

## 2012 Inpatient Survey

### Trusts significantly better or worse than the national average

Survey results for each trust, for each survey question and section (group of questions), are available on the CQC website at:

<http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys> This document lists the trusts that have been identified here as performing 'better' or 'worse' than average for each question that evaluates trust performance.

#### Interpreting the data

The following are the key points to bear in mind when reviewing the survey results:

It is extremely important that any comparisons across the results from different trusts are made appropriately, in the best way, and that suit the data you are looking at.

In listing here the results for each question, all we can say is that these trusts are 'significantly worse' or 'significantly better' than the national average.

We cannot say much more about the score itself, because it is taken from a sample of patients rather than from *all* patients at each trust. If we had surveyed a different sample of patients, we would find that the score for a particular question for a trust would be slightly different from the one we found with this survey. For this reason we are strongly advising against focusing on the scores when looking across the results from different trusts.

For example, we cannot say that a trust that has a score of 4.5 (Trust A) is any better than a trust with a score of 4.3 (Trust B). If the survey was carried out on a different sample of patients in each of the two trusts we cannot say that the scores will fall in the same order as before. It could be that if another survey was carried out, Trust B might score higher than Trust A. To say, therefore, that Trust A is 'worse than' Trust B, based on the results from this particular survey, is an unfair and inaccurate statement.

The categories presented on the website ('better' 'about the same' 'worse') have been analysed in a way which takes into account the reliability of data. If a trust is categorised as 'worse' than average then we can be very confident that it would continue to appear worse than average if the survey was repeated with a different sample.

Please note that all of the comparisons in the data are relative: we have compared trusts against each other, not against absolute thresholds.

It is also important to be aware that the range of performance across different questions varies and this has an influence on how much a trust needs to differ from the average by to be considered 'better' or 'worse' than that average. Thus, the categories are effectively *ordinal* data – we know that 'better' is better than 'same', which is in turn better than 'worse'; but we do not know *how much better* one category is from another on different questions. This makes it impossible to meaningfully add up categories.

## **THE ACCIDENT & EMERGENCY DEPARTMENT**

### **3. While you were in the A&E Department, how much information about your condition or treatment was given to you?**

#### Q3 Significantly worse than average.

Barking, Havering and Redbridge University Hospitals NHS Trust  
Croydon Health Services NHS Trust  
The Dudley Group NHS Foundation Trust  
Warrington and Halton Hospitals NHS Foundation Trust  
Shrewsbury and Telford Hospital NHS Trust

#### Q3 Significantly better than average.

Harrogate and District NHS Foundation Trust  
Sheffield Teaching Hospitals NHS Foundation Trust  
Salisbury NHS Foundation Trust  
University Hospitals Birmingham NHS Foundation Trust  
University College London Hospitals NHS Foundation Trust  
Derby Hospitals NHS Foundation Trust

### **4. Were you given enough privacy when being examined or treated in the A&E Department?**

#### Q4 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Royal Cornwall Hospitals NHS Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Croydon Health Services NHS Trust

#### Q4 Significantly better than average.

Poole Hospital NHS Foundation Trust  
Norfolk and Norwich University Hospitals NHS Foundation Trust  
Salford Royal NHS Foundation Trust

## **WAITING LIST OR PLANNED ADMISSION**

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

#### Q6 Significantly worse than average.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
James Paget University Hospitals NHS Foundation Trust  
North West London Hospitals NHS Trust  
North Bristol NHS Trust  
Barnet and Chase Farm Hospitals NHS Trust  
Maidstone and Tunbridge Wells NHS Trust

Q6 Significantly better than average.

The Christie NHS Foundation Trust  
Airedale NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
The Rotherham NHS Foundation Trust  
Chesterfield Royal Hospital NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust  
South Tees Hospitals NHS Foundation Trust

**7. Was your admission date changed by the hospital?**

Q7 Significantly worse than average.

West Middlesex University Hospital NHS Trust  
King's College Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Barnet and Chase Farm Hospitals NHS Trust  
Central Manchester University Hospitals NHS Foundation Trust  
Warrington and Halton Hospitals NHS Foundation Trust

Q7 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
The Christie NHS Foundation Trust  
Frimley Park Hospital NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Rotherham NHS Foundation Trust  
The Royal Wolverhampton NHS Trust  
The Royal Marsden NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust  
Derby Hospitals NHS Foundation Trust  
Mid Yorkshire Hospitals NHS Trust  
Lancashire Teaching Hospitals NHS Foundation Trust

**8. In your opinion, had the specialist you saw in hospital been given all of the necessary information about your condition or illness from the person who referred you?**

Q8 Significantly worse than average.

