

**AGENDA ITEM NO:**

**UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST  
COUNCIL OF GOVERNORS**

**MONDAY 22 JULY 2013**

<b>Title:</b>	<b>NATIONAL INPATIENT SURVEY 2012</b>
<b>Responsible Director:</b>	Kay Fawcett, Executive Chief Nurse
<b>Contact:</b>	Carol Rawlings – Associate Director of Patient Affairs, Ext 13974

<b>Purpose:</b>	To provide the Council of Governors with a summary of the comparative results of the Care Quality Commission National Inpatient Survey published in April 2013, comparison with previous years results, local Trusts and with the Shelford Group of acute Trusts
<b>Confidentiality Level &amp; Reason:</b>	<b>None</b>
<b>Medium Term Plan Ref:</b>	Always consider the needs and care of patients first.
<b>Key Issues Summary:</b>	
<b>Recommendations:</b>	The Council of Governors is asked to:  <ol style="list-style-type: none"><li>1. <b>Note</b> the 2012 Care Quality Commission National Inpatient Survey report which provides a comparison of the results from NHS Trusts.</li><li>2. <b>Note</b> the contents of this report and the key findings of the survey.</li></ol>

<b>Signed: Kay Fawcett</b>	<b>Date:</b> 12 July 2013
----------------------------	---------------------------

# UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST

## COUNCIL OF GOVERNORS

MONDAY 22 JULY 2013

### NATIONAL INPATIENT SURVEY 2012

#### PRESENTED BY THE EXECUTIVE CHIEF NURSE

#### 1. Introduction

In 2012 the Trust was required to participate in the Care Quality Commission National Inpatient Survey.

The aim of the survey was to understand what patients thought about their experience and care as inpatients within NHS Trusts. The results would be used to drive improvements in the quality of care and the experience of patients and their families.

This report presents the results, as published by the Care Quality Commission in April 2013, and details the comparison between all 156 acute and specialist NHS Trusts that took part in the survey. It highlights areas where University Hospitals Birmingham (UHB) compared well against other Trusts, and where it compared less favourably.

The Care Quality Commission National Inpatient Survey 2012 report is appended (appendix 1).

#### 2. Methodology

850 patients were invited to take part in the survey following their inpatient stay of at least one night in June 2012. Postal questionnaires were sent, followed by two reminder letters.

A response rate of 49% (n413) was achieved, which was slightly below the 51% national average.

Responses were scored for each Trust using a score of 0 - 10. A score of 10 indicates the best possible response. Therefore, the higher the score out of 10 the better the Trust is performing. If less than 30 patients responded to an individual question, the score is not included in the final report as it is not considered valid. A confidence interval of 95% has been calculated by the Care Quality Commission to indicate how accurate they consider the score to be.

The graphs included in the report display the scores for UHB, compared with national benchmarks. Each bar represents the range of results for each question across all trusts that took part in the survey. In the graphs, the bar is divided into three sections:

- If the Trust score falls within the red section (to the left) it indicates that the result is 'worse' than most Trusts
- If the Trust score falls within the green section (to the right) it indicates that the result is 'better than' most Trusts
- If the Trust score falls within the orange section (middle) it indicates that the result is 'about the same' as most Trusts.
- A black diamond represents the score for UHB.

### 3. Comparison Results and Key Findings

Out of 60 questions scored for UHB, six scored 'better than' most Trusts, one scored 'worse than' most Trusts and the remaining 53 were 'about the same' when compared against other Trusts.

