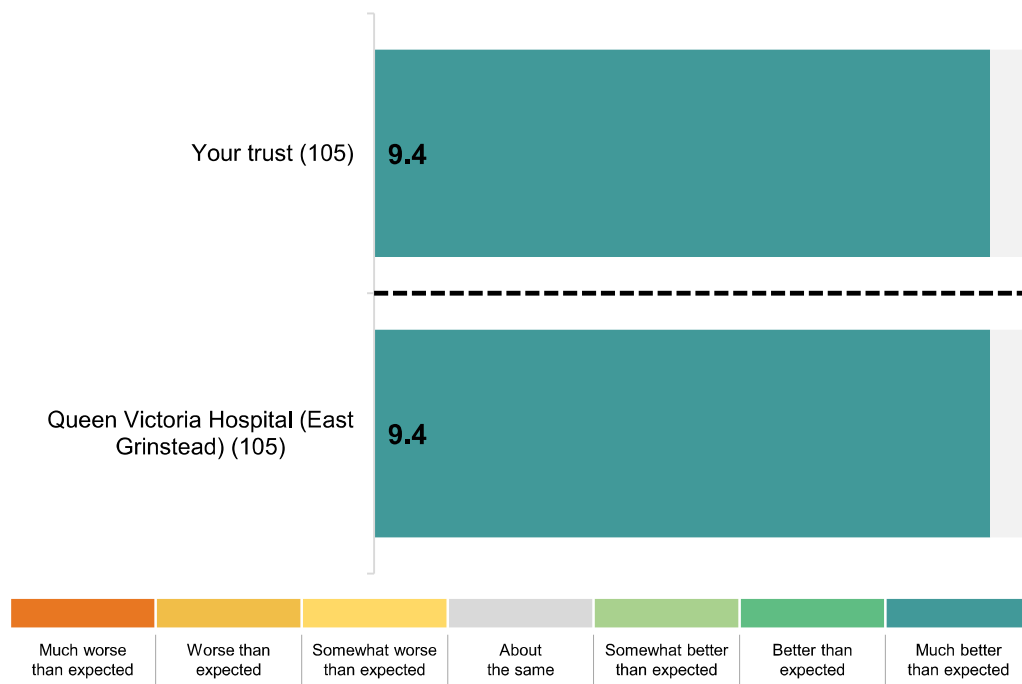
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q37. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any changes to your home, after leaving the hospital?**

### Results for your trust and sites

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



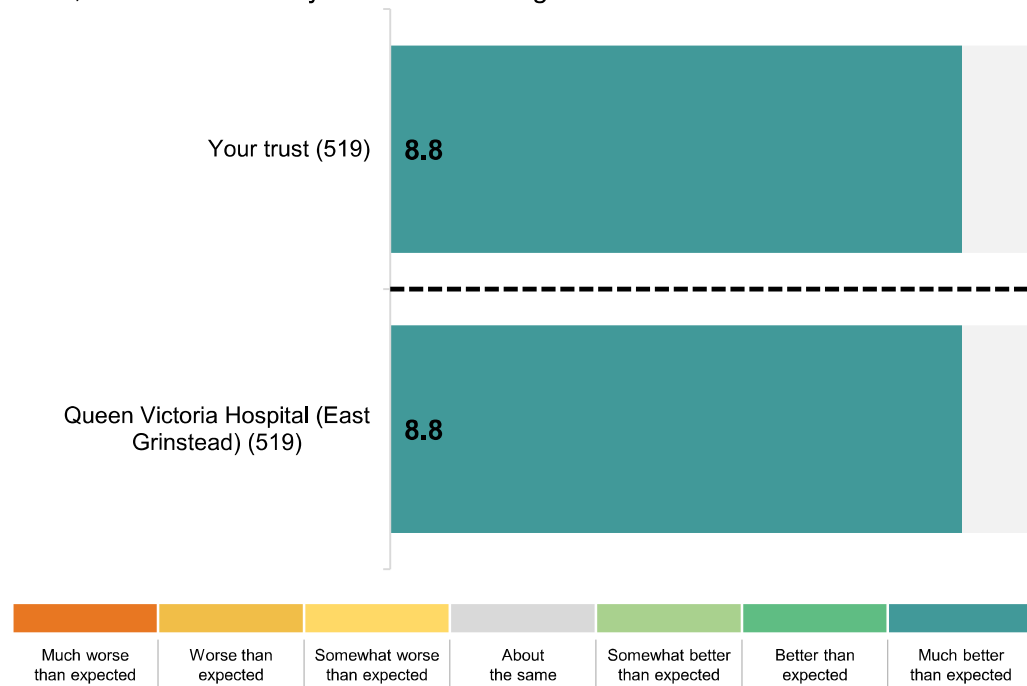
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q38. Were you given enough notice about when you were going to leave hospital?**

### Results for your trust and sites

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



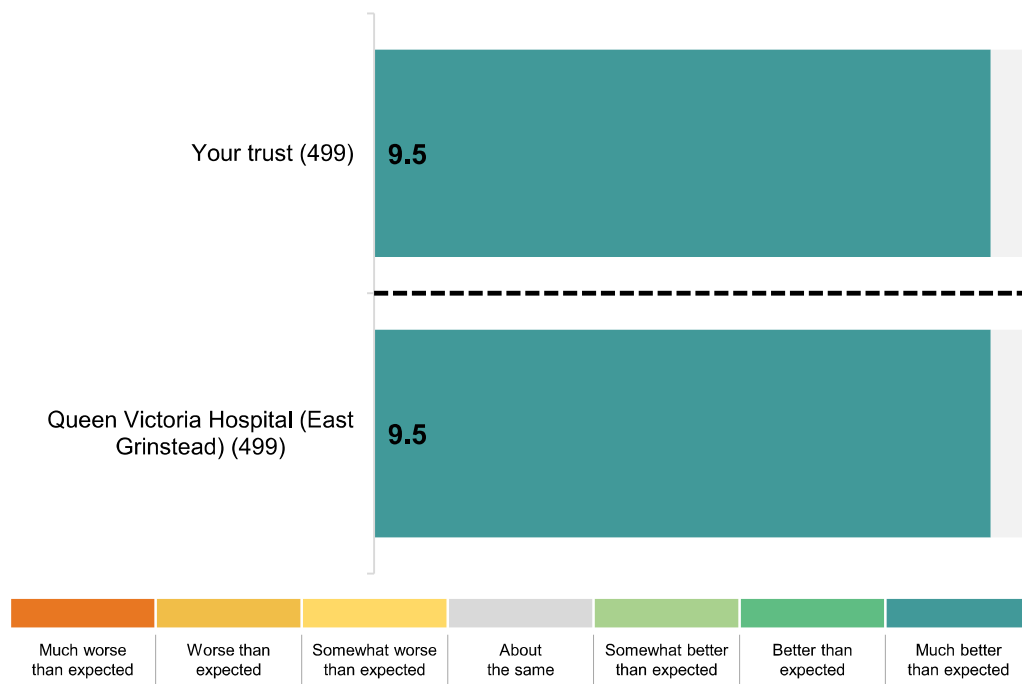
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q39. Before you left hospital, were you given any information about what you should or should not do after leaving hospital?**

### Results for your trust and sites

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



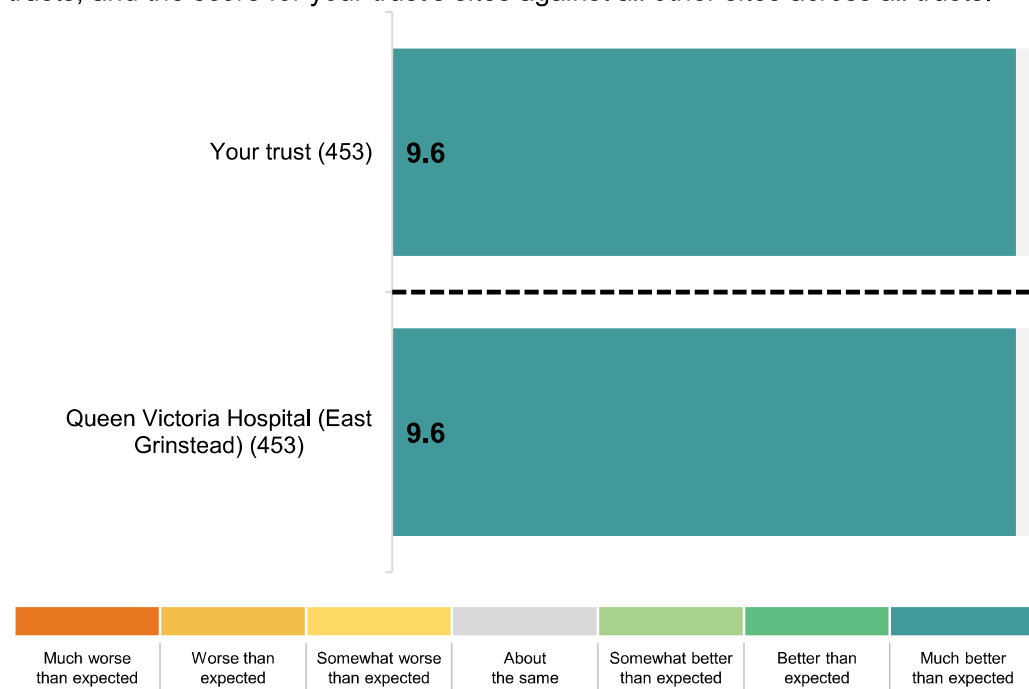
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q40. To what extent did you understand the information you were given about what you should or should not do after leaving hospital?**

### Results for your trust and sites

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



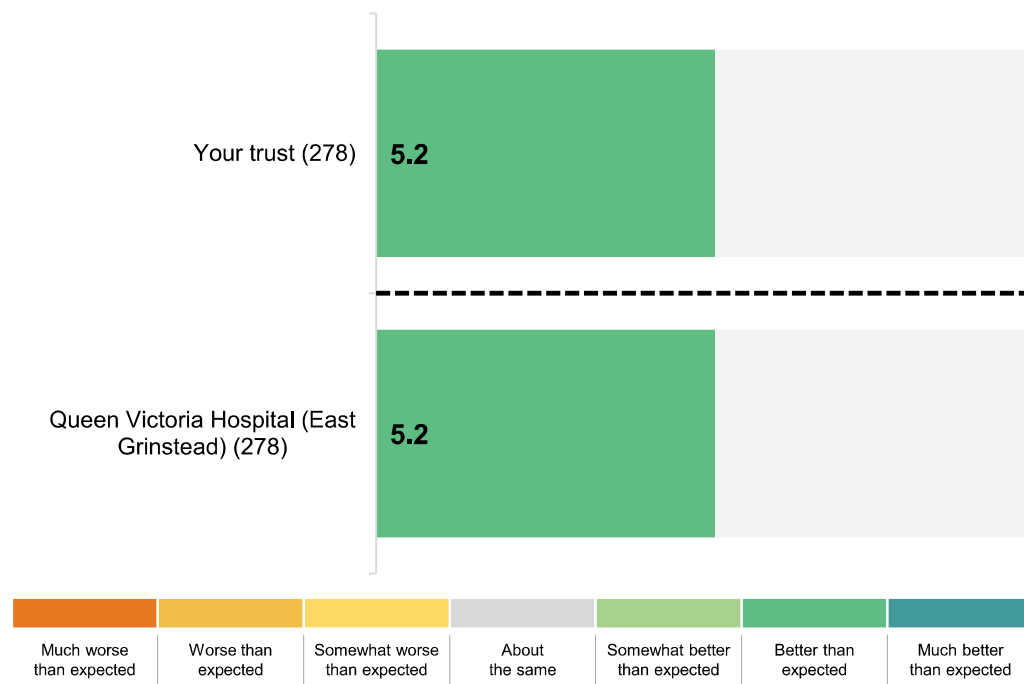
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q41. Thinking about any medicine you were to take at home, were you given any of the following?**

### Results for your trust and sites

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



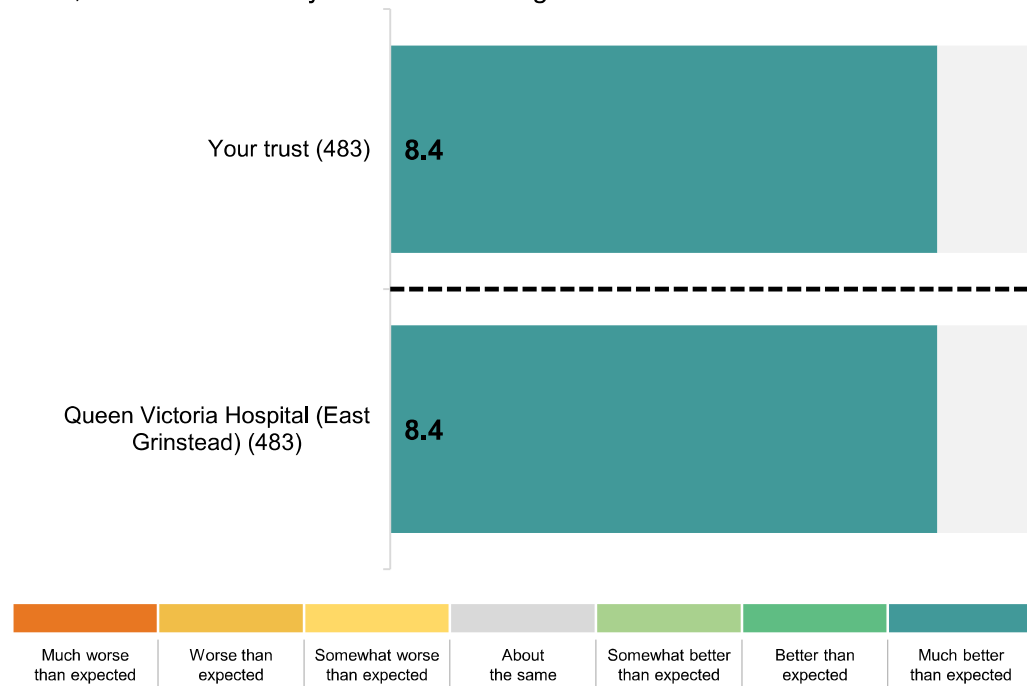
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q42. Before you left hospital, did you know what would happen next with your care?**

### Results for your trust and sites

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



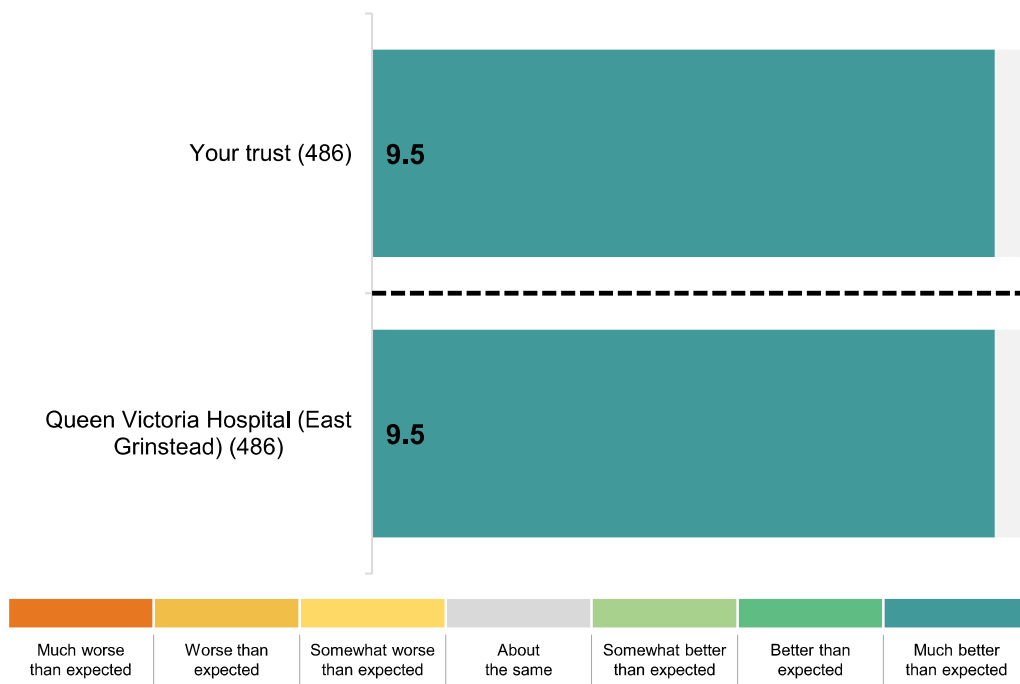
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q43. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?**