Walsall Healthcare NHS Trust  
George Eliot Hospital NHS Trust

Q8 Significantly better than average.

Weston Area Health NHS Trust  
St Helens and Knowsley Teaching Hospitals NHS Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
Frimley Park Hospital NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Royal Devon and Exeter NHS Foundation Trust  
Sherwood Forest Hospitals NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
University Hospital of South Manchester NHS Foundation Trust  
The Dudley Group NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust  
Derby Hospitals NHS Foundation Trust  
South Tees Hospitals NHS Foundation Trust  
Stockport NHS Foundation Trust  
Warrington and Halton Hospitals NHS Foundation Trust

**ALL TYPES OF ADMISSION**

**9. From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?**

Q9 Significantly worse than average.

Royal Free London NHS Foundation Trust  
North Middlesex University Hospital NHS Trust  
Croydon Health Services NHS Trust  
Tameside Hospital NHS Foundation Trust  
The Dudley Group NHS Foundation Trust

Q9 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
Poole Hospital NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust

**THE HOSPITAL AND WARD**

**Q11 and Q13. Did you ever share a sleeping area, for example a room or bay,**

**with patients of the opposite sex?**

Q11 / Q13 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
Royal United Hospital Bath NHS Trust  
University Hospital Southampton NHS Foundation Trust  
Northern Lincolnshire and Goole Hospitals NHS Foundation Trust  
Dartford and Gravesham NHS Trust  
West Hertfordshire Hospitals NHS Trust  
East Sussex Healthcare NHS Trust

Q11 / Q13 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Kingston Hospital NHS Trust  
Cambridge University Hospitals NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust

**14. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?**

Q14 Significantly worse than average.

Yeovil District Hospital NHS Foundation Trust  
Dorset County Hospital NHS Foundation Trust  
Royal United Hospital Bath NHS Trust  
Chesterfield Royal Hospital NHS Foundation Trust  
West Suffolk NHS Foundation Trust  
University Hospital Southampton NHS Foundation Trust  
Dartford and Gravesham NHS Trust  
Homerton University Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust  
East and North Hertfordshire NHS Trust

Q14 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Kingston Hospital NHS Trust  
Peterborough and Stamford Hospitals NHS Foundation Trust  
Hinchingbrooke Health Care NHS Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust

**15. Were you ever bothered by noise at night from other patients?**

Q15 Significantly worse than average.

Weston Area Health NHS Trust  
Northampton General Hospital NHS Trust  
North Bristol NHS Trust  
East and North Hertfordshire NHS Trust

Q15 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Peterborough and Stamford Hospitals NHS Foundation Trust  
University Hospital of North Staffordshire NHS Trust  
Sherwood Forest Hospitals NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Maidstone and Tunbridge Wells NHS Trust

**16. Were you ever bothered by noise at night from hospital staff?**

Q16 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
Basildon and Thurrock University Hospitals NHS Foundation Trust  
University Hospital Southampton NHS Foundation Trust  
Portsmouth Hospitals NHS Trust  
University Hospitals Coventry and Warwickshire NHS Trust  
Northampton General Hospital NHS Trust  
University Hospitals of Leicester NHS Trust  
East and North Hertfordshire NHS Trust  
South London Healthcare NHS Trust

Q16 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Wirral University Teaching Hospital NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Mid Staffordshire NHS Foundation Trust  
Burton Hospitals NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust

**17. In your opinion, how clean was the hospital room or ward that you were in?**

Q17 Significantly worse than average.

The Hillingdon Hospitals NHS Foundation Trust  
Ealing Hospital NHS Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust

Milton Keynes Hospital NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Croydon Health Services NHS Trust  
Homerton University Hospital NHS Foundation Trust  
North Bristol NHS Trust  
South London Healthcare NHS Trust

Q17 Significantly better than average.

St Helens and Knowsley Teaching Hospitals NHS Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Salford Royal NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

**18. How clean were the toilets and bathrooms that you used in hospital?**

Q18 Significantly worse than average.

The Hillingdon Hospitals NHS Foundation Trust  
Ealing Hospital NHS Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Milton Keynes Hospital NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
West Middlesex University Hospital NHS Trust  
Croydon Health Services NHS Trust  
Medway NHS Foundation Trust  
Homerton University Hospital NHS Foundation Trust  
Barnet and Chase Farm Hospitals NHS Trust

Q18 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
St Helens and Knowsley Teaching Hospitals NHS Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust  
Hull and East Yorkshire Hospitals NHS Trust

**19. Did you feel threatened during your stay in hospital by other patients or visitors?**

Q19 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
Homerton University Hospital NHS Foundation Trust  
Central Manchester University Hospitals NHS Foundation Trust

Q19 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Dorset County Hospital NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
Royal Cornwall Hospitals NHS Trust  
Liverpool Women's NHS Foundation Trust  
Sheffield Teaching Hospitals NHS Foundation Trust  
Northern Lincolnshire and Goole Hospitals NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
Mid Essex Hospital Services NHS Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
The Pennine Acute Hospitals NHS Trust

**20. Were hand-wash gels available for patients and visitors to use?**

Q20 Significantly worse than average.