The scores out of 10 for each section are as follows:

- |                                       |     |                         |
|---------------------------------------|-----|-------------------------|
| • The emergency department            | 8.9 | Better than most Trusts |
| • Waiting list and planned admissions | 8.9 |                         |
| • Wait to get a bed on a ward         | 7.8 |                         |
| • The hospital and ward               | 8.5 |                         |
| • Doctors                             | 8.7 |                         |
| • Nurses                              | 8.4 |                         |
| • Care and treatment                  | 7.8 |                         |
| • Operations and procedures           | 8.3 |                         |
| • Leaving hospital                    | 7.4 |                         |
| • Overall views and experiences       | 5.7 | Better than most Trusts |

Of the 60 questions, 35 achieved a score of 8.0 or more of which 13 achieved a score 9.0 or above. Six questions achieved a score of 6.0 or lower.

The Trust achieved a score of more than 90 for the following:

- |  |     |
|--|-----|
| • Hand-wash gels available for use         | 9.6 |
| • Ever feel threatened by patients         | 9.6 |
| • Privacy when being examined or treated   | 9.6 |
| • Information given to hospital specialist | 9.4 |
| • Shared mixed-sex room or bay             | 9.3 |
| • Mixed-sex bathroom or shower areas       | 9.3 |
| • Cleanliness of room or ward              | 9.3 |
| • Confidence and trust in doctors          | 9.2 |
| • Enough privacy when examined in A&E      | 9.1 |

- Admission date changed by hospital 9.1
- Did anaesthetist explain how would control pain 9.1
- Cleanliness of toilet and bathrooms 9.0
- Nurses talking in front of you as if not there 9.0

The following areas scored 6.0 or below:

- Told about danger signals on discharge 6.0
- Rating of food 5.9
- Informed of side-effects medicines 5.4
- Main reason for discharge delay 5.2
- Leaflets on how to complain 3.0
- Ever asked views on quality 2.5

Out of 55 questions that were also in the 2011 survey, the Trust improved its score in 36 questions, and scored lower in 10 questions (appendix 2).

#### 4. **Comparison with the Shelford Group and Local Trusts**

A comparison of scores across the Shelford Group of Trusts confirmed that UHB is performing better than similar large acute Trusts for patient experience, achieving a better score across most questions (appendix 3).

A comparison has also been made with seven local Trusts. This also demonstrates the UHB is performing better in the majority of areas of patient experience (appendix 4).

#### 5. **Action Plan for Improvement**

An action plan is currently being developed by the Patient Experience Group in response to the survey report and the findings of the bedside survey. It will detail the actions to be implemented and the person responsible for achievement.

Monitoring of progress will be via the Care Quality Group, chaired by the Executive Chief Nurse. A progress report will be submitted by each division as part of their bi-monthly report to the group.

#### 6. **Recommendations**

The Council of Governors is asked to:

- 6.1 **Note** the 2011 Care Quality Commission National Inpatient Survey report which provides a comparison of the results from NHS Trusts.
- 6.2 **Note** the contents of this report and the key findings of the survey.

Kay Fawcett  
Executive Chief Nurse  
12 July 2013

# Patient survey report 2012



Survey of adult inpatients 2012  
University Hospitals Birmingham NHS Foundation Trust

The national survey of adult inpatients in the NHS 2012 was designed, developed and co-ordinated by the Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.



Making patients' views count

# National NHS patient survey programme Survey of adult inpatients 2012

## The Care Quality Commission

The Care Quality Commission is the independent regulator of health care and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act.

Whether services are provided by the NHS, local authorities or by private or voluntary organisations, we make sure that people get better care. This is because we:

- Focus on quality and act swiftly to eliminate poor quality care, and
- Make sure care is centred on people's needs and protects their rights.

## Survey of adult inpatients 2012

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

The results of surveys are mainly for NHS trusts to use in order to help them improve their performance. CQC includes data from this survey in the Quality and Risk Profile (QRP) for each provider. The QRP contributes to our assessment of providers' compliance with the essential standards of quality and safety set by the Government. The Department of Health will also use the results for performance assessment, improvement and regulatory purposes.