### Results for your trust and sites

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



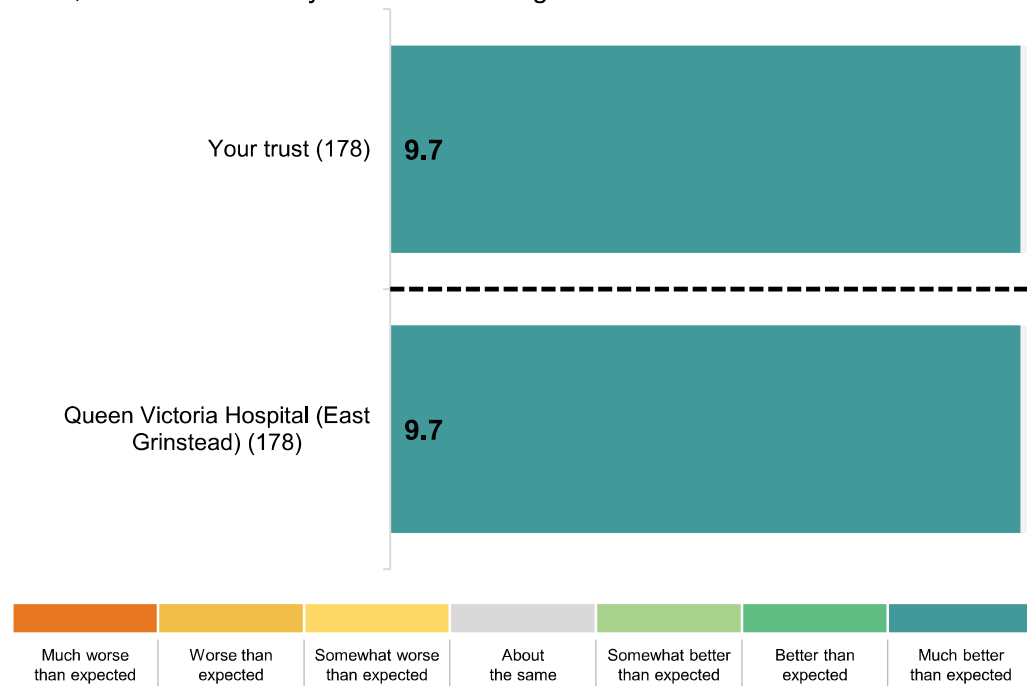
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q44. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?**

### Results for your trust and sites

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



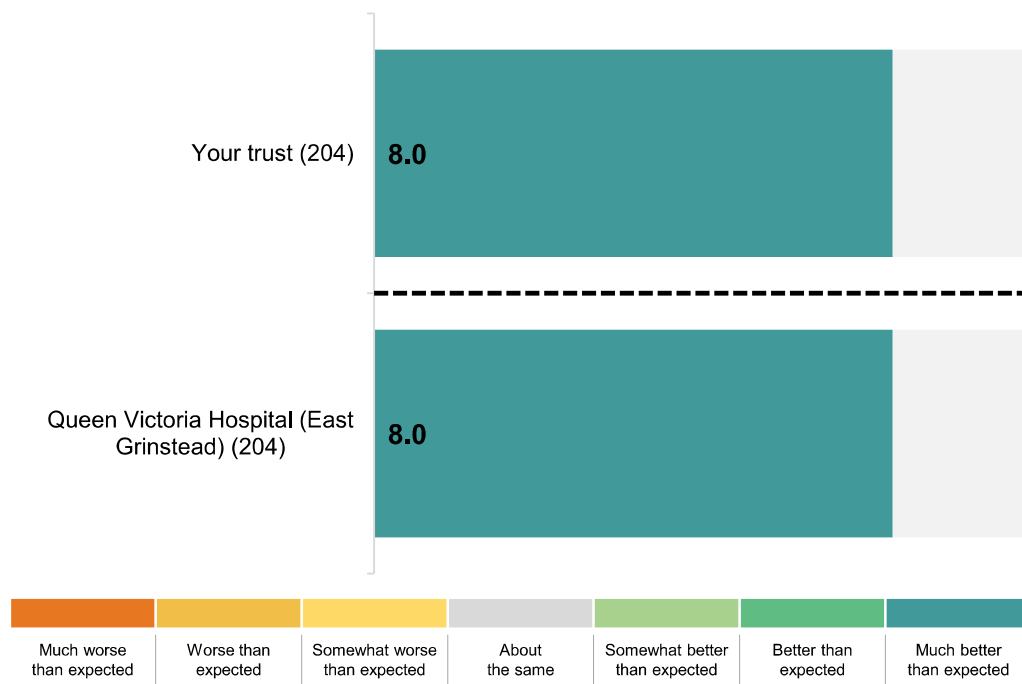
Please note: the number of respondents is shown in brackets next to the site name

## Section 7. Leaving hospital

**Q46. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?**

### Results for your trust and sites

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



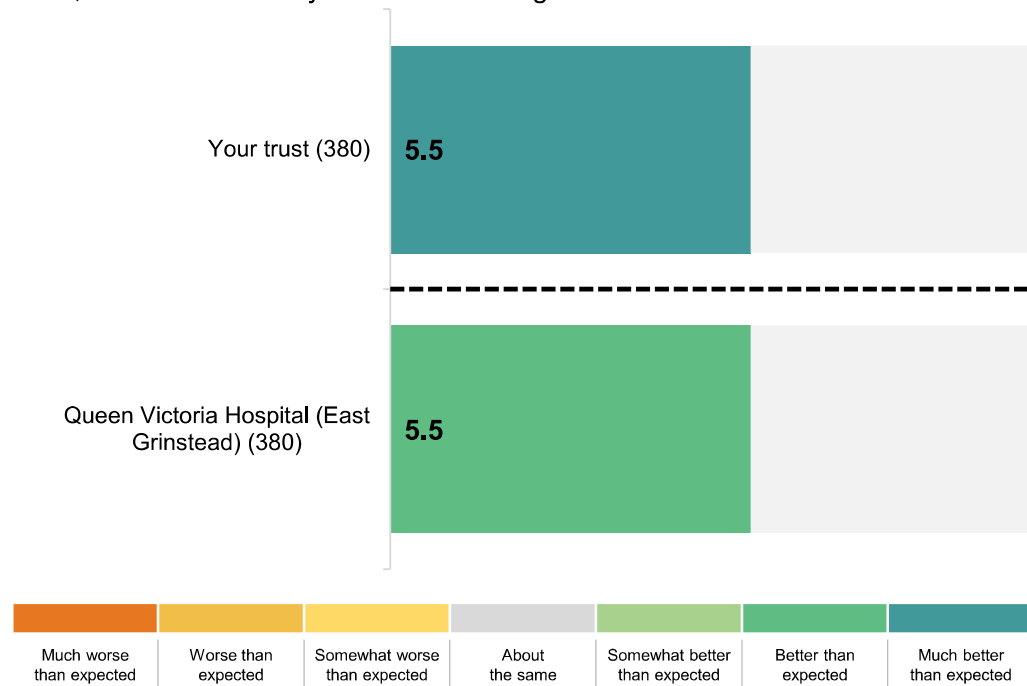
Please note: the number of respondents is shown in brackets next to the site name

## Section 8. Feedback on quality of care

**Q50. During your hospital stay, were you given the opportunity to give your views on the quality of your care?**

### Results for your trust and sites

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



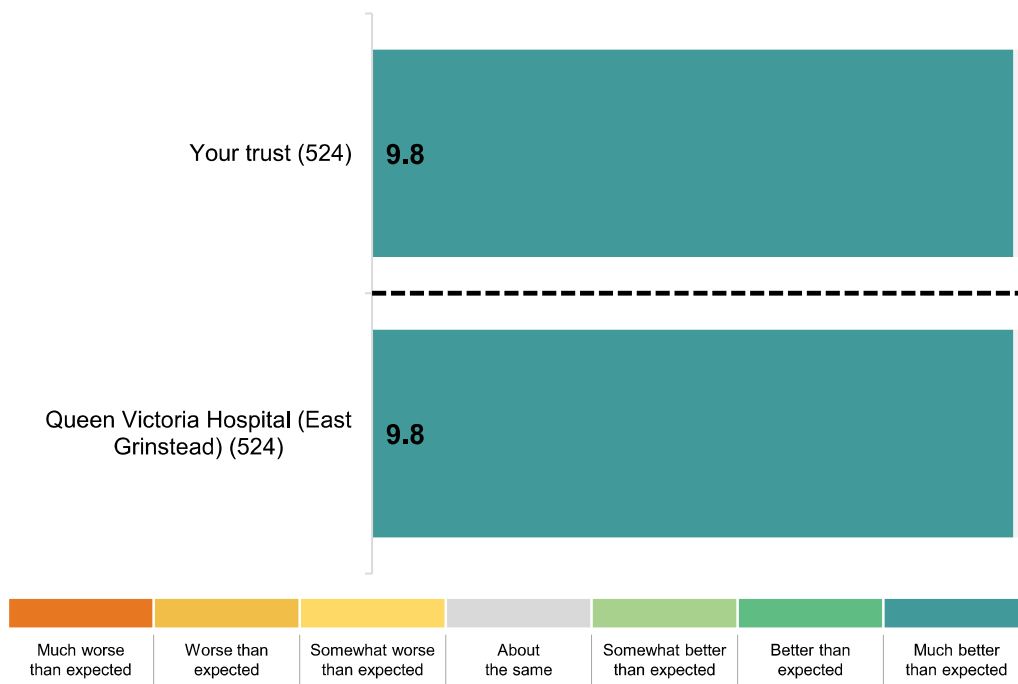
Please note: the number of respondents is shown in brackets next to the site name

## Section 9. Kindness and compassion

**Q47. Overall, did you feel you were treated with kindness and compassion while you were in the hospital?**

### Results for your trust and sites

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



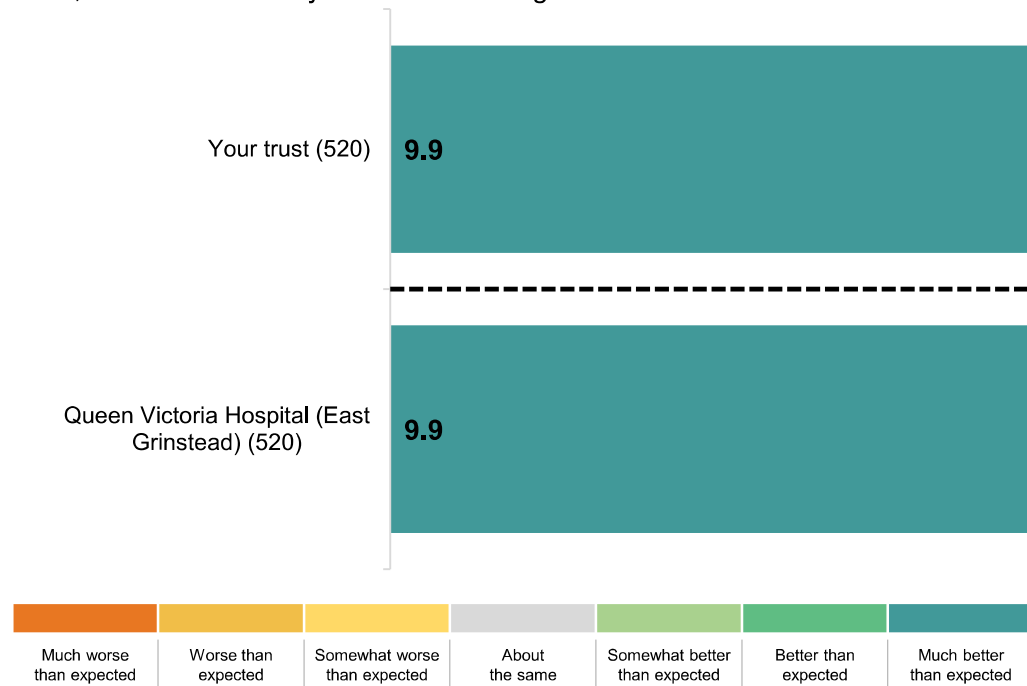
Please note: the number of respondents is shown in brackets next to the site name

## Section 10. Respect and dignity

**Q48. Overall, did you feel you were treated with respect and dignity while you were in the hospital?**

### Results for your trust and sites

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



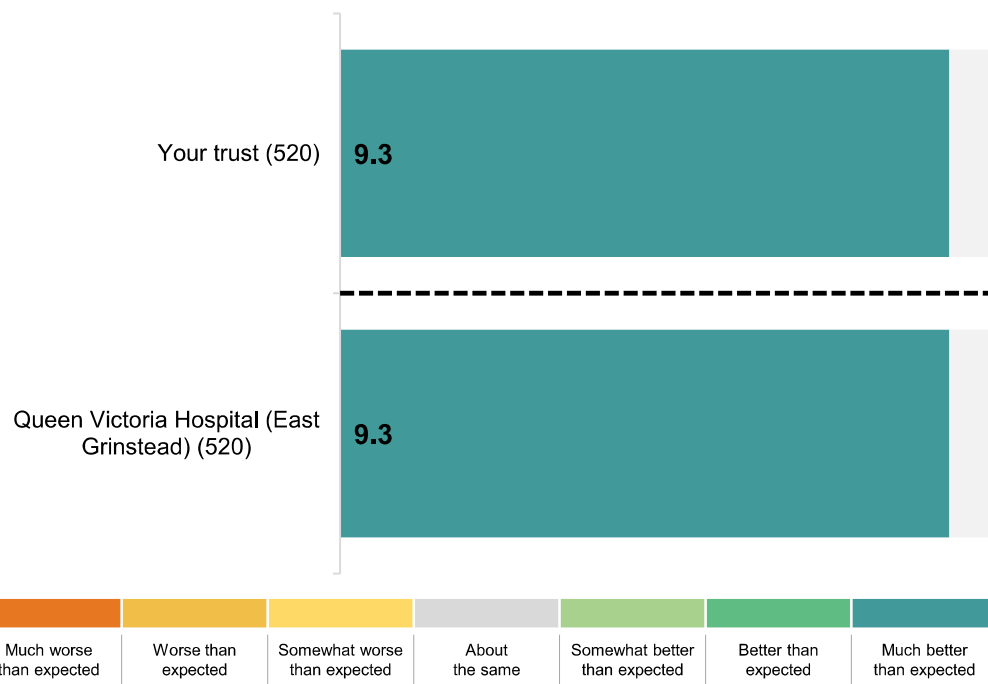
Please note: the number of respondents is shown in brackets next to the site name

## Section 11. Overall experience

**Q49. Overall, how was your experience while you were in the hospital?**

### Results for your trust and sites

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



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



# Change over time

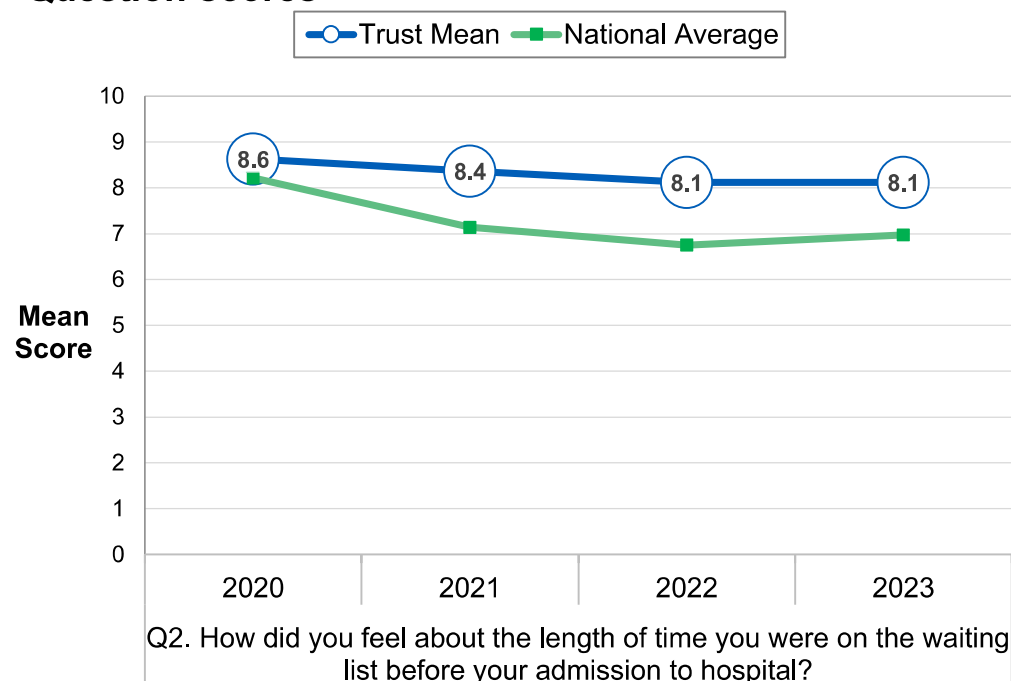
## This section includes:

- your mean trust score for each evaluative question in the survey.
- where comparable data is available, statistical significance testing using a two sample t-test has been carried out against the 2021 and 2022 survey results for each relevant question. Where a change in results is shown as 'significant', this indicates that this change is not due to random chance, but is likely due to some particular factor at your trust.
- the following questions were new or changed for 2023 and therefore are not included in this section: Q4, Q6, Q31, Q33, Q34, Q47, Q50.