South Devon Healthcare NHS Foundation Trust  
Royal Free London NHS Foundation Trust  
Royal Cornwall Hospitals NHS Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Lewisham Healthcare NHS Trust  
Croydon Health Services NHS Trust  
Heart of England NHS Foundation Trust  
Gloucestershire Hospitals NHS Foundation Trust

Q20 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
Airedale NHS Foundation Trust  
Frimley Park Hospital NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Barnsley Hospital NHS Foundation Trust  
Ipswich Hospital NHS Trust  
Sherwood Forest Hospitals NHS Foundation Trust  
The Royal Wolverhampton NHS Trust  
The Royal Marsden NHS Foundation Trust

## **21. How would you rate the hospital food?**

### Q21 Significantly worse than average.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
The Dudley Group NHS Foundation Trust  
Medway NHS Foundation Trust  
Central Manchester University Hospitals NHS Foundation Trust  
South London Healthcare NHS Trust

### Q21 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Royal Devon and Exeter NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Bolton NHS Foundation Trust  
Kettering General Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust

### Q22 Significantly worse than average.

Barts Health NHS Trust  
Milton Keynes Hospital NHS Foundation Trust  
The Rotherham NHS Foundation Trust  
City Hospitals Sunderland NHS Foundation Trust  
Tameside Hospital NHS Foundation Trust  
Dartford and Gravesham NHS Trust  
Queen Victoria Hospital NHS Foundation Trust  
North West London Hospitals NHS Trust  
Shrewsbury and Telford Hospital NHS Trust

### Q22 Significantly better than average.

Dorset County Hospital NHS Foundation Trust  
Sherwood Forest Hospitals NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
Derby Hospitals NHS Foundation Trust

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

### Q23 Significantly worse than average.

Milton Keynes Hospital NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Lewisham Healthcare NHS Trust  
Dartford and Gravesham NHS Trust

United Lincolnshire Hospitals NHS Trust

Q23 Significantly better than average.

South Devon Healthcare NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
Poole Hospital NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Mid Yorkshire Hospitals NHS Trust

## DOCTORS

### **24. When you had important questions to ask a doctor, did you get answers that you could understand?**

Q24 Significantly worse than average.

Mid Cheshire Hospitals NHS Foundation Trust  
Croydon Health Services NHS Trust  
George Eliot Hospital NHS Trust  
Tameside Hospital NHS Foundation Trust  
The Princess Alexandra Hospital NHS Trust  
Blackpool Teaching Hospitals NHS Foundation Trust  
South London Healthcare NHS Trust

Q24 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Taunton and Somerset NHS Foundation Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust  
South Tees Hospitals NHS Foundation Trust

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

Q25 Significantly worse than average.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Milton Keynes Hospital NHS Foundation Trust  
Croydon Health Services NHS Trust

Tameside Hospital NHS Foundation Trust  
The Princess Alexandra Hospital NHS Trust

Q25 Significantly better than average.

University Hospitals Bristol NHS Foundation Trust  
Royal National Orthopaedic Hospital NHS Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Liverpool and Broadgreen University Hospitals NHS Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

**26. Did doctors talk in front of you as if you weren't there?**

Q26 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
North Middlesex University Hospital NHS Trust  
Ealing Hospital NHS Trust  
Lewisham Healthcare NHS Trust  
North West London Hospitals NHS Trust  
Shrewsbury and Telford Hospital NHS Trust

Q26 Significantly better than average.

South Devon Healthcare NHS Foundation Trust  
Royal National Orthopaedic Hospital NHS Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust

**NURSES**

**27. When you had important questions to ask a nurse, did you get answers**

## **that you could understand?**

### Q27 Significantly worse than average.

Barts Health NHS Trust  
Bradford Teaching Hospitals NHS Foundation Trust  
Ealing Hospital NHS Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
West Middlesex University Hospital NHS Trust  
Lewisham Healthcare NHS Trust  
Croydon Health Services NHS Trust  
Homerton University Hospital NHS Foundation Trust

### Q27 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
The Christie NHS Foundation Trust  
Northern Devon Healthcare NHS Trust  
Poole Hospital NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Mid Staffordshire NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