The tenth survey of adult inpatients involved 156 acute and specialist NHS trusts. We received responses from just over 64,500 patients, which is a response rate of 51%. Patients were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital and were not admitted to maternity or psychiatric units. Trusts were given the choice of sampling from June, July or August 2012. Trusts counted back from the last day of their chosen month, including every consecutive discharge, until they had selected 850 patients (or, for a small number of specialist trusts who could not reach the required sample size, until they had reached 1<sup>st</sup> January 2012). Fieldwork took place between September 2012 and January 2013.

Similar surveys of adult inpatients were also carried out in 2002 and from 2004 to 2011. They are part of a wider programme of NHS patient surveys, which cover a range of topics including mental health services and Accident & Emergency (A&E) services. To find out more about our programme and for the results from previous surveys, please see the links contained in the further information section.

## Interpreting the report

This report shows how a trust scored for each question in the survey, compared with the range of results from all other trusts that took part. It is designed to help understand the performance of individual trusts, and to identify areas for improvement.

A 'section' score is also provided, labelled S1-S10 in the 'section scores' on page 5. The scores for each question are grouped according to the sections of the questionnaire, for example, 'the hospital and ward,' 'doctors and nurses' and so forth.

This report shows the same data as published on the CQC website ([www.cqc.org.uk/surveys/inpatient](http://www.cqc.org.uk/surveys/inpatient)). The CQC website displays the data in a more simplified way, identifying whether a trust performed 'better,' 'worse' or 'about the same' as the majority of other trusts for each question and section.

## Standardisation

Trusts have differing profiles of patients. For example, one trust may have more male inpatients than another. This can potentially affect the results because people tend to answer questions in

different ways, depending on certain characteristics. For example, older respondents tend to report more positive experiences than younger respondents, and women tend to report less positive experiences than men. This could potentially lead to a trust's results appearing better or worse than if they had a slightly different profile of patients.

To account for this, we 'standardise' the data. Results have been standardised by the age, sex and method of admission (emergency or elective) of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This helps to ensure that each trust's age-sex-admission type profile reflects the national age-sex-admission type distribution (based on all of the respondents to the survey). It therefore enables a more accurate comparison of results from trusts with different profiles of patients. In most cases this will not have a large impact on trust results; it does, however, make comparisons between trusts as fair as possible.

## Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of zero the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of the questions assess the trusts in any way, for example, they may be descriptive questions such as Q1 asking respondents if their inpatient stay was planned in advance or an emergency; or they may be 'routing questions' designed to filter out respondents to whom following questions do not apply. An example of a routing question would be Q41 "During your stay in hospital, did you have an operation or procedure?"

## Graphs

The graphs in this report display the range of scores achieved by all trusts taking part in the survey, from the lowest score achieved (left hand side) to the highest score achieved (right hand side). The black diamond shows the score for your trust.

The graph is divided into three sections:

- If your trust's score lies in the orange section of the graph, its result is 'about the same' as most other trusts in the survey
- If your trust's score lies in the red section of the graph, its result is 'worse' compared with most other trusts in the survey
- If your trust's score lies in the green section of the graph, its result is 'better' compared with most other trusts in the survey.

The text to the right of the graph clearly states whether the score for your trust is 'better' or 'worse' compared with most other trusts in the survey.

The categories described above are based on a statistic called the 'expected range' which is uniquely calculated for each trust for each question. This is the range within which we would expect a trust to score if it performed 'about the same' as most other trusts in the survey. The range takes into account the number of respondents from each trust as well as the scores for all other trusts. This means that where a trust is performing 'better' or 'worse' than the majority of other trusts, it is very unlikely to have occurred by chance. A technical document providing more detail about the methodology and the scoring applied to each question is available on the CQC website (see further information section).

In some cases there will be no red and/or no green area in the graph. This happens when the expected range for your trust is so broad it encompasses either the highest possible score (no green section) or the lowest possible score (no red section).

Please note that if fewer than 30 respondents have answered a question, no score will be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great.



## Tables

At the end of the report you will find tables containing the data used to create the graphs and background information about the patients that responded.