**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. Admission to hospital

## Question scores



Significant change 2023 vs 2022

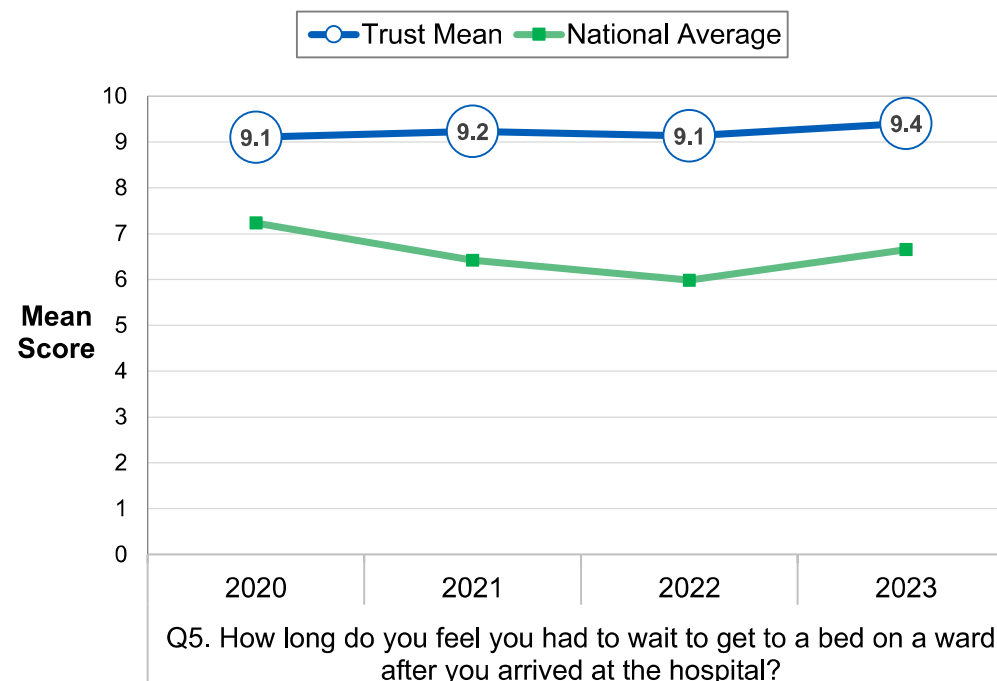
No change

Significant change 2023 vs 2021

No change

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

Number of respondents: 2020: 428; 2021: 367; 2022: 371; 2023: 387



Significant change 2023 vs 2022

No change

Significant change 2023 vs 2021

No change

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

Number of respondents: 2020: 622; 2021: 535; 2022: 524; 2023: 516

## Section 2. The hospital and ward

### Question scores

Trust Mean National Average



Significant change 2023 vs 2022

-

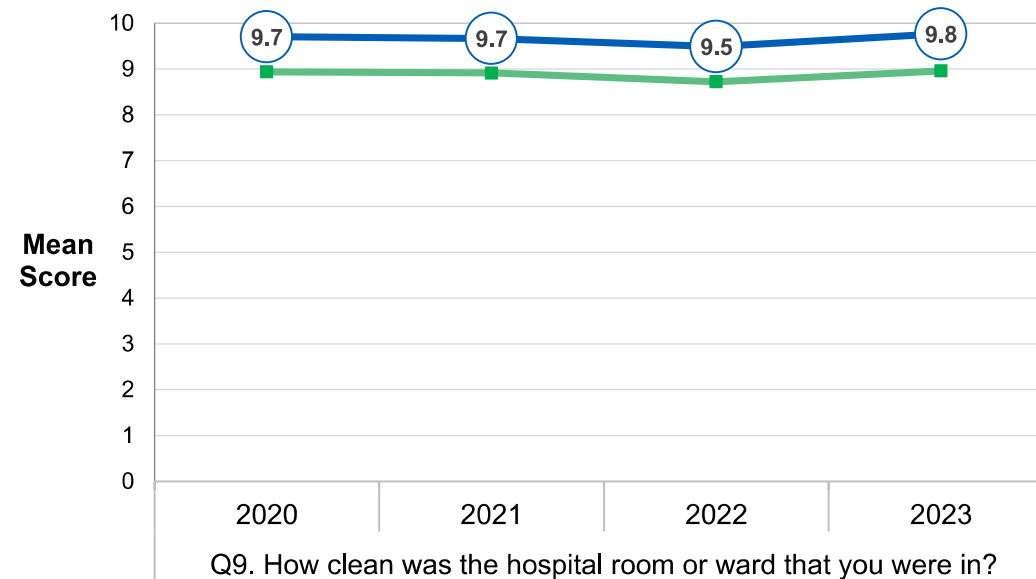
Significant change 2023 vs 2021

-

Answered by those who changed wards during the night. Respondents who stated they didn't need an explanation or couldn't remember have been excluded.

Number of respondents: 2020: - ; 2021: - ; 2022: - ; 2023: -

Trust Mean National Average



Significant change 2023 vs 2022

Increase

Significant change 2023 vs 2021

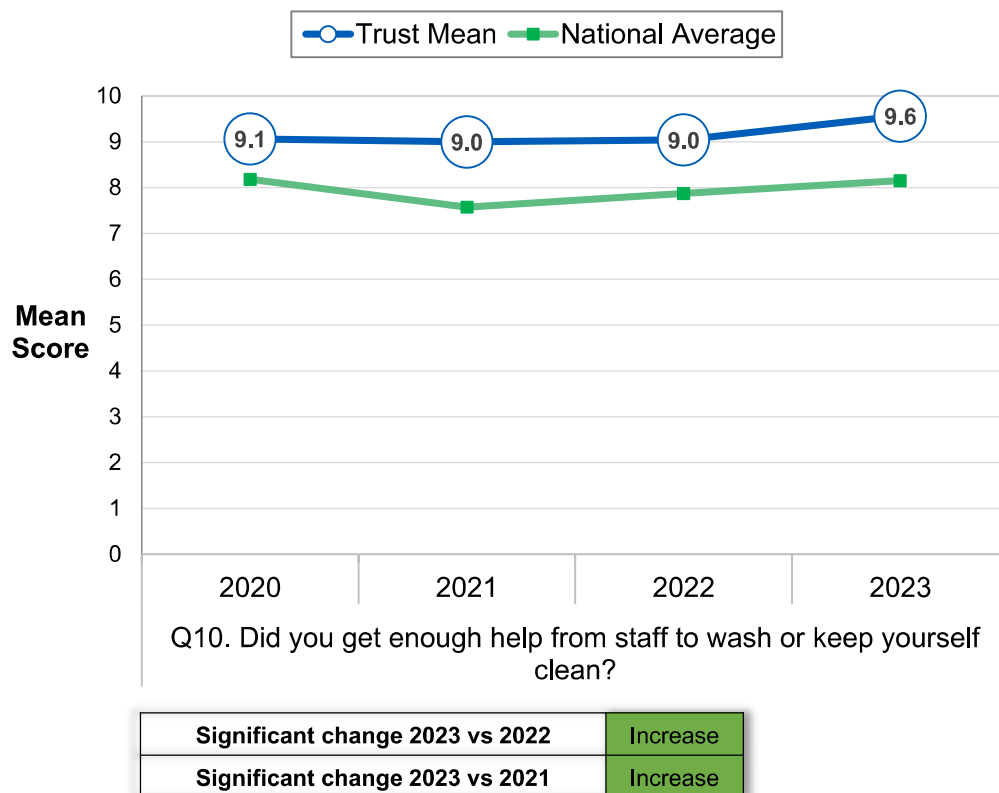
Increase

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

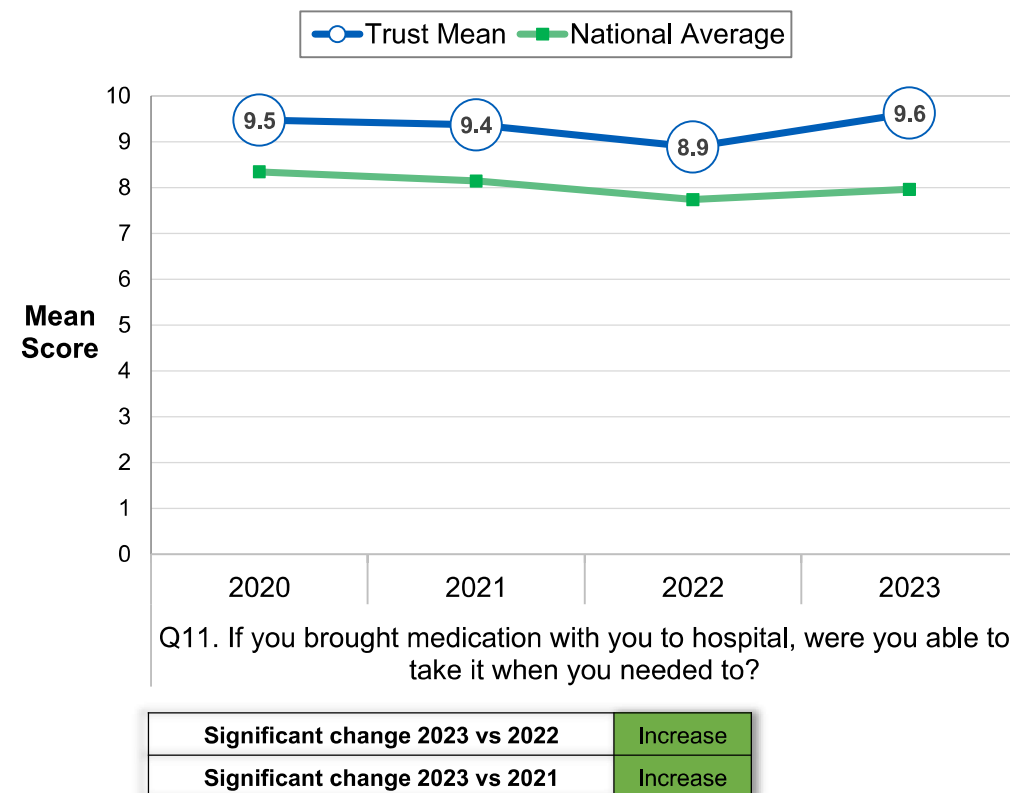
Number of respondents: 2020: 632; 2021: 535; 2022: 531; 2023: 518

## Section 2. The hospital and ward

### Question scores



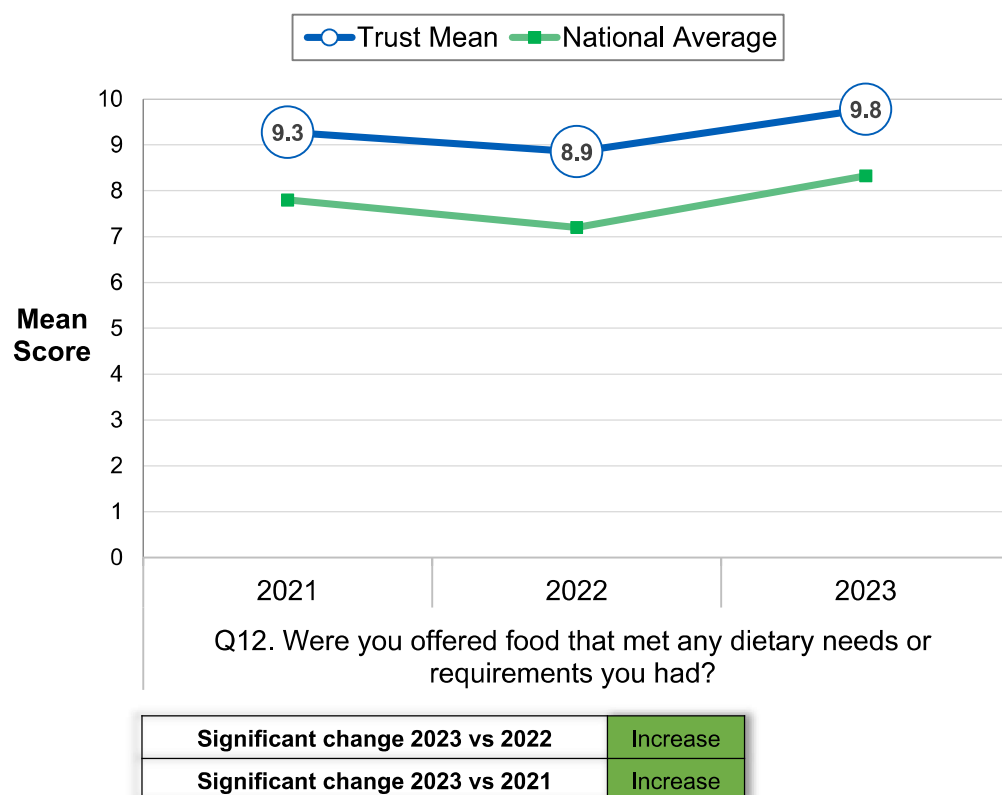
Answered by all. Respondents who stated they did not need help have been excluded.  
Number of respondents: 2020: 361; 2021: 328; 2022: 319; 2023: 301



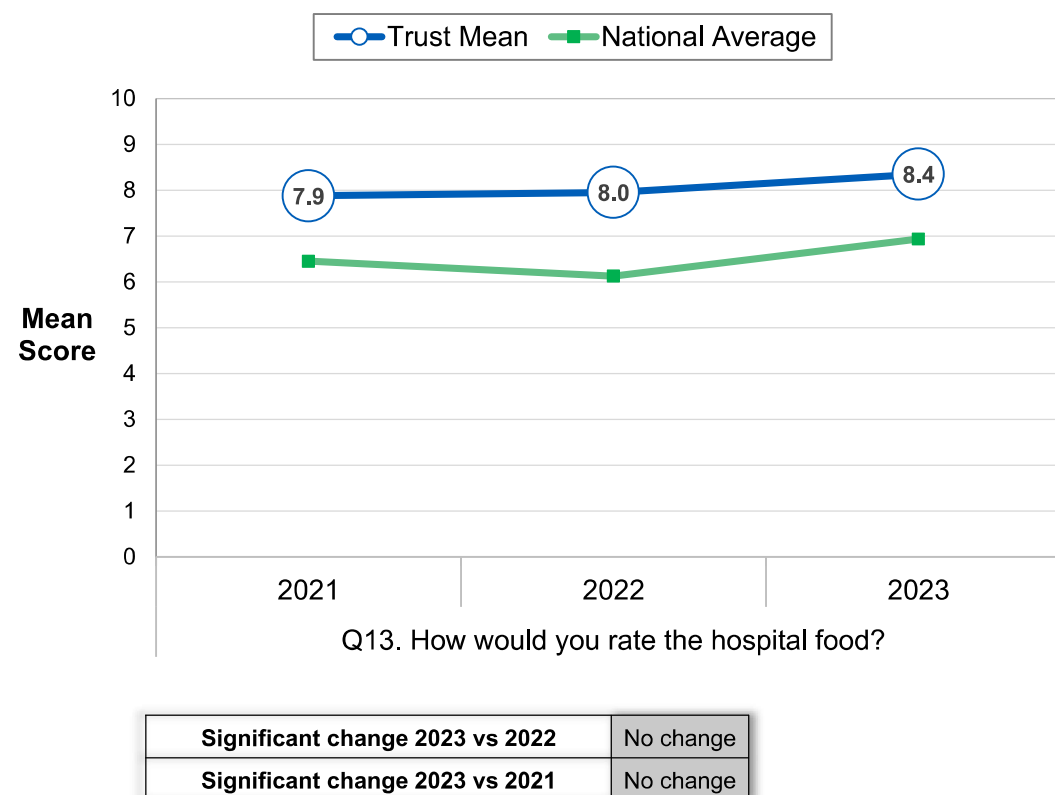
Answered by all. Respondents who stated that they had to stop taking medication as part of their treatment or did not bring medication with them to hospital have been excluded.  
Number of respondents: 2020: 355; 2021: 314; 2022: 319; 2023: 308