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

### Q28 Significantly worse than average.

Barts Health NHS Trust  
Royal Free London NHS Foundation Trust  
Ealing Hospital NHS Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Croydon Health Services NHS Trust  
Chelsea and Westminster Hospital NHS Foundation Trust  
Homerton University Hospital NHS Foundation Trust  
Barnet and Chase Farm Hospitals NHS Trust  
South London Healthcare NHS Trust

### Q28 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
Poole Hospital NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust

## **29. Did nurses talk in front of you as if you weren't there?**

### Q29 Significantly worse than average.

Barts Health NHS Trust  
Bradford Teaching Hospitals NHS Foundation Trust  
North Middlesex University Hospital NHS Trust  
Ealing Hospital NHS Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
West Middlesex University Hospital NHS Trust  
Lewisham Healthcare NHS Trust  
Croydon Health Services NHS Trust  
King's College Hospital NHS Foundation Trust  
Chelsea and Westminster Hospital NHS Foundation Trust  
Homerton University Hospital NHS Foundation Trust  
North West London Hospitals NHS Trust  
Imperial College Healthcare NHS Trust

### Q29 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
University Hospital of South Manchester NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
Western Sussex Hospitals NHS Trust

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

### Q30 Significantly worse than average.

Weston Area Health NHS Trust  
Bradford Teaching Hospitals NHS Foundation Trust  
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust  
Croydon Health Services NHS Trust  
George Eliot Hospital NHS Trust  
Norfolk and Norwich University Hospitals NHS Foundation Trust  
Tameside Hospital NHS Foundation Trust  
Southport and Ormskirk Hospital NHS Trust  
Mid Yorkshire Hospitals NHS Trust

### Q30 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust

The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust

## **YOUR CARE AND TREATMENT**

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

Q31 Significantly worse than average.

Barts Health NHS Trust  
Bradford Teaching Hospitals NHS Foundation Trust  
The Hillingdon Hospitals NHS Foundation Trust  
Basildon and Thurrock University Hospitals NHS Foundation Trust  
Colchester Hospital University NHS Foundation Trust  
Croydon Health Services NHS Trust  
The Princess Alexandra Hospital NHS Trust  
Shrewsbury and Telford Hospital NHS Trust

Q31 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

**32. Were you involved as much as you wanted to be in decisions about your care and treatment?**

Q32 Significantly worse than average.

Weston Area Health NHS Trust  
Bradford Teaching Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Lewisham Healthcare NHS Trust  
Croydon Health Services NHS Trust  
Blackpool Teaching Hospitals NHS Foundation Trust  
Shrewsbury and Telford Hospital NHS Trust

Q32 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
Northern Devon Healthcare NHS Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Liverpool and Broadgreen University Hospitals NHS Trust  
Royal Brompton and Harefield NHS Foundation Trust

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

Q33 Significantly worse than average.

Weston Area Health NHS Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Croydon Health Services NHS Trust  
East Cheshire NHS Trust  
Tameside Hospital NHS Foundation Trust  
The Dudley Group NHS Foundation Trust  
United Lincolnshire Hospitals NHS Trust  
West Hertfordshire Hospitals NHS Trust  
Blackpool Teaching Hospitals NHS Foundation Trust

Q33 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Liverpool and Broadgreen University Hospitals NHS Trust  
University Hospitals Birmingham NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

**34. Did you find someone on the hospital staff to talk to about your worries and fears?**

Q34 Significantly worse than average.

Barts Health NHS Trust  
The Hillingdon Hospitals NHS Foundation Trust  
Ealing Hospital NHS Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Milton Keynes Hospital NHS Foundation Trust  
West Middlesex University Hospital NHS Trust  
Lewisham Healthcare NHS Trust  
Croydon Health Services NHS Trust  
Imperial College Healthcare NHS Trust  
South London Healthcare NHS Trust

Q34 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust

**35. Do you feel you got enough emotional support from hospital staff during your stay?**

Q35 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
West Middlesex University Hospital NHS Trust  
Ipswich Hospital NHS Trust  
Lewisham Healthcare NHS Trust  
Croydon Health Services NHS Trust  
South London Healthcare NHS Trust

Q35 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Guy's and St Thomas' NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Liverpool and Broadgreen University Hospitals NHS Trust

Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

**36. Were you given enough privacy when discussing your condition or treatment?**

Q36 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
Croydon Health Services NHS Trust  
Lancashire Teaching Hospitals NHS Foundation Trust

Q36 Significantly better than average.

Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Peterborough and Stamford Hospitals NHS Foundation Trust  
Norfolk and Norwich University Hospitals NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Derby Hospitals NHS Foundation Trust  
Maidstone and Tunbridge Wells NHS Trust

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

Q37 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
The Hillingdon Hospitals NHS Foundation Trust  
Mid Cheshire Hospitals NHS Foundation Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
George Eliot Hospital NHS Trust  
Tameside Hospital NHS Foundation Trust  
North Bristol NHS Trust

Q37 Significantly better than average.