Scores from last year's survey are also displayed. The column called 'change from 2011' uses arrows to indicate whether the score for this year shows a statistically significant increase (up arrow), a statistically significant decrease (down arrow) or has shown no statistically significant change (no arrow) compared with 2011. (Significance is tested using a two-sample t-test.)

A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Where a result for 2011 is not shown, this is because the question was either new this year, or the question wording and/or the response categories have been changed. It is therefore not possible to compare the results as we do not know if any change is caused by alterations in the survey instrument, or variation in a trust's performance. Comparisons are also not able to be shown if your trust has merged with other trusts since the 2011 survey. Please note that comparative data is not shown for sections as the questions contained in each section can change year on year.

## Notes on specific questions

Please note that a variety of acute trusts take part in this survey and not all questions are applicable to every trust. The section below details modifications to certain questions, in some cases this will apply to all trusts, in other cases only to applicable trusts.

### All trusts

**Q51 and Q52:** The information collected by Q51 "On the day you left hospital, was your discharge delayed for any reason?" and Q52 "What was the main reason for the delay?" are presented together to show whether a patient's discharge was delayed by reasons attributable to the hospital. The combined question in this report is labelled as Q52 and is worded as: "Discharge delayed due to wait for medicines/to see doctor/for ambulance."

**Q53:** Information from Q51 and Q52 has been used to score Q53 "How long was the delay?" This assesses the length of a delay to discharge for reasons attributable to the hospital.

**Q11 and Q13:** The information collected by Q11 "When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?" and Q13 "After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?" are presented together to show whether the patient has ever shared a sleeping area with patients of the opposite sex. The combined question is numbered in this report as Q11 and has been reworded as "Did you ever share a sleeping area with patients of the opposite sex?"

Please note that the information based on Q11 cannot be compared to similar information collected from surveys prior to 2006. This is due to a change in the questions' wording and because the results for 2006 onwards have excluded patients who have stayed in a critical care area, which almost always accommodates patients of both sexes.

### Trusts with female patients only

**Q11, Q13 and Q14:** If your trust offers services to women only, a trust score for Q11 "Did you ever share a sleeping area with patients of the opposite sex?" and Q14 "While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?" is not shown.

### Trusts with no A&E Department

**Q3 and Q4 (The Emergency/A&E Department):** The results to these questions are not shown for trusts that do not have an A&E Department.

## Further information

The full national results are on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

[www.cqc.org.uk/Inpatientsurvey2012](http://www.cqc.org.uk/Inpatientsurvey2012)

The results for the adult inpatient surveys from 2002 to 2011 can be found at:

[www.nhssurveys.org/surveys/292](http://www.nhssurveys.org/surveys/292)

Full details of the methodology of the survey can be found at:

[www.nhssurveys.org/surveys/647](http://www.nhssurveys.org/surveys/647)

More information on the programme of NHS patient surveys is available at:

[www.cqc.org.uk/public/reports-surveys-and-reviews/surveys](http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys)