## Section 2. The hospital and ward

### Question scores



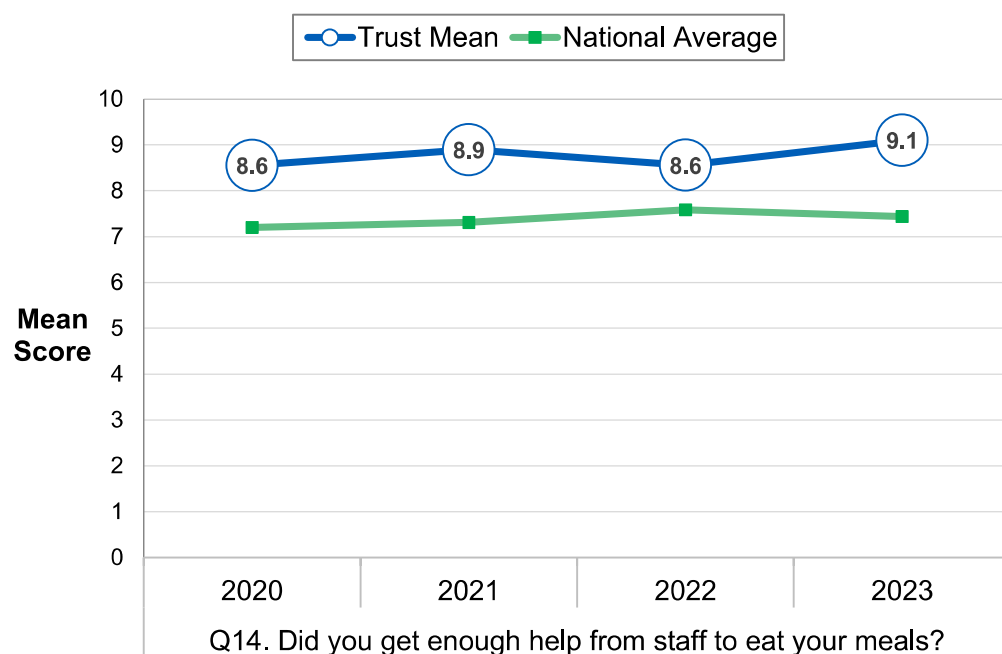
Answered by all. Respondents who stated they did not have any dietary needs or requirements or did not have any hospital food or were fed through tube feeding have been excluded.  
Number of respondents: 2021: 264; 2022: 249; 2023: 236



Answered by all who ate hospital food.  
Number of respondents: 2021: 468; 2022: 449; 2023: 420

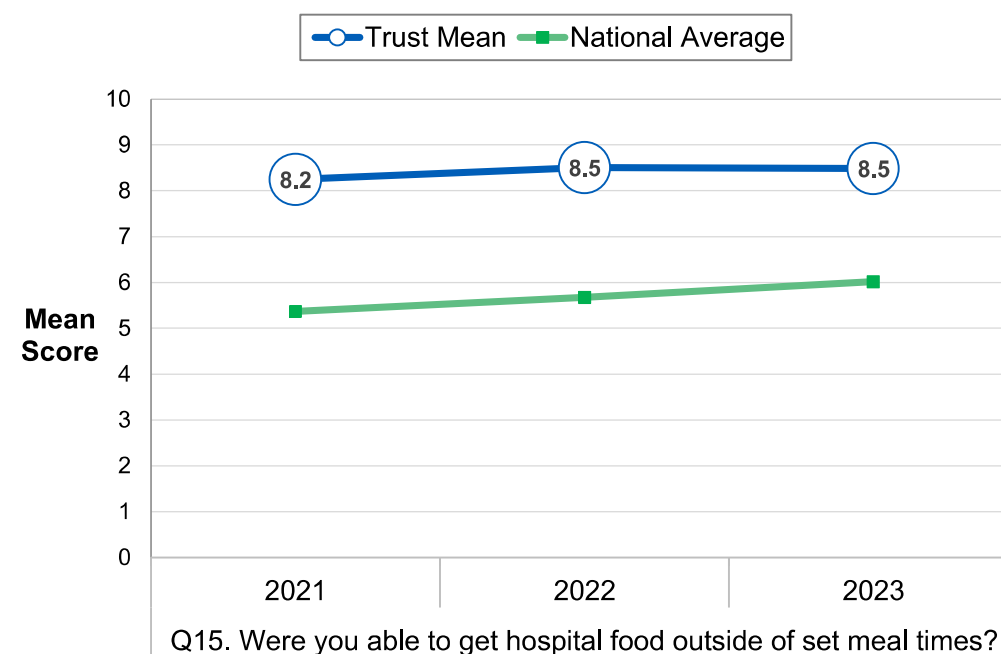
## Section 2. The hospital and ward

### Question scores



Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all who ate hospital food. Respondents who stated they did not need help to eat their meals have been excluded.  
Number of respondents: 2020: 135; 2021: 146; 2022: 139; 2023: 118

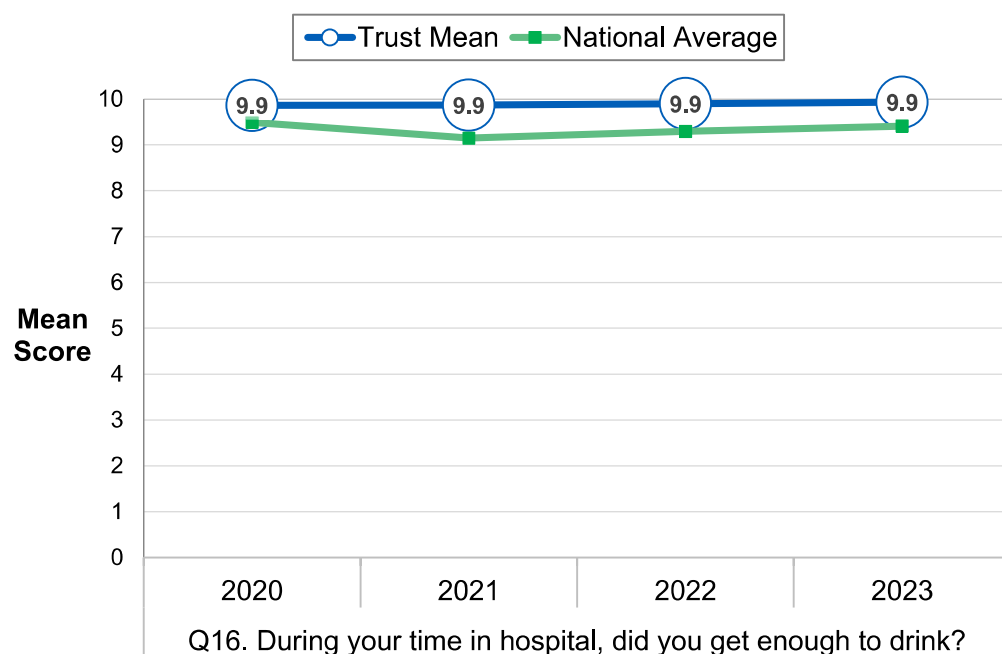


Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all who ate hospital food. Respondents who stated they did not need this, didn't know, or couldn't remember have been excluded.  
Number of respondents: 2021: 178; 2022: 178; 2023: 163

## Section 2. The hospital and ward

### Question scores

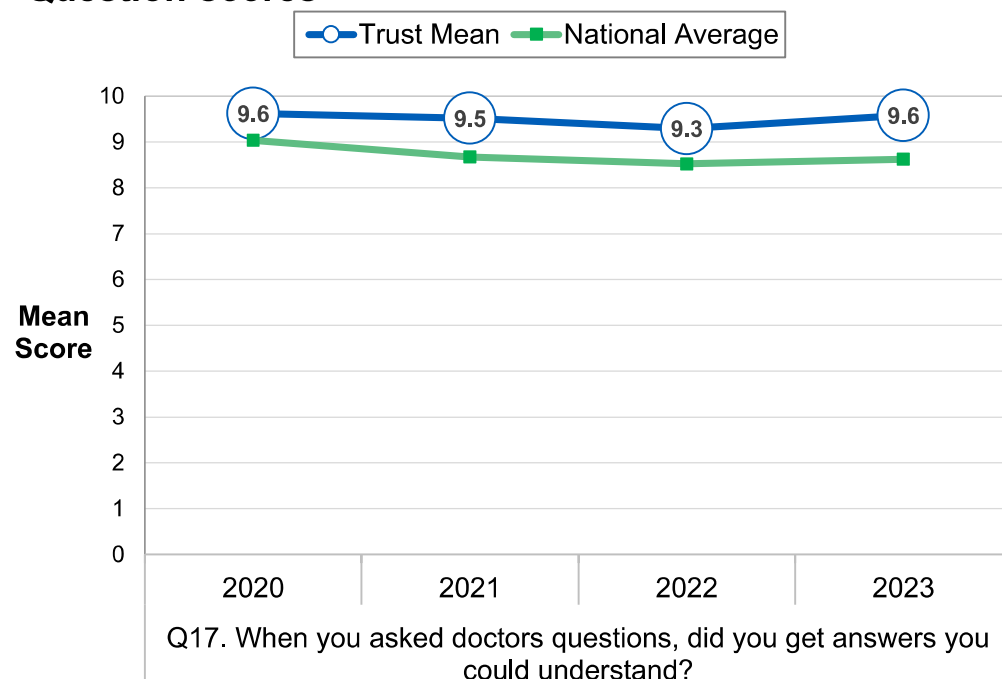


Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all. Respondents who only stated they had a hydration drip have been excluded.  
 Number of respondents: 2020: 600; 2021: 525; 2022: 515; 2023: 509

## Section 3. Doctors

### Question scores



Significant change 2023 vs 2022

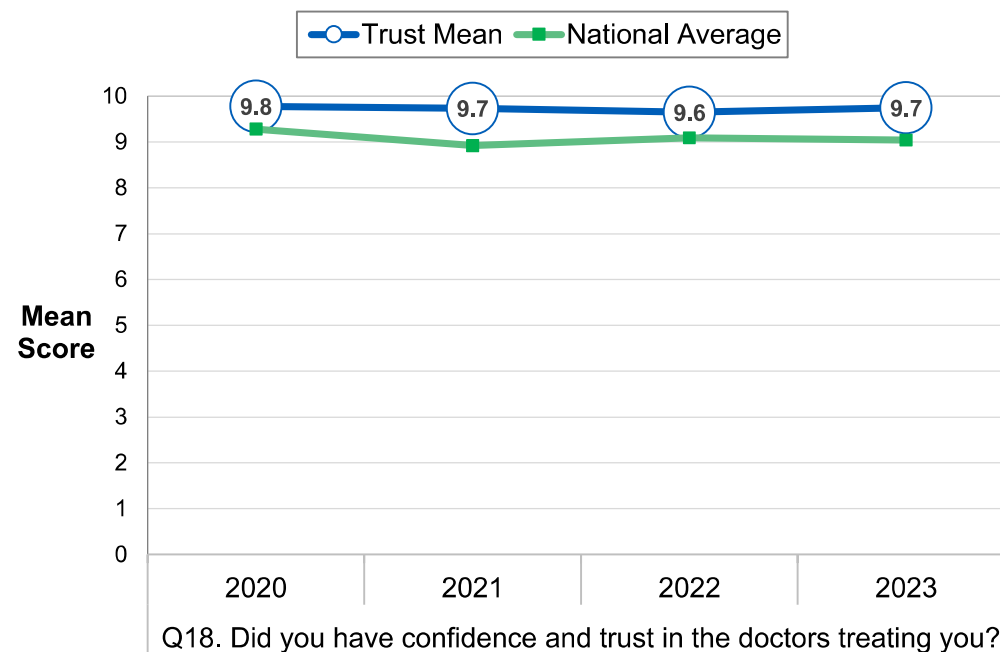
No change

Significant change 2023 vs 2021

No change

Answered by all. Respondents who stated they did not have any questions or feel able to ask questions have been excluded.

Number of respondents: 2020: 561; 2021: 476; 2022: 473; 2023: 459



Significant change 2023 vs 2022

No change

Significant change 2023 vs 2021

No change

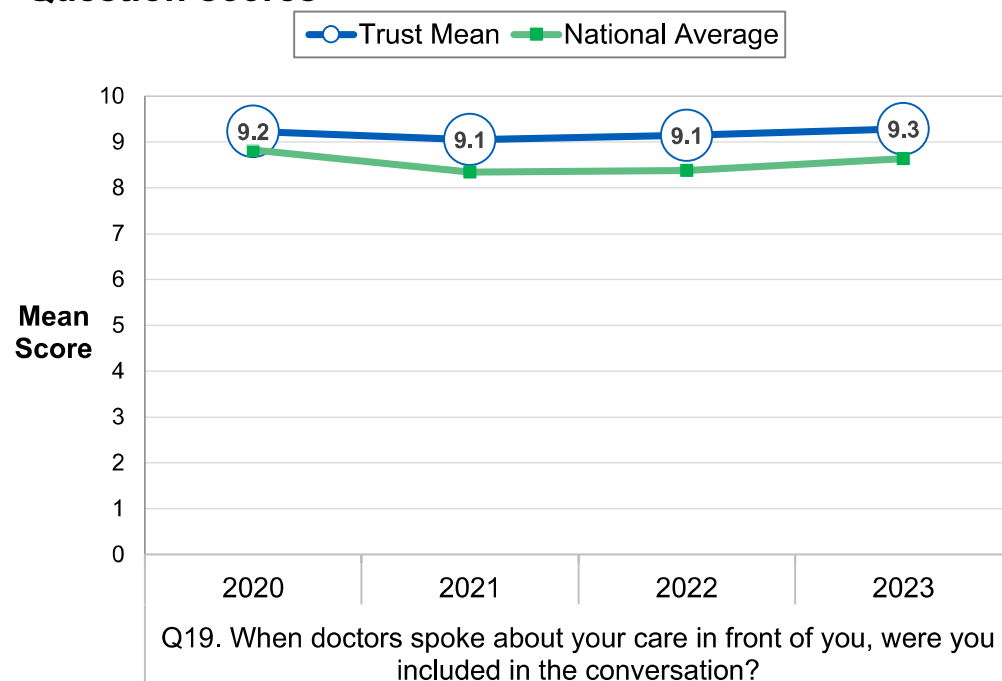
Answered by all.

Number of respondents: 2020: 623; 2021: 535; 2022: 526; 2023: 519



## Section 3. Doctors

### Question scores



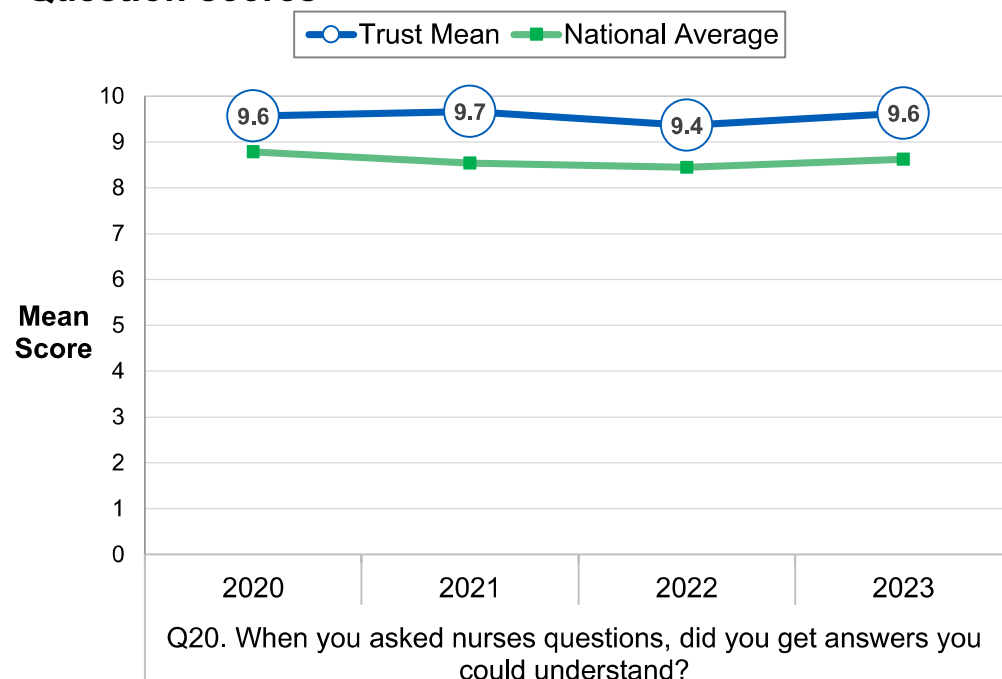
Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all.