Taunton and Somerset NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
Poole Hospital NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
University Hospital of North Staffordshire NHS Trust  
Norfolk and Norwich University Hospitals NHS Foundation Trust  
Doncaster and Bassetlaw Hospitals NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust

Royal Liverpool and Broadgreen University Hospitals NHS Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Surrey and Sussex Healthcare NHS Trust  
South Tees Hospitals NHS Foundation Trust

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

Q39 Significantly worse than average.

Isle of Wight NHS Trust  
Croydon Health Services NHS Trust  
University Hospitals Coventry and Warwickshire NHS Trust  
City Hospitals Sunderland NHS Foundation Trust  
Tameside Hospital NHS Foundation Trust  
Homerton University Hospital NHS Foundation Trust  
Sandwell and West Birmingham Hospitals NHS Trust  
South London Healthcare NHS Trust

Q39 Significantly better than average.

University Hospitals Bristol NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Mid Staffordshire NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust

**40. How many minutes after you used the call button did it usually take before you got the help you needed?**

Q40 Significantly worse than average.

Mid Cheshire Hospitals NHS Foundation Trust  
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust  
West Middlesex University Hospital NHS Trust  
Lewisham Healthcare NHS Trust  
Norfolk and Norwich University Hospitals NHS Foundation Trust

Q40 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
Royal Liverpool and Broadgreen University Hospitals NHS Trust

Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust  
South Tees Hospitals NHS Foundation Trust  
The Pennine Acute Hospitals NHS Trust

## **OPERATIONS & PROCEDURES**

### **42. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?**

#### Q42 Significantly worse than average.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
West Middlesex University Hospital NHS Trust  
Croydon Health Services NHS Trust  
George Eliot Hospital NHS Trust  
Kettering General Hospital NHS Foundation Trust  
The Princess Alexandra Hospital NHS Trust  
Southport and Ormskirk Hospital NHS Trust  
Imperial College Healthcare NHS Trust  
South London Healthcare NHS Trust

#### Q42 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
The Christie NHS Foundation Trust  
Royal Devon and Exeter NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust  
Oxford University Hospitals NHS Trust  
South Tees Hospitals NHS Foundation Trust

### **43. Beforehand, did a member of staff explain what would be done during the operation or procedure?**

#### Q43 Significantly worse than average.

Southend University Hospital NHS Foundation Trust  
West Middlesex University Hospital NHS Trust  
Kettering General Hospital NHS Foundation Trust  
The Princess Alexandra Hospital NHS Trust  
Wrightington, Wigan and Leigh NHS Foundation Trust  
Epsom and St Helier University Hospitals NHS Trust  
Stockport NHS Foundation Trust  
Imperial College Healthcare NHS Trust  
South London Healthcare NHS Trust

Q43 Significantly better than average.

Taunton and Somerset NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
Aintree University Hospitals NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Royal Devon and Exeter NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Liverpool and Broadgreen University Hospitals NHS Trust  
Mid Essex Hospital Services NHS Trust  
Gloucestershire Hospitals NHS Foundation Trust  
South Tees Hospitals NHS Foundation Trust

**44. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?**

Q44 Significantly worse than average.

The Walton Centre NHS Foundation Trust  
West Middlesex University Hospital NHS Trust  
Croydon Health Services NHS Trust  
George Eliot Hospital NHS Trust  
Kettering General Hospital NHS Foundation Trust  
East and North Hertfordshire NHS Trust

Q44 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
The Christie NHS Foundation Trust  
Milton Keynes Hospital NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Rotherham NHS Foundation Trust  
West Suffolk NHS Foundation Trust  
Lewisham Healthcare NHS Trust  
Birmingham Women's NHS Foundation Trust  
Hampshire Hospitals NHS Foundation Trust  
The Dudley Group NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Liverpool and Broadgreen University Hospitals NHS Trust

**45. Beforehand, were you told how you could expect to feel after you had the operation or procedure?**

Q45 Significantly worse than average.

Royal Free London NHS Foundation Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
West Middlesex University Hospital NHS Trust

Croydon Health Services NHS Trust  
Medway NHS Foundation Trust  
The Princess Alexandra Hospital NHS Trust  
West Hertfordshire Hospitals NHS Trust  
South London Healthcare NHS Trust

Q45 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
The Christie NHS Foundation Trust  
Airedale NHS Foundation Trust  
South Tyneside NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Rotherham NHS Foundation Trust  
Royal Devon and Exeter NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Gateshead Health NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust  
Oxford University Hospitals NHS Trust

**47. Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?**

Q47 Significantly worse than average.