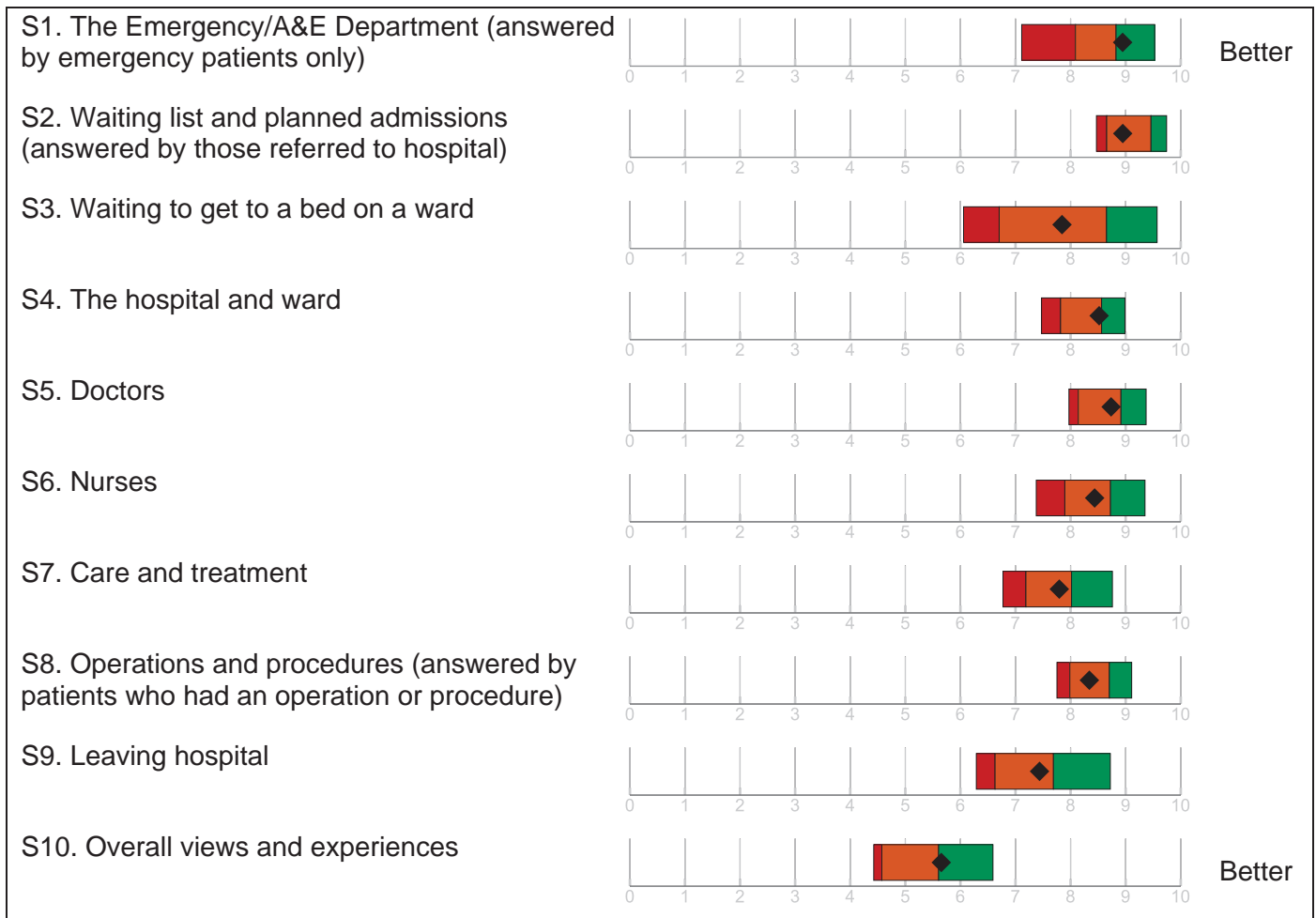
More information on Quality and Risk Profiles (QRP) can be found at:

[www.cqc.org.uk/organisations-we-regulate/registered-services/quality-and-risk-profiles-qrps](http://www.cqc.org.uk/organisations-we-regulate/registered-services/quality-and-risk-profiles-qrps)