Number of respondents: 2020: 612; 2021: 526; 2022: 518; 2023: 512

## Section 4. Nurses

### Question scores

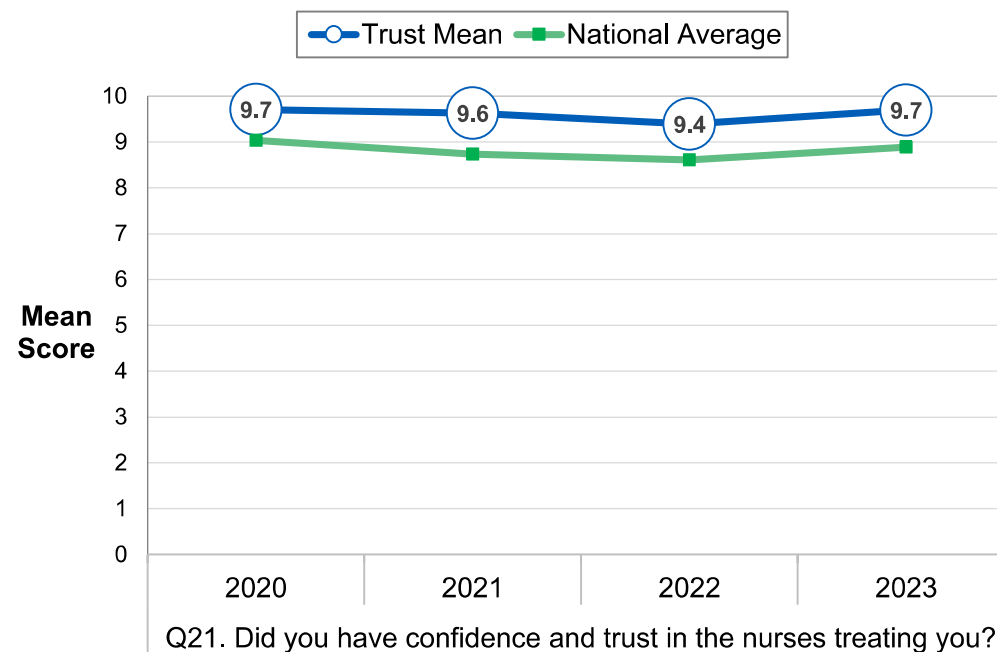


Significant change 2023 vs 2022	No change
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Significant change 2023 vs 2021	No change
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Answered by all. Respondents who stated they did not have any questions or feel able to ask questions have been excluded.

Number of respondents: 2020: 603; 2021: 511; 2022: 513; 2023: 494



Significant change 2023 vs 2022	Increase
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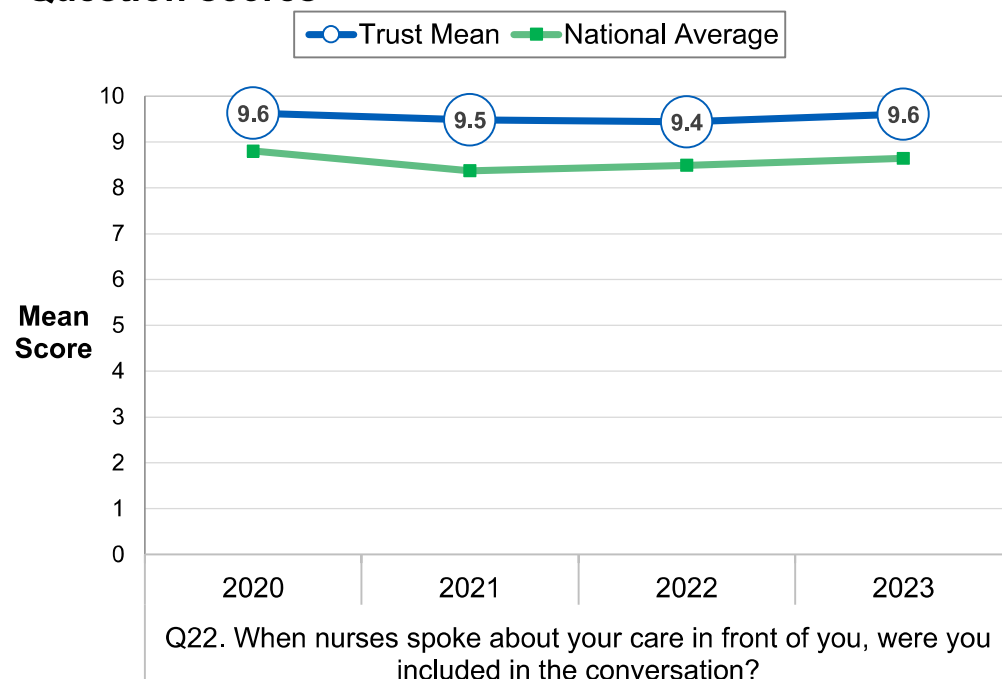
Significant change 2023 vs 2021	Increase
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Answered by all.

Number of respondents: 2020: 633; 2021: 539; 2022: 531; 2023: 524

## Section 4. Nurses

### Question scores



Significant change 2023 vs 2022

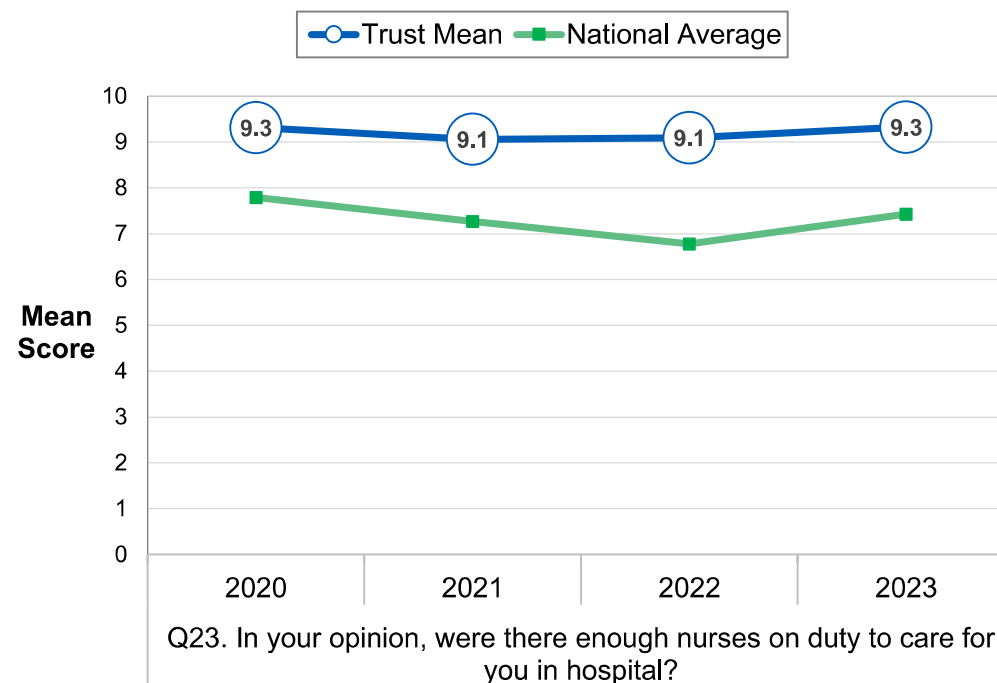
No change

Significant change 2023 vs 2021

No change

Answered by all.

Number of respondents: 2020: 628; 2021: 533; 2022: 523; 2023: 514



Significant change 2023 vs 2022

No change

Significant change 2023 vs 2021

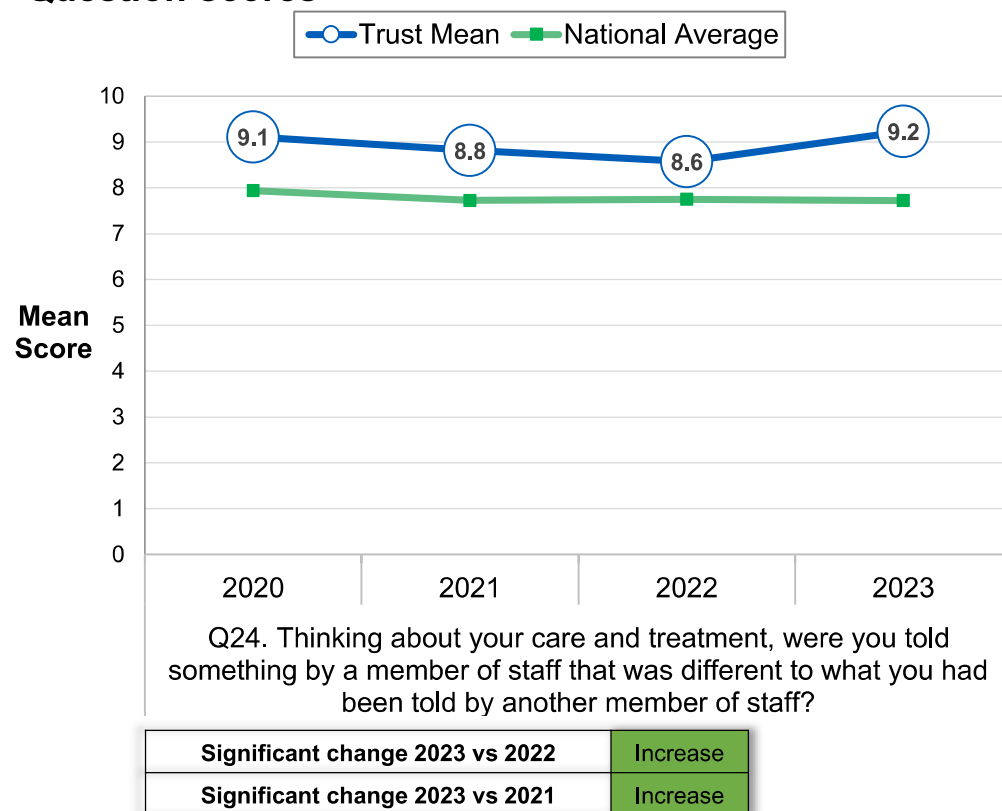
No change

Answered by all

Number of respondents: 2020: 627; 2021: 534; 2022: 528; 2023: 516

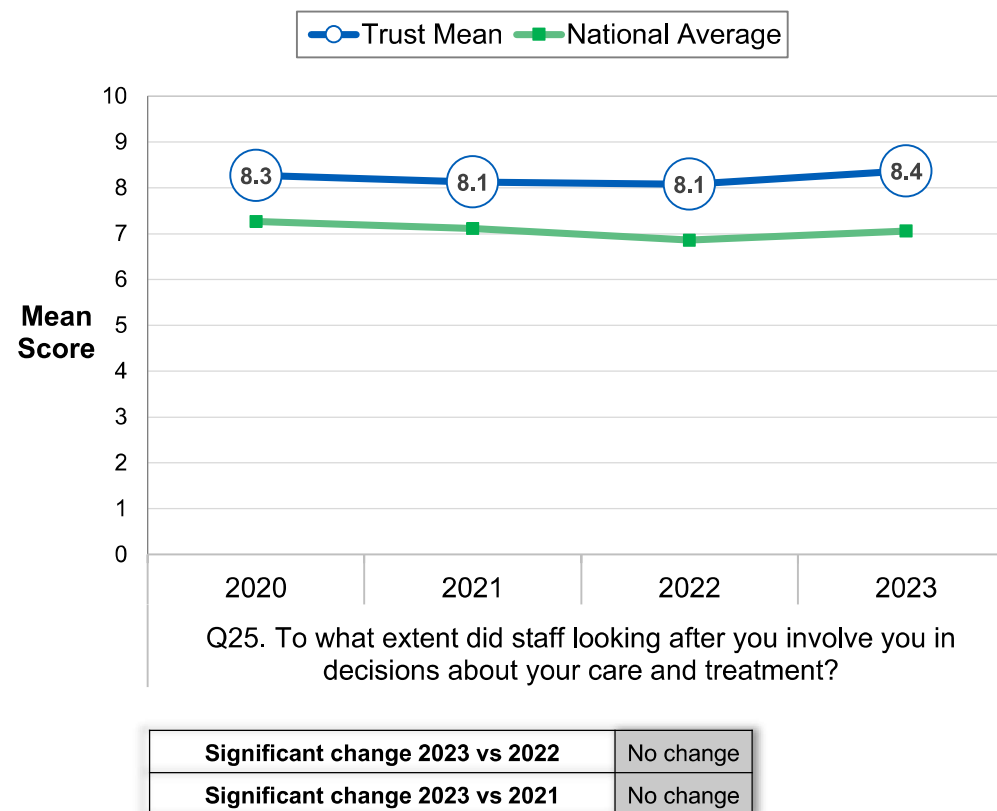
## Section 5. Your care and treatment

### Question scores



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

Number of respondents: 2020: 586; 2021: 496; 2022: 480; 2023: 477

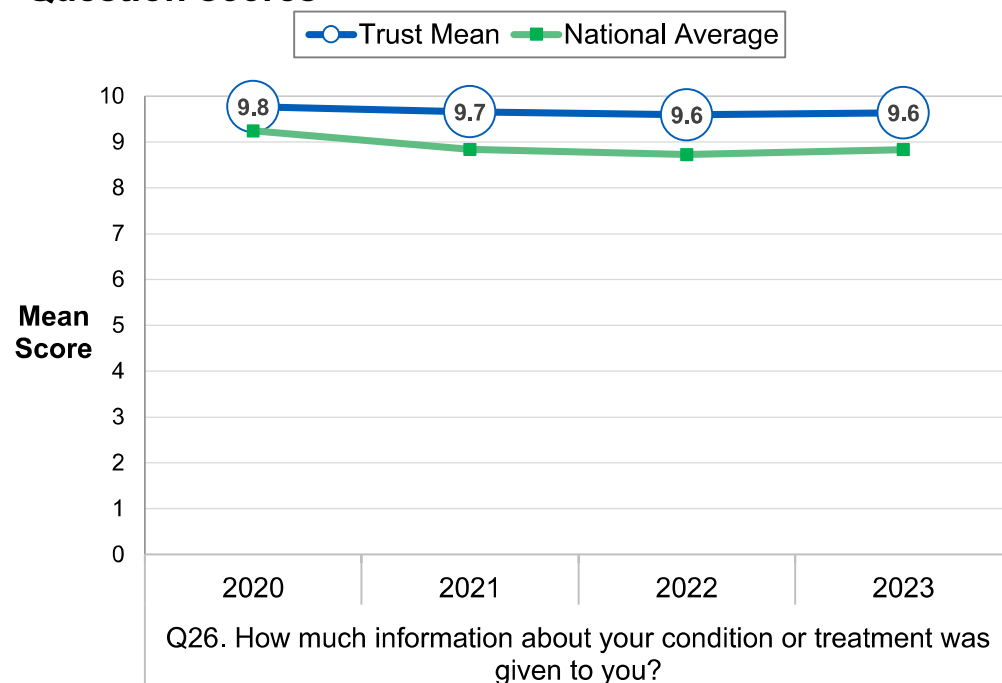


Answered by all. Respondents who stated they were not able to be or didn't want to be involved have been excluded.

Number of respondents: 2020: 605; 2021: 510; 2022: 506; 2023: 493

## Section 5. Your care and treatment

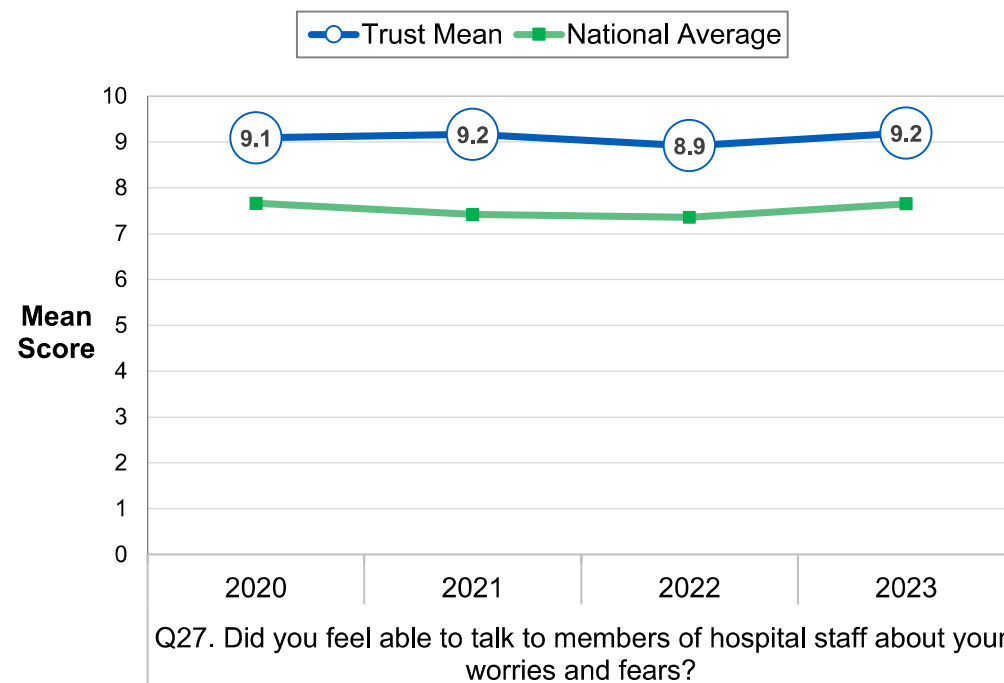
### Question scores



Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

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

Number of respondents: 2020: 626; 2021: 530; 2022: 523; 2023: 512



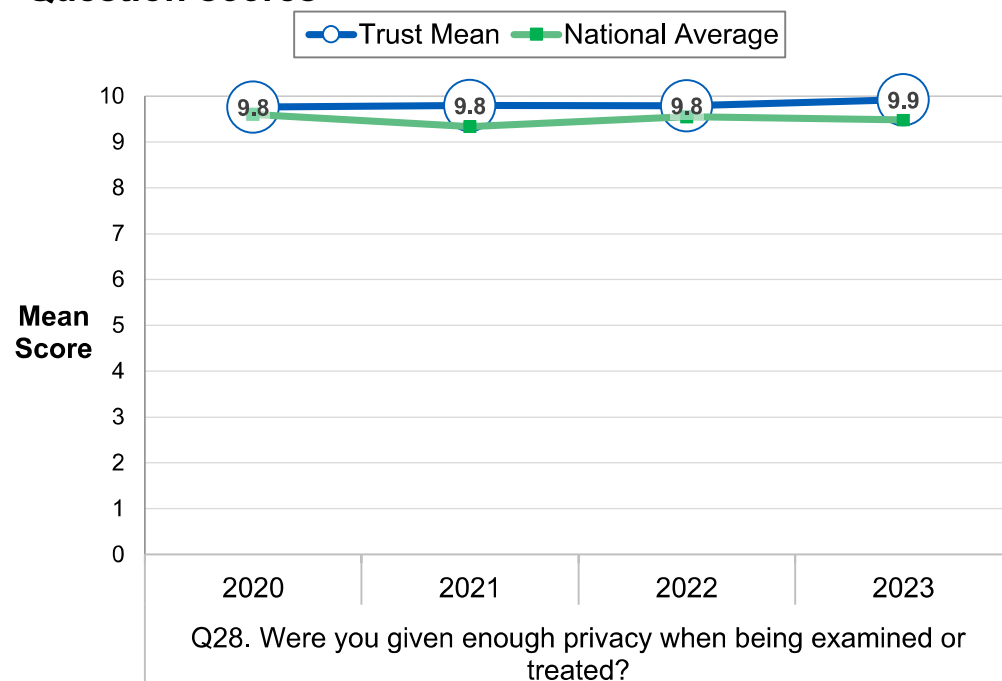
Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all. Respondents who stated they had no worries or fears have been excluded.