Royal Free London NHS Foundation Trust  
North Middlesex University Hospital NHS Trust  
The Walton Centre NHS Foundation Trust  
King's College Hospital NHS Foundation Trust  
Imperial College Healthcare NHS Trust

Q47 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Harrogate and District NHS Foundation Trust  
Airedale NHS Foundation Trust  
Royal United Hospital Bath NHS Trust  
The Rotherham NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Doncaster and Bassetlaw Hospitals NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust  
South Tees Hospitals NHS Foundation Trust

**48. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?**

Q48 Significantly worse than average.

Croydon Health Services NHS Trust  
George Eliot Hospital NHS Trust  
Southport and Ormskirk Hospital NHS Trust  
West Hertfordshire Hospitals NHS Trust  
Stockport NHS Foundation Trust  
South London Healthcare NHS Trust

Q48 Significantly better than average.

Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
South Tyneside NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust

## **LEAVING HOSPITAL**

### **49. Did you feel you were involved in decisions about your discharge from hospital?**

Q49 Significantly worse than average.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
West Middlesex University Hospital NHS Trust  
Croydon Health Services NHS Trust  
University Hospitals of Leicester NHS Trust  
South London Healthcare NHS Trust

Q49 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust

### **50. Were you given enough notice about when you were going to be discharged?**

Q50 Significantly worse than average.

Weston Area Health NHS Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
West Middlesex University Hospital NHS Trust  
Croydon Health Services NHS Trust  
George Eliot Hospital NHS Trust  
The Princess Alexandra Hospital NHS Trust  
Ashford and St Peter's Hospitals NHS Foundation Trust

Q50 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust

**51 / 52. On the day you left hospital, was your discharge delayed for any reason? (Scored if delay is due to waiting for medicines, waiting to see the doctor, or waiting for an ambulance at Q52)**

Q51 Significantly worse than average.

Milton Keynes Hospital NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
James Paget University Hospitals NHS Foundation Trust  
Lewisham Healthcare NHS Trust  
Croydon Health Services NHS Trust  
Sherwood Forest Hospitals NHS Foundation Trust  
Medway NHS Foundation Trust  
University Hospitals Birmingham NHS Foundation Trust

Q52 Significantly better than average.

Taunton and Somerset NHS Foundation Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Burton Hospitals NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Kettering General Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
Gateshead Health NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust

### **53. How long was the delay?**

#### Q53 Significantly worse than average.

Milton Keynes Hospital NHS Foundation Trust  
James Paget University Hospitals NHS Foundation Trust  
Lewisham Healthcare NHS Trust  
Sherwood Forest Hospitals NHS Foundation Trust  
Medway NHS Foundation Trust

#### Q53 Significantly better than average.

Taunton and Somerset NHS Foundation Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Burton Hospitals NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Kettering General Hospital NHS Foundation Trust  
Salisbury NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
Gateshead Health NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust

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

#### Q54 Significantly worse than average.

Barking, Havering and Redbridge University Hospitals NHS Trust  
The Rotherham NHS Foundation Trust  
University Hospital of North Staffordshire NHS Trust  
Tameside Hospital NHS Foundation Trust  
Great Western Hospitals NHS Foundation Trust  
North Cumbria University Hospitals NHS Trust  
Southport and Ormskirk Hospital NHS Trust  
Shrewsbury and Telford Hospital NHS Trust

#### Q54 Significantly better than average.

Kingston Hospital NHS Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Royal Berkshire NHS Foundation Trust  
Guy's and St Thomas' NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
University Hospitals Birmingham NHS Foundation Trust  
Hull and East Yorkshire Hospitals NHS Trust

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

Q55 Significantly worse than average.

Barking, Havering and Redbridge University Hospitals NHS Trust  
James Paget University Hospitals NHS Foundation Trust  
Croydon Health Services NHS Trust  
University Hospital of North Staffordshire NHS Trust  
Tameside Hospital NHS Foundation Trust  
Southport and Ormskirk Hospital NHS Trust  
United Lincolnshire Hospitals NHS Trust  
Shrewsbury and Telford Hospital NHS Trust  
South London Healthcare NHS Trust

Q55 Significantly better than average.

Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Royal Devon and Exeter NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

**56. Did a member of staff tell you about medication side effects to watch for when you went home?**

Q56 Significantly worse than average.

James Paget University Hospitals NHS Foundation Trust  
Croydon Health Services NHS Trust  
University Hospital of North Staffordshire NHS Trust  
East Cheshire NHS Trust  
George Eliot Hospital NHS Trust  
South London Healthcare NHS Trust

Q56 Significantly better than average.