# Survey of adult inpatients 2012

## University Hospitals Birmingham NHS Foundation Trust

### Section scores

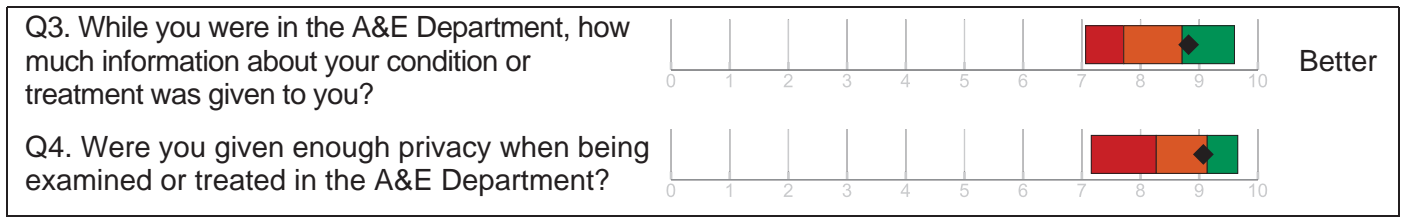


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

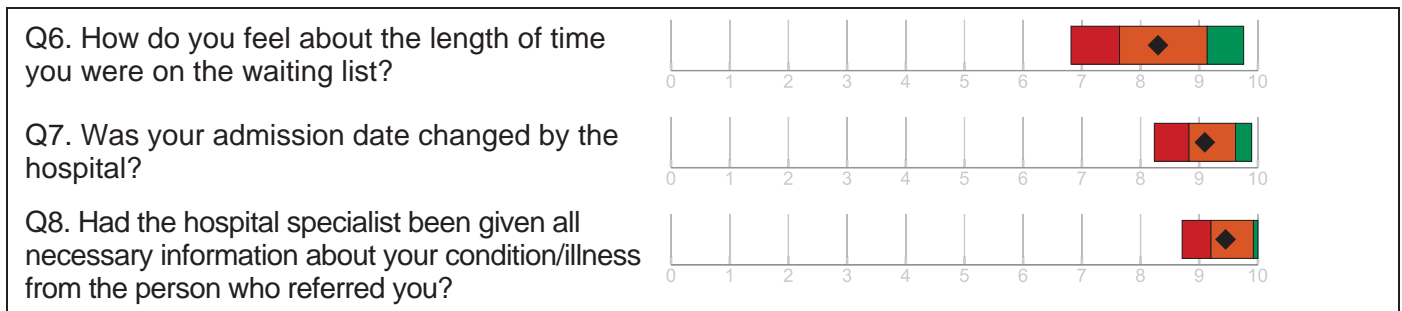
# Survey of adult inpatients 2012

## University Hospitals Birmingham NHS Foundation Trust

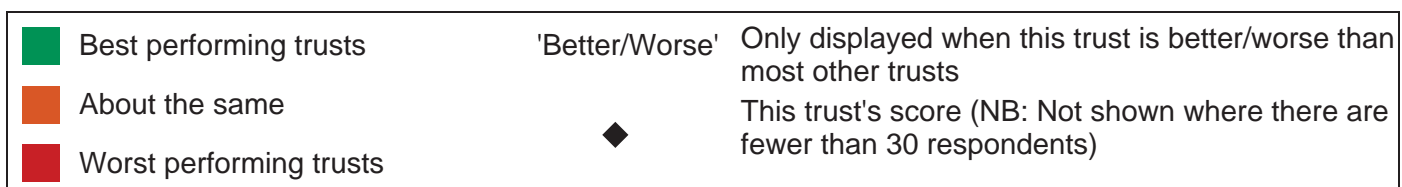
### The Emergency/A&E Department (answered by emergency patients only)