Number of respondents: 2020: 514; 2021: 446; 2022: 444; 2023: 414

## Section 5. Your care and treatment

### Question scores

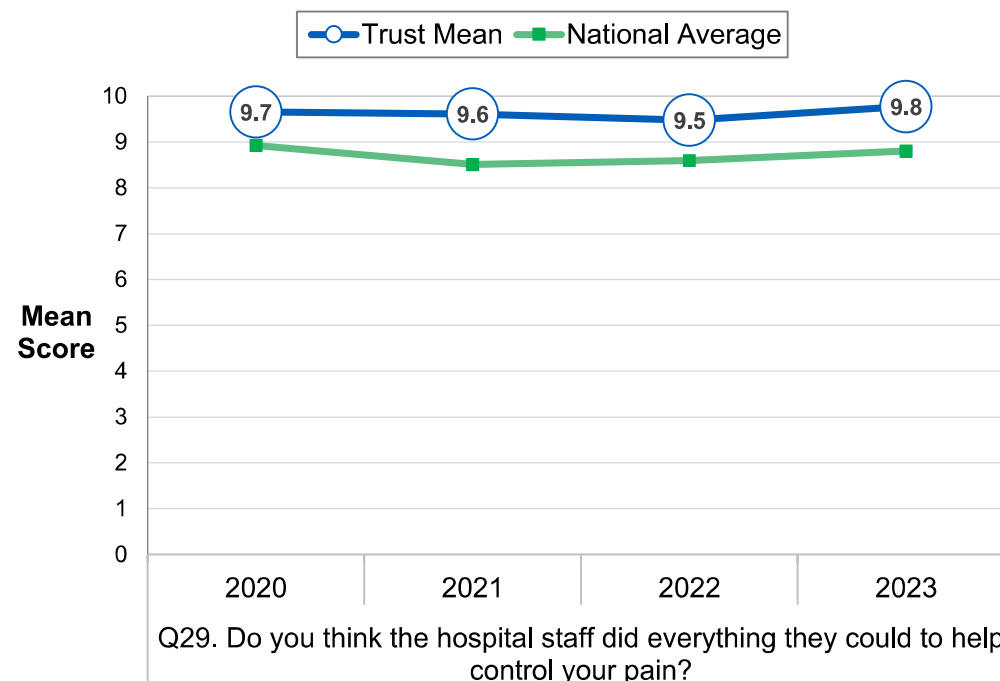


Q28. Were you given enough privacy when being examined or treated?

Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all. Respondents who stated they did not want this, didn't know or couldn't remember have been excluded.

Number of respondents: 2020: 626; 2021: 529; 2022: 524; 2023: 509



Q29. Do you think the hospital staff did everything they could to help control your pain?

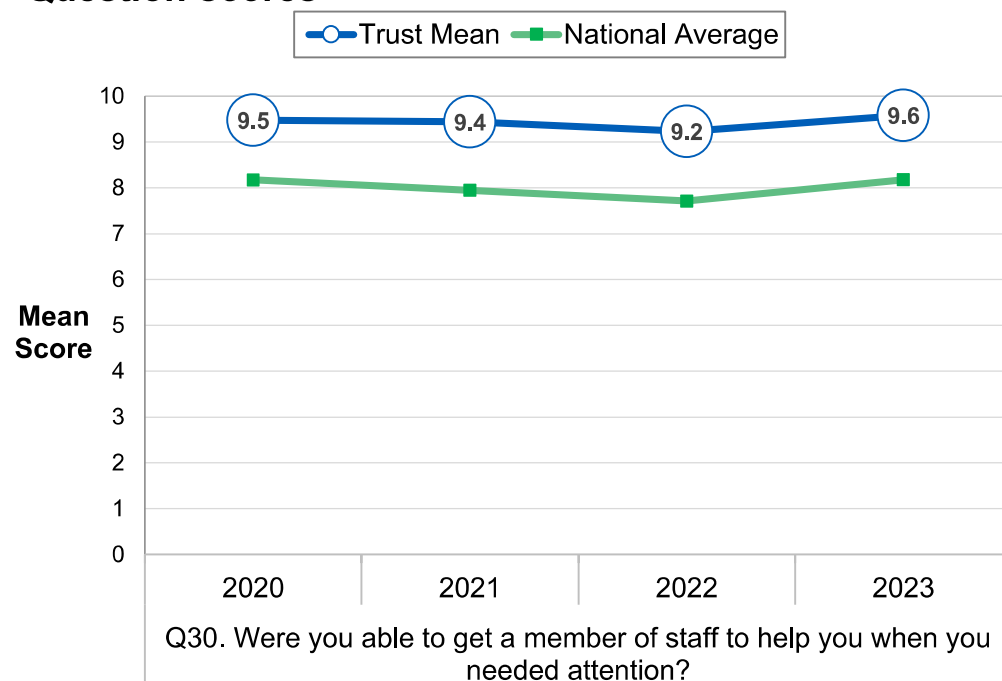
Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all. Respondents who stated they were not in any pain, didn't know or couldn't remember have been excluded.

Number of respondents: 2020: 490; 2021: 445; 2022: 399; 2023: 376

## Section 5. Your care and treatment

### Question scores

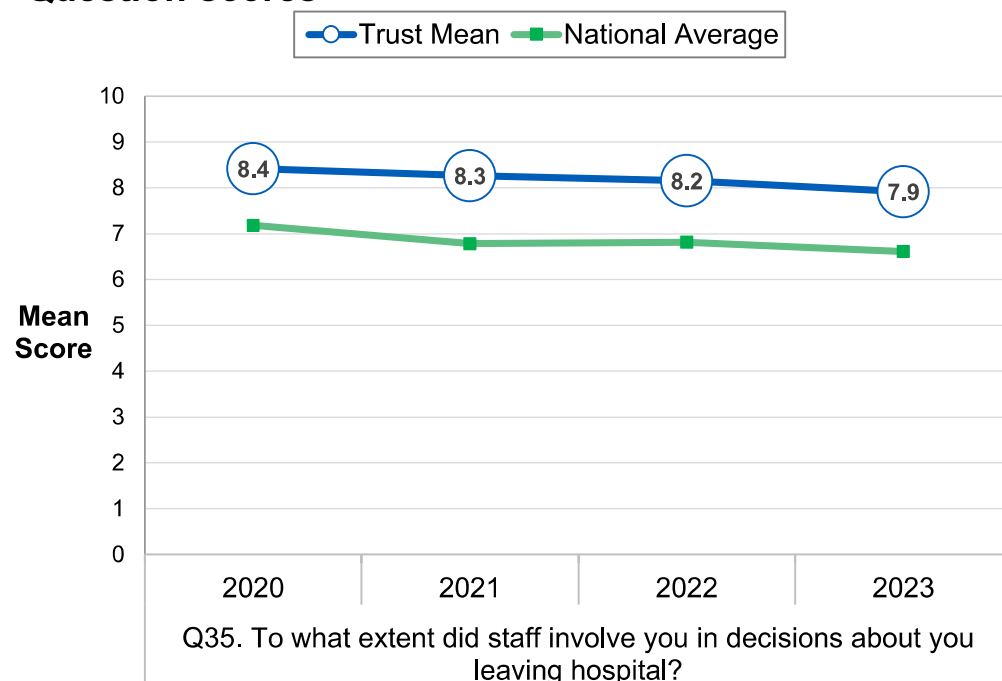


Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all. Respondents who stated they did not need attention have been excluded.  
 Number of respondents: 2020: 526; 2021: 458; 2022: 443; 2023: 427

## Section 7. Leaving hospital

### Question scores



Significant change 2023 vs 2022

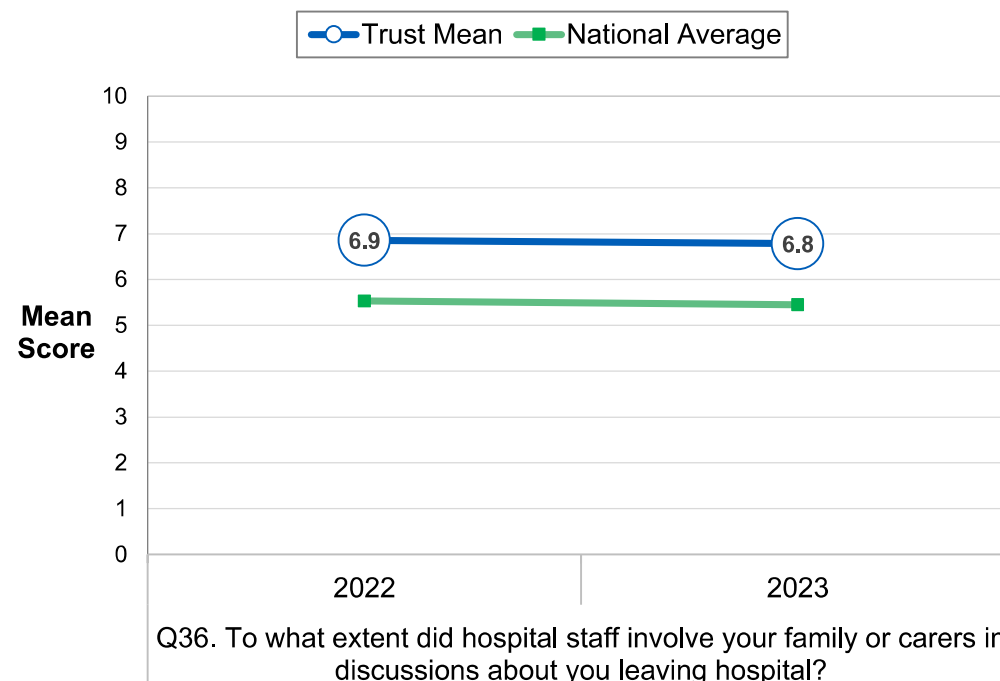
No change

Significant change 2023 vs 2021

No change

Answered by all. Respondents who stated they did not want to be involved in decisions have been excluded.

Number of respondents: 2020: 606; 2021: 512; 2022: 499; 2023: 488



Significant change 2023 vs 2022

No change

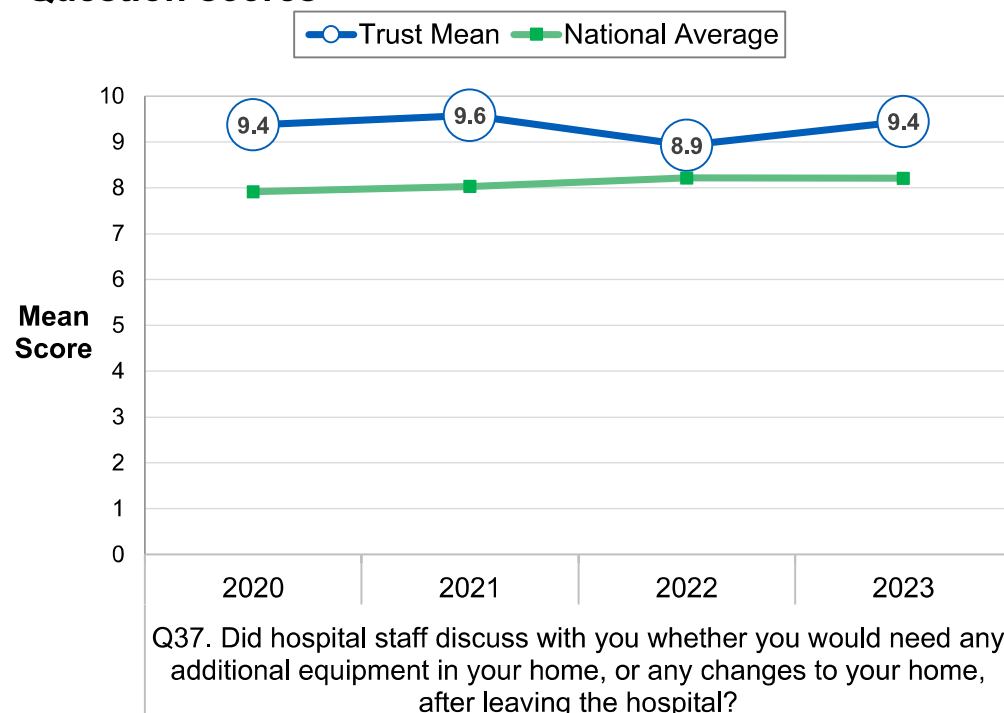
Answered by all. Respondents who stated that it was not necessary, they didn't know or couldn't remember have been excluded.

Number of respondents: 2022: 256; 2023: 243



## Section 7. Leaving hospital

### Question scores

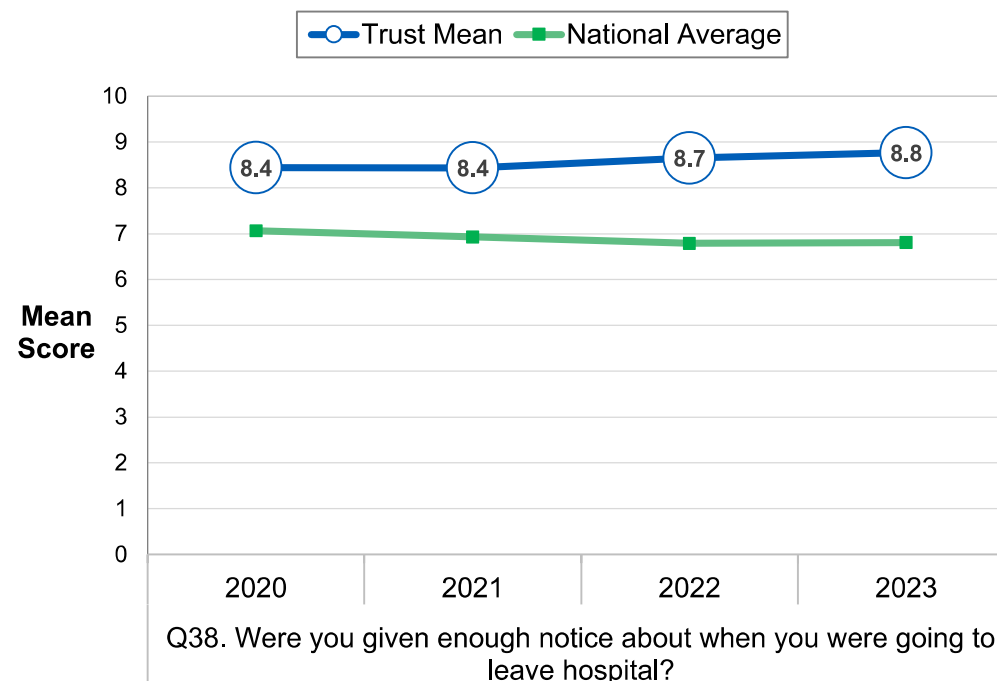


Significant change 2023 vs 2022	No change
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Significant change 2023 vs 2021	No change
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Answered by all. Respondents who stated that it was not necessary to discuss it or that they didn't know or couldn't remember have been excluded.