The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
University College London Hospitals NHS Foundation Trust

Royal Brompton and Harefield NHS Foundation Trust

**57. Were you told how to take your medication in a way you could understand?**

Q57 Significantly worse than average.

Weston Area Health NHS Trust

Heatherwood and Wexham Park Hospitals NHS Foundation Trust

Barking, Havering and Redbridge University Hospitals NHS Trust

Portsmouth Hospitals NHS Trust

Croydon Health Services NHS Trust

University Hospital of North Staffordshire NHS Trust

Shrewsbury and Telford Hospital NHS Trust

Q57 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust

The Christie NHS Foundation Trust

The Clatterbridge Cancer Centre NHS Foundation Trust

The Whittington Hospital NHS Trust

Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust

Birmingham Women's NHS Foundation Trust

Queen Victoria Hospital NHS Foundation Trust

The Royal Marsden NHS Foundation Trust

The Royal Orthopaedic Hospital NHS Foundation Trust

University Hospitals Birmingham NHS Foundation Trust

University College London Hospitals NHS Foundation Trust

Royal Brompton and Harefield NHS Foundation Trust

The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

Northumbria Healthcare NHS Foundation Trust

**58. Were you given clear written or printed information about your medicines?**

Q58 Significantly worse than average.

Weston Area Health NHS Trust

Bradford Teaching Hospitals NHS Foundation Trust

Basildon and Thurrock University Hospitals NHS Foundation Trust

University Hospital of North Staffordshire NHS Trust

Mid Essex Hospital Services NHS Trust

Southport and Ormskirk Hospital NHS Trust

The Pennine Acute Hospitals NHS Trust

Mid Yorkshire Hospitals NHS Trust

Buckinghamshire Healthcare NHS Trust

South London Healthcare NHS Trust

Q58 Significantly better than average.

Kingston Hospital NHS Trust

Liverpool Heart and Chest NHS Foundation Trust

The Christie NHS Foundation Trust

The Clatterbridge Cancer Centre NHS Foundation Trust

Guy's and St Thomas' NHS Foundation Trust

Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
University College London Hospitals NHS Foundation Trust  
Derby Hospitals NHS Foundation Trust  
North Bristol NHS Trust

**59. Did a member of staff tell you about any danger signals you should watch for after you went home?**

Q59 Significantly worse than average.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Croydon Health Services NHS Trust  
University Hospital of North Staffordshire NHS Trust  
Chelsea and Westminster Hospital NHS Foundation Trust  
South London Healthcare NHS Trust

Q59 Significantly better than average.

Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Liverpool Women's NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

**60. Did hospital staff take your family or home situation into account when planning your discharge?**

Q60 Significantly worse than average.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
West Middlesex University Hospital NHS Trust  
Croydon Health Services NHS Trust  
George Eliot Hospital NHS Trust  
North West London Hospitals NHS Trust  
Barnet and Chase Farm Hospitals NHS Trust  
Shrewsbury and Telford Hospital NHS Trust  
Imperial College Healthcare NHS Trust

Q60 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Liverpool Heart and Chest NHS Foundation Trust

The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
West Suffolk NHS Foundation Trust  
Royal Devon and Exeter NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust

**61. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?**

Q61 Significantly worse than average.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Croydon Health Services NHS Trust  
University Hospital of North Staffordshire NHS Trust  
University Hospitals Coventry and Warwickshire NHS Trust  
George Eliot Hospital NHS Trust  
Tameside Hospital NHS Foundation Trust  
West Hertfordshire Hospitals NHS Trust  
Warrington and Halton Hospitals NHS Foundation Trust  
Shrewsbury and Telford Hospital NHS Trust  
South London Healthcare NHS Trust

Q61 Significantly better than average.

University Hospitals Bristol NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Royal Devon and Exeter NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
University Hospitals Birmingham NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust

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

Q62 Significantly worse than average.

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Colchester Hospital University NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Croydon Health Services NHS Trust  
East Cheshire NHS Trust

Tameside Hospital NHS Foundation Trust  
The Princess Alexandra Hospital NHS Trust  
Southport and Ormskirk Hospital NHS Trust  
Shrewsbury and Telford Hospital NHS Trust

Q62 Significantly better than average.

Kingston Hospital NHS Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust  
Hull and East Yorkshire Hospitals NHS Trust

**63. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?**

Q63 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
Ealing Hospital NHS Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Croydon Health Services NHS Trust  
Homerton University Hospital NHS Foundation Trust  
Lancashire Teaching Hospitals NHS Foundation Trust

Q63 Significantly better than average.