### Waiting list and planned admissions (answered by those referred to hospital)



### Waiting to get to a bed on a ward



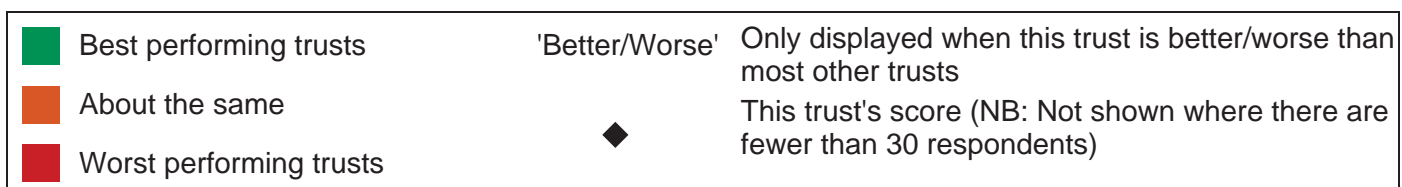
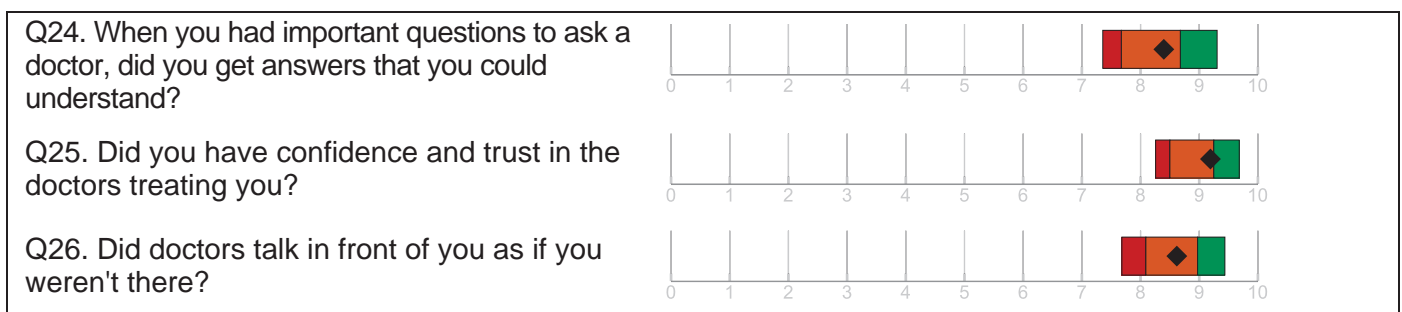
# Survey of adult inpatients 2012

## University Hospitals Birmingham NHS Foundation Trust

### The hospital and ward



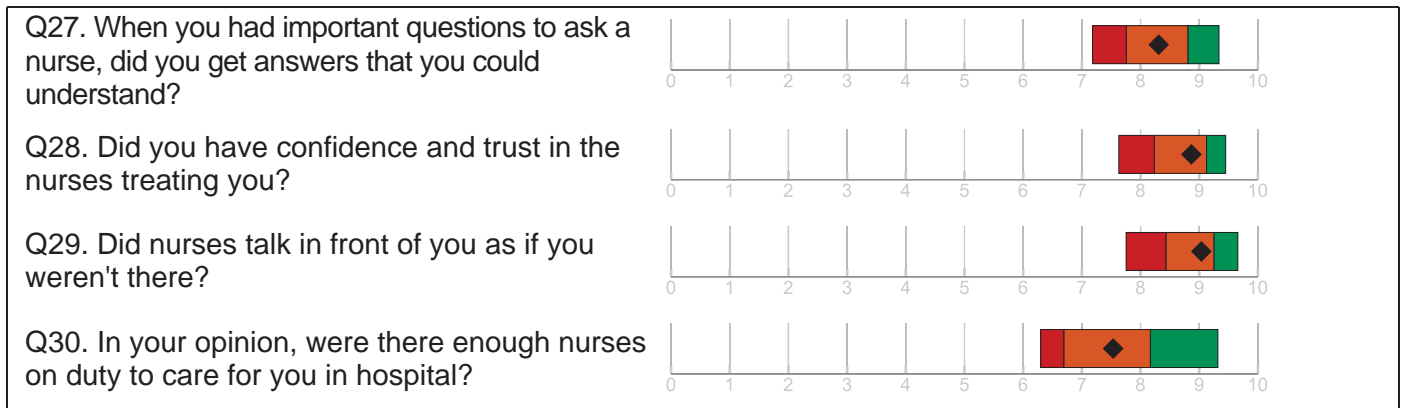
### Doctors