Number of respondents: 2020: 157; 2021: 149; 2022: 126; 2023: 105



Significant change 2023 vs 2022	No change
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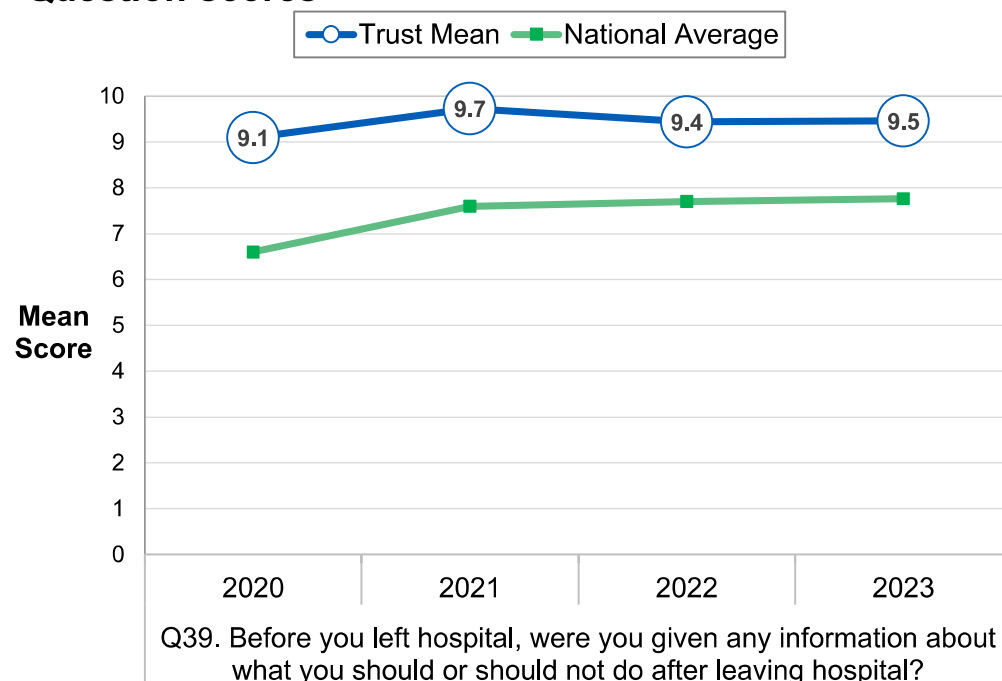
Significant change 2023 vs 2021	No change
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Answered by all.

Number of respondents: 2020: 632; 2021: 538; 2022: 533; 2023: 519

# Section 7. Leaving hospital

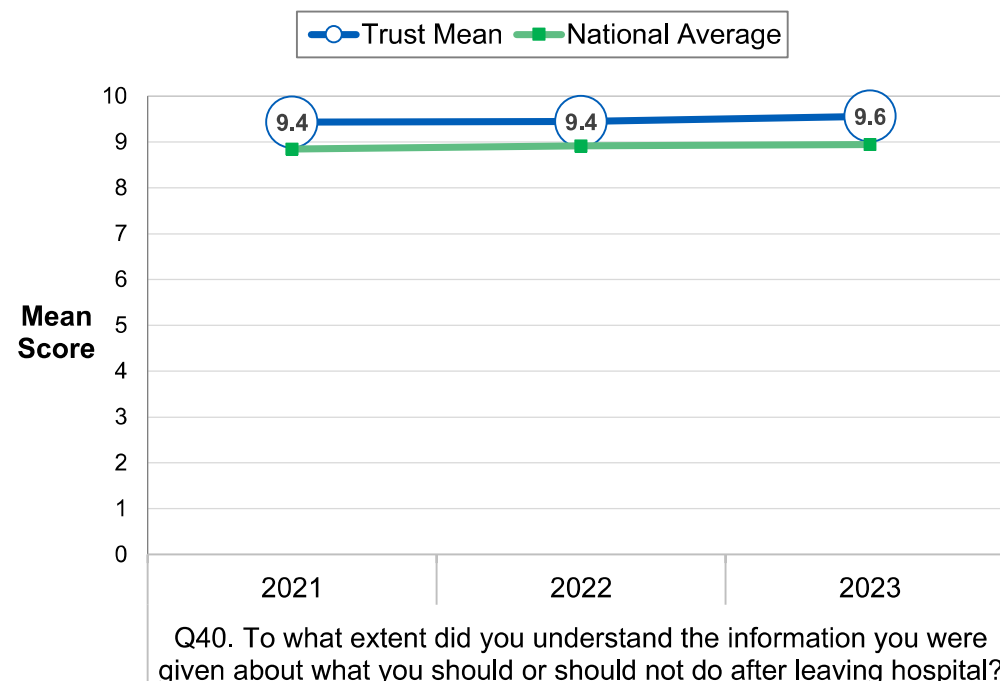
## Question scores



Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

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

Number of respondents: 2020: 590; 2021: 512; 2022: 511; 2023: 499



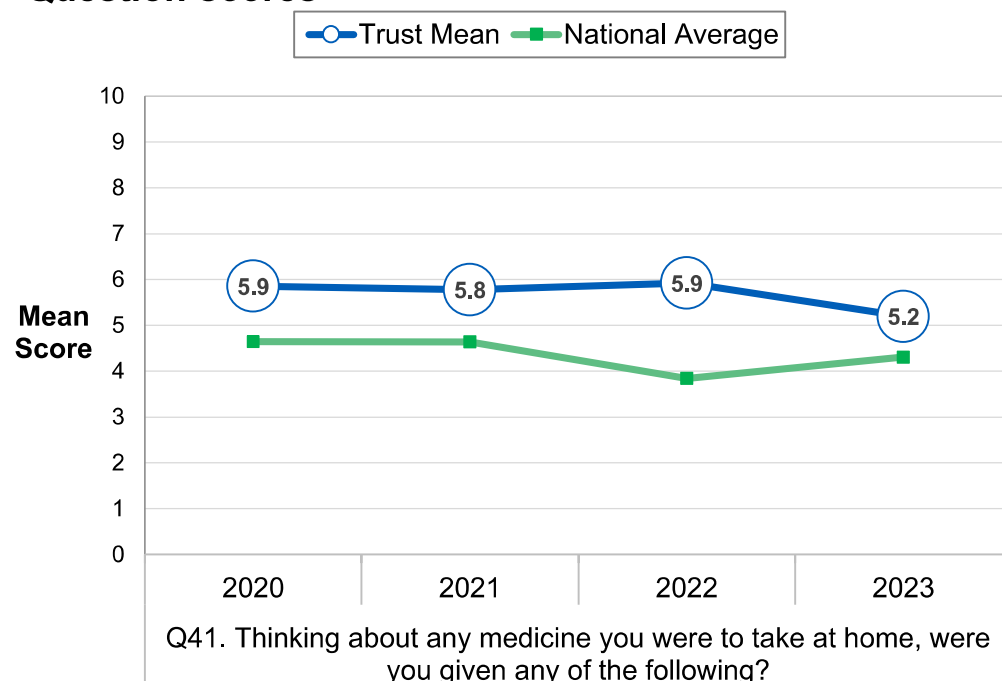
Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by those that were given information about what they should or should not do after leaving hospital. Respondents who stated that they didn't know or couldn't remember have been excluded.

Number of respondents: 2021: 480; 2022: 475; 2023: 453

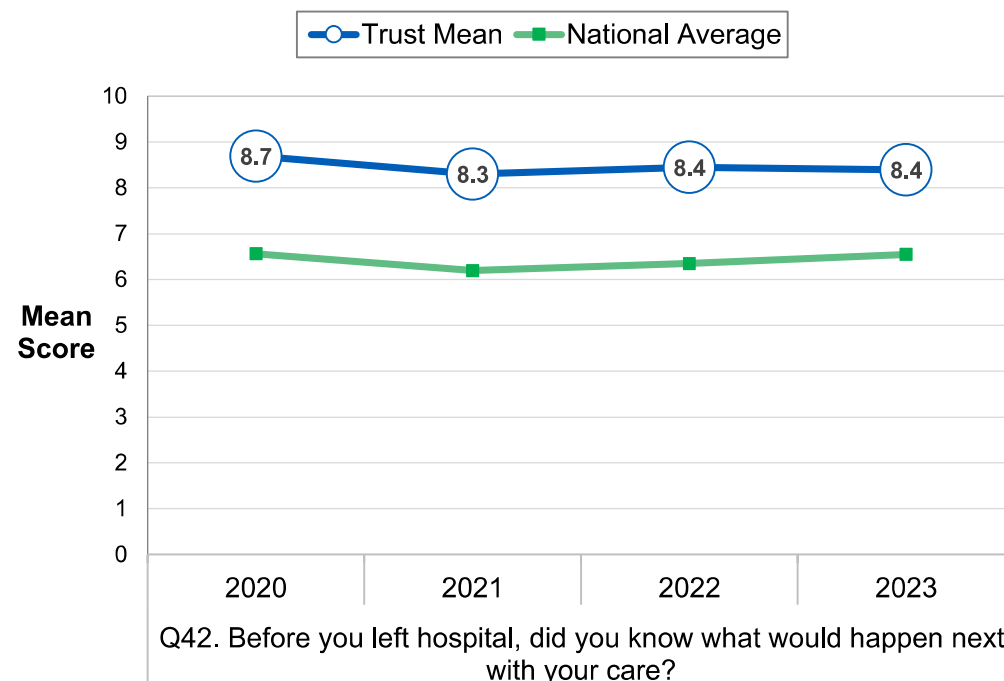
## Section 7. Leaving hospital

### Question scores



Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all. Respondents who stated that they had no medicine have been excluded.  
Number of respondents: 2020: 360; 2021: 370; 2022: 271; 2023: 278

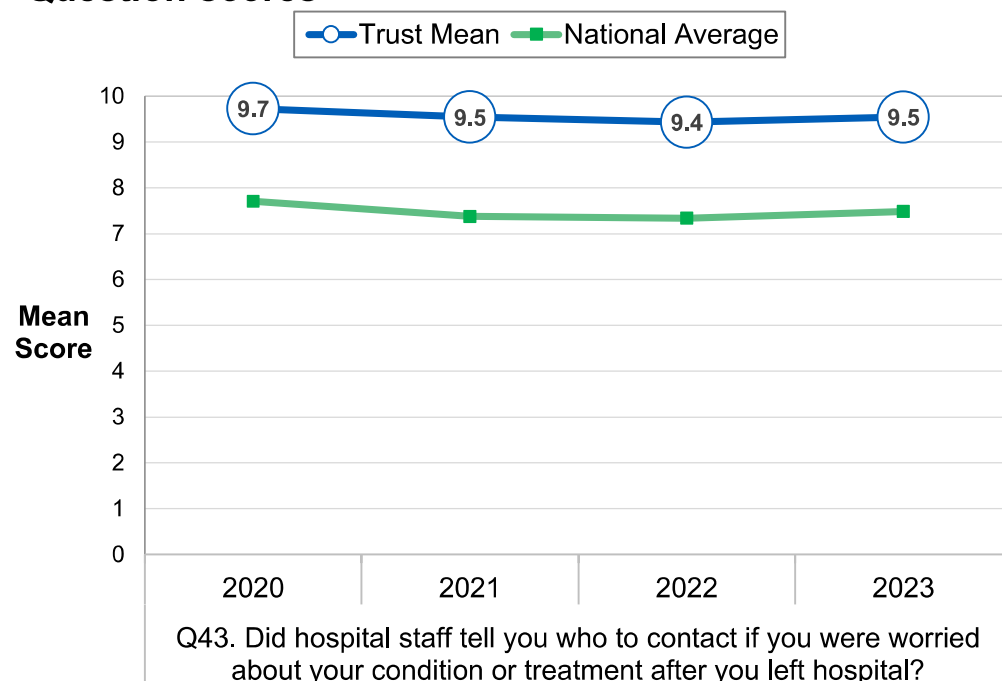


Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all. Respondents who stated that they did not need further care have been excluded.  
Number of respondents: 2020: 586; 2021: 517; 2022: 497; 2023: 483

## Section 7. Leaving hospital

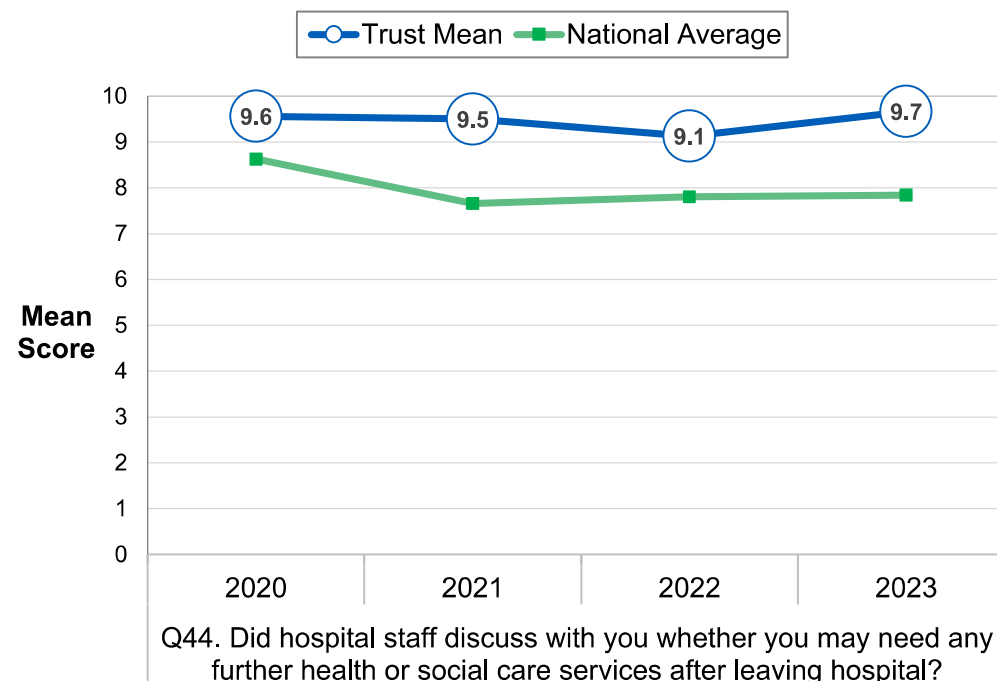
### Question scores



Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

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

Number of respondents: 2020: 600; 2021: 511; 2022: 499; 2023: 486



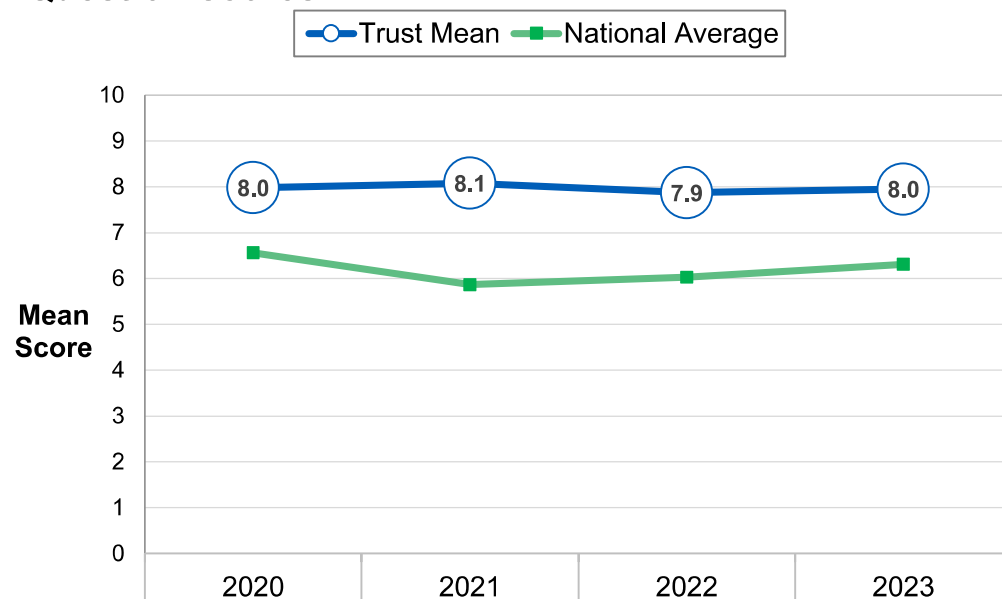
Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all. Respondents who stated that it was not necessary to discuss it, or that they didn't know or couldn't remember have been excluded.