Royal Surrey County Hospital NHS Foundation Trust  
The Christie NHS Foundation Trust  
Airedale NHS Foundation Trust  
South Tyneside NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Warrington and Halton Hospitals NHS Foundation Trust

**64. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the**

**voluntary sector)**

Q64 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
West Middlesex University Hospital NHS Trust  
Croydon Health Services NHS Trust  
Tameside Hospital NHS Foundation Trust  
Mid Essex Hospital Services NHS Trust  
Barnet and Chase Farm Hospitals NHS Trust  
Brighton and Sussex University Hospitals NHS Trust  
Shrewsbury and Telford Hospital NHS Trust  
South London Healthcare NHS Trust

Q64 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
The Christie NHS Foundation Trust  
Northern Devon Healthcare NHS Trust  
South Tyneside NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Wrightington, Wigan and Leigh NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Northumbria Healthcare NHS Foundation Trust  
County Durham and Darlington NHS Foundation Trust

**65. Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?**

Q65 Significantly worse than average.

Aintree University Hospitals NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Mid Staffordshire NHS Foundation Trust  
University Hospital of North Staffordshire NHS Trust  
University Hospitals of Morecambe Bay NHS Foundation Trust  
Southport and Ormskirk Hospital NHS Trust

Q65 Significantly better than average.

Royal Brompton and Harefield NHS Foundation Trust

**66. Were the letters written in a way that you could understand?**

Q66 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
St Helens and Knowsley Teaching Hospitals NHS Trust  
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust  
Sheffield Teaching Hospitals NHS Foundation Trust

Croydon Health Services NHS Trust  
University Hospitals Coventry and Warwickshire NHS Trust  
Surrey and Sussex Healthcare NHS Trust  
Blackpool Teaching Hospitals NHS Foundation Trust  
Buckinghamshire Healthcare NHS Trust  
Western Sussex Hospitals NHS Trust

Q66 Significantly better than average.

Royal National Orthopaedic Hospital NHS Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Mid Staffordshire NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Princess Alexandra Hospital NHS Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
University College London Hospitals NHS Foundation Trust

**OVERALL**

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

Q67 Significantly worse than average.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Croydon Health Services NHS Trust  
Tameside Hospital NHS Foundation Trust  
Medway NHS Foundation Trust  
South London Healthcare NHS Trust

Q67 Significantly better than average.

Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

**68. Overall... I had a very poor experience / I had a very good experience.  
(Rated on a scale of 0-10).**

Q68 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
The Hillingdon Hospitals NHS Foundation Trust  
Heatherwood and Wexham Park Hospitals NHS Foundation Trust  
Barking, Havering and Redbridge University Hospitals NHS Trust  
Croydon Health Services NHS Trust  
Tameside Hospital NHS Foundation Trust  
Medway NHS Foundation Trust  
South London Healthcare NHS Trust

Q68 Significantly better than average.

Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
The Walton Centre NHS Foundation Trust  
Papworth Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Birmingham Women's NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust  
The Newcastle-upon-Tyne Hospitals NHS Foundation Trust

**69. During your hospital stay, were you ever asked to give your views on the quality of your care?**

Q69 Significantly worse than average.

Bradford Teaching Hospitals NHS Foundation Trust  
Royal United Hospital Bath NHS Trust  
Chesterfield Royal Hospital NHS Foundation Trust  
Gloucestershire Hospitals NHS Foundation Trust  
Buckinghamshire Healthcare NHS Trust  
Shrewsbury and Telford Hospital NHS Trust

**Q69 Significantly better than average.**

Royal National Orthopaedic Hospital NHS Trust  
North Middlesex University Hospital NHS Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Walsall Healthcare NHS Trust  
Luton and Dunstable Hospital NHS Foundation Trust  
King's College Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Hinchingbrooke Health Care NHS Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
University Hospitals Birmingham NHS Foundation Trust  
Imperial College Healthcare NHS Trust

**70. Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?**

Q70 Significantly worse than average.

Chesterfield Royal Hospital NHS Foundation Trust  
University Hospitals Coventry and Warwickshire NHS Trust  
Shrewsbury and Telford Hospital NHS Trust

Q70 Significantly better than average.

Isle of Wight NHS Trust  
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust  
Liverpool Heart and Chest NHS Foundation Trust  
The Christie NHS Foundation Trust  
The Clatterbridge Cancer Centre NHS Foundation Trust  
Guy's and St Thomas' NHS Foundation Trust  
King's College Hospital NHS Foundation Trust  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust  
Queen Victoria Hospital NHS Foundation Trust  
The Royal Marsden NHS Foundation Trust  
The Royal Orthopaedic Hospital NHS Foundation Trust  
Royal Brompton and Harefield NHS Foundation Trust