Number of respondents: 2020: 257; 2021: 239; 2022: 209; 2023: 178

## Section 7. Leaving hospital

### Question scores



Q46. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?

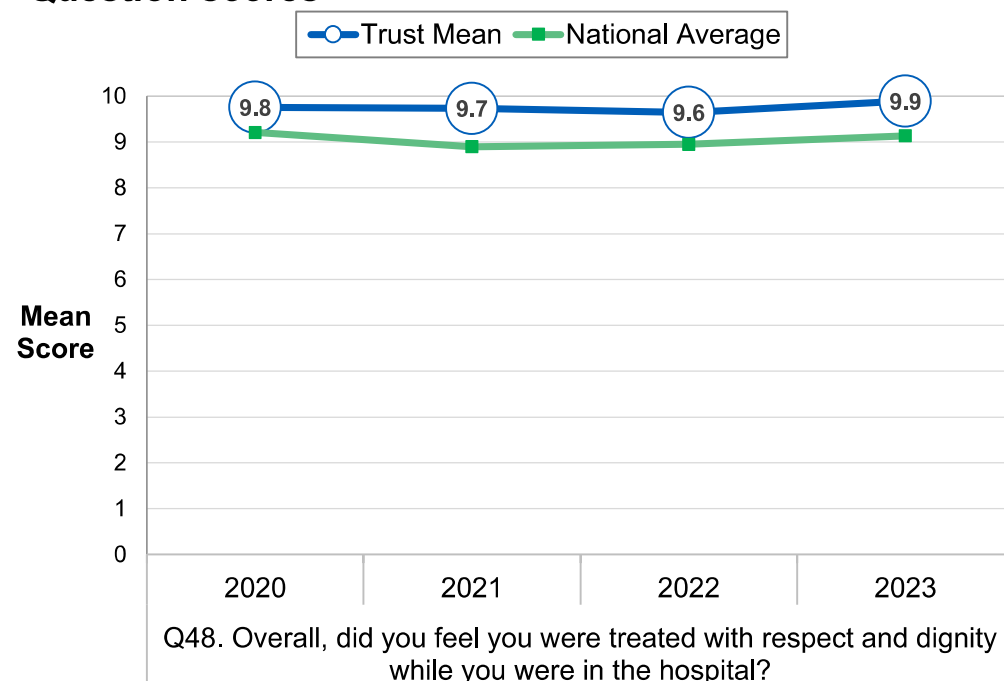
Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all except those who were transferred to another hospital. Respondents who stated they did not need any support have been excluded.

Number of respondents: 2020: 262; 2021: 225; 2022: 211; 2023: 204

# Section 10. Respect and dignity

## Question scores



Significant change 2023 vs 2022

Increase

Significant change 2023 vs 2021

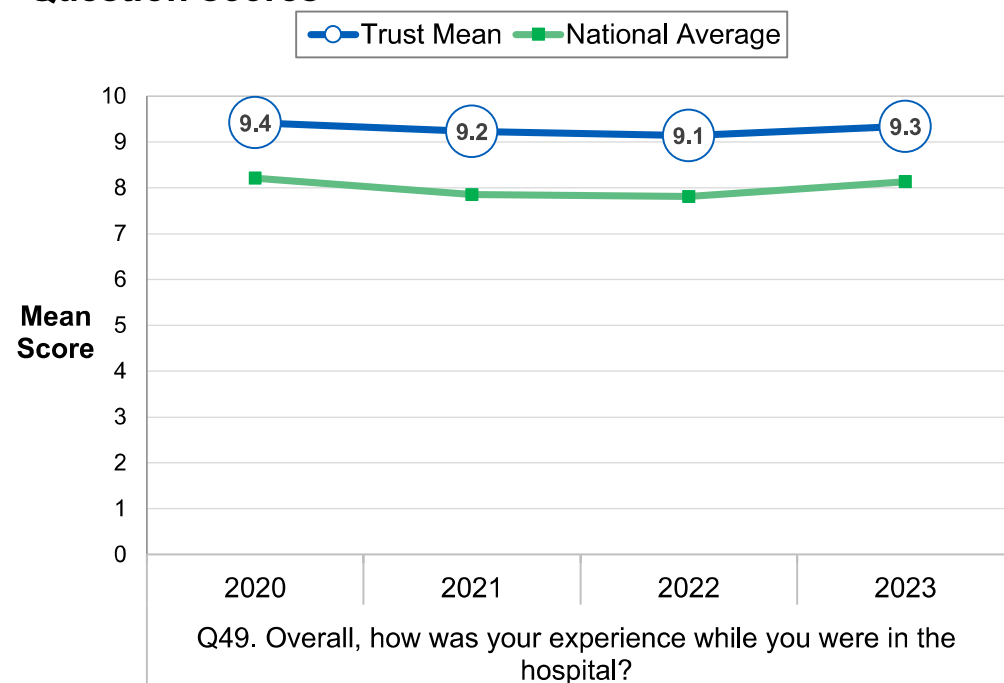
Increase

Answered by all.

Number of respondents: 2020: 630; 2021: 536; 2022: 534; 2023: 520

# Section 11. Overall experience

## Question scores



Significant change 2023 vs 2022	No change
Significant change 2023 vs 2021	No change

Answered by all.

Number of respondents: 2020: 630; 2021: 536; 2022: 535; 2023: 520

# Appendix



## Comparison to other trusts

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

- Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?
- Q5. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?
- Q6\_1. Were you ever prevented from sleeping at night by any of the following? Noise from other patients
- Q6\_2. Were you ever prevented from sleeping at night by any of the following? Noise from staff
- Q6\_4. Were you ever prevented from sleeping at night by any of the following? Hospital lighting
- Q6\_8. Were you ever prevented from sleeping at night by any of the following? I was not prevented from sleeping
- Q9. How clean was the hospital room or ward that you were in?
- Q10. Did you get enough help from staff to wash or keep yourself clean?
- Q11. If you brought medication with you to hospital, were you able to take it when you needed to?
- Q12. Were you offered food that met any dietary needs or requirements you had?
- Q13. How would you rate the hospital food?
- Q14. Did you get enough help from staff to eat your meals?
- Q15. Were you able to get hospital food outside of set meal times?
- Q16. During your time in hospital, did you get enough to drink?
- Q17. When you asked doctors questions, did you get answers you could understand?
- Q18. Did you have confidence and trust in the doctors treating you?
- Q20. When you asked nurses questions, did you get answers you could understand?
- Q21. Did you have confidence and trust in the nurses treating you?
- Q22. When nurses spoke about your care in front of you, were you included in the conversation?
- Q23. In your opinion, were there enough nurses on duty to care for you in hospital?
- Q24. Thinking about your care and treatment, were you told something by a member of staff that was different to what you had been told by another member of staff?
- Q25. To what extent did staff looking after you involve you in decisions about your care and treatment?
- Q26. How much information about your condition or treatment was given to you?
- Q27. Did you feel able to talk to members of hospital staff about your worries and fears?
- Q28. Were you given enough privacy when being examined or treated?

## Comparison to other trusts

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

- Q4. How would you rate the quality of information you were given, while you were on the waiting list to be admitted to hospital?
- Q19. When doctors spoke about your care in front of you, were you included in the conversation?
- Q33. Were you given enough information about the care and treatment you would receive while on a virtual ward?
- Q34. Before being admitted onto a virtual ward, did hospital staff give you information about the risks and benefits of continuing your treatment on a virtual ward?
- Q36. To what extent did hospital staff involve your family or carers in discussions about you leaving hospital?
- Q41. Thinking about any medicine you were to take at home, were you given any of the following?

## Comparison to other trusts

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

### Somewhat better than expected

- No questions for your trust fall within this banding.

## Comparison to other trusts

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

### Somewhat worse than expected

- No questions for your trust fall within this banding.

## Comparison to other trusts

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

### Worse than expected

- No questions for your trust fall within this banding.

## Comparison to other trusts

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



# NHS Adult Inpatient Survey 2023

## Results for Queen Victoria Hospital NHS Foundation Trust



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

- ✓ **Wait to get a bed:** The wait to get a bed on a ward after arrival
- ✓ **Food:** Patients being able to get hospital food outside of set meal times
- ✓ **Sleeping:** Patients not being prevented from sleeping at night
- ✓ **Provide views on care:** Patients being given the opportunity to give views on the quality of their care while at hospital
- ✓ **Leaving hospital:** Staff telling patients who to contact if worried about condition/treatment after leaving hospital

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

- **Sleeping:** Patients being prevented from sleeping at night due to room temperature
- **Privacy:** Patients being given enough privacy when being examined or treated
- **Drink:** Patients getting enough to drink
- **Leaving hospital:** Patients able to understand information given about what they should/shouldn't do after leaving hospital
- **Inclusion in conversation:** Patients being included in conversation when doctors are speaking about their care

These topics are calculated by comparing your trust's results to the average of all trusts. "Where patient experience is best": These are the five results for your trust that are highest compared with the average of all trusts. "Where patient experience could improve": These are the five results for your trust that are lowest compared with the average of all trusts.

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2023. Between January 2024 and April 2024, a questionnaire was sent to 1250 inpatients at Queen Victoria Hospital NHS Foundation Trust who had attended in late 2023. Responses were received from 524 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].



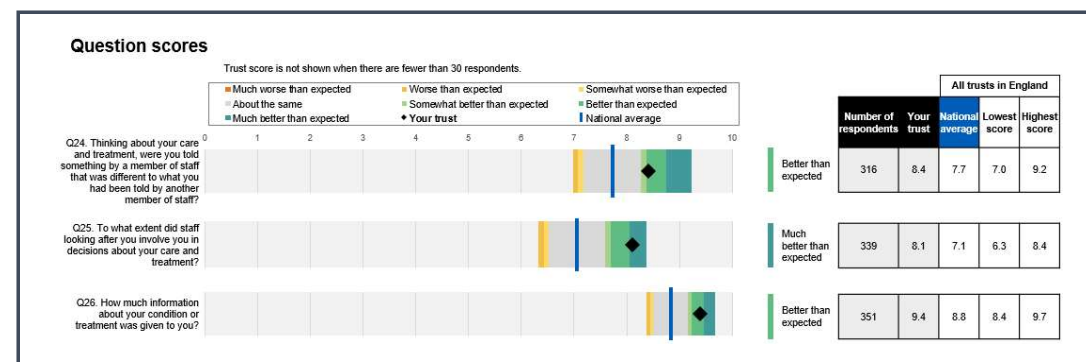
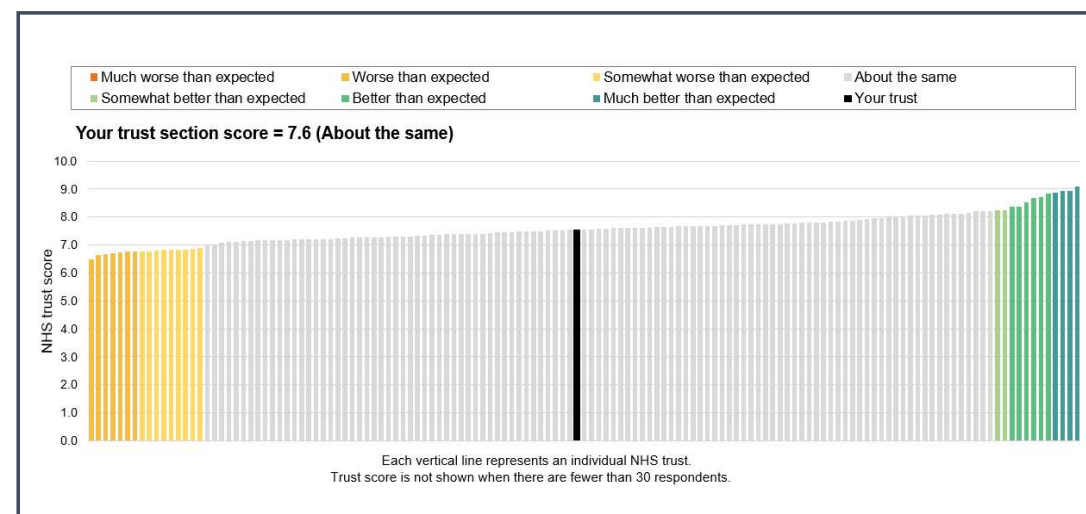
# How to interpret benchmarking in this report

## Trust level benchmarking

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

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

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





# How to interpret benchmarking in this report (continued)

## Trust level benchmarking

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

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

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

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

## Site level benchmarking

The charts in the 'trust and site results' section present site level benchmarking. This allows you to compare the results for sites within your trust with all other sites across trusts. It is important to note that there may be differences between the average score of the sites provided and the overall score for the trust. This may be related to the size of the sites, results for suppressed sites or weighting, as sites and trusts are weighted separately. In addition, if a single site result is presented for a trust, the 'expected range' category may differ: although the score achieved will be the same for both the site and for the trust, the upper and lower boundary levels will differ between the two due to them being calculated differently in each case.

If fewer than 30 responses were received from patients discharged from a site, no scores will be displayed for that site.

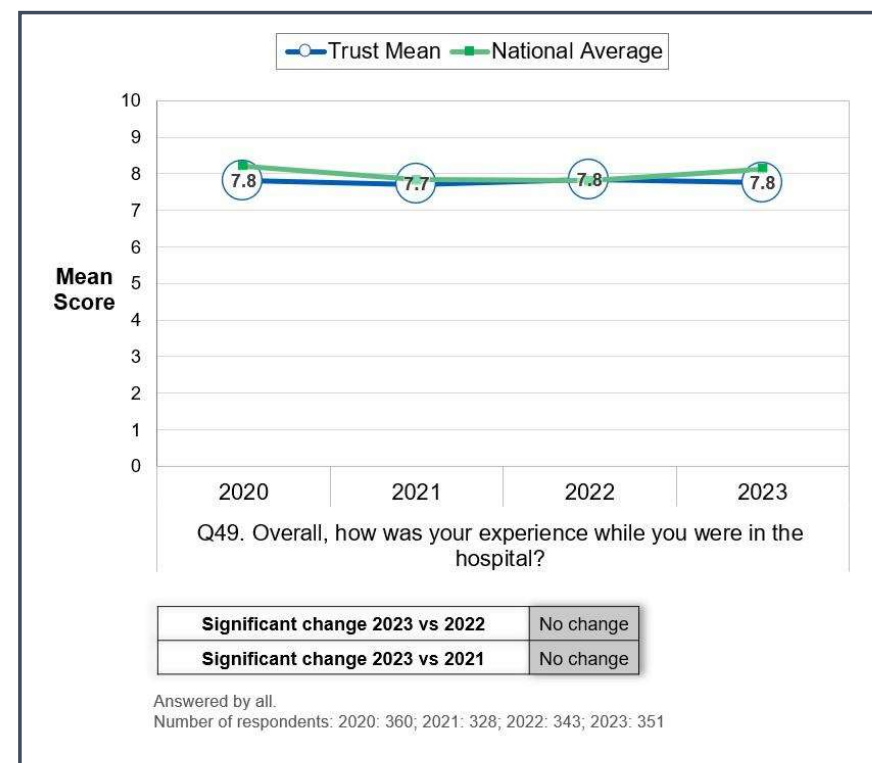
Additional information on the 'expected range' analysis technique can be found in the survey technical report on the [NHS Surveys website](#).

# How to interpret change over time in this report

The charts in the 'change over time' section show how your trust scored in each Inpatient survey iteration. Where available, trend data from 2020 to 2023 is shown. If a question only has one data point, this question is not shown. Questions that are not historically comparable, are also not shown.

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

Statistically significant changes are also displayed in tables underneath the charts, showing significant differences between this year (2023) and the previous years (2022 and 2021). Two sample t-tests with a 95% significance level were used to compare data between 2023 and 2022, and 2023 and 2021. A statistically significant difference means it is unlikely that 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 17 "When you asked doctors questions, did you get answers you could understand":

- The answer code "Yes, always" would be given a score of 10, as this refers to the most positive patient experience possible.
- The answer code "Sometimes" would be given a score of 5, as it is placed at an equal interval along the scale.
- The answer code "No, never" would be given a score of 0, as this response reflects considerable scope for improvement.
- The answer codes "I did not have any questions" and "I did not feel able to ask questions" would not be scored, as they do not have a clear bearing on the trust's performance in terms of patient experience.

## Calculating the trust score for each question

The weighted mean score for each trust, for each question, is calculated by dividing the sum of the weighted scores for a question by the weighted sum of all eligible respondents to the question for each trust. An example of this is provided in the [survey technical document](#).

## Calculating the section score

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

# For further information

Please contact the Survey Coordination Centre:  
[inpatient@surveycoordination.com](mailto:inpatient@surveycoordination.com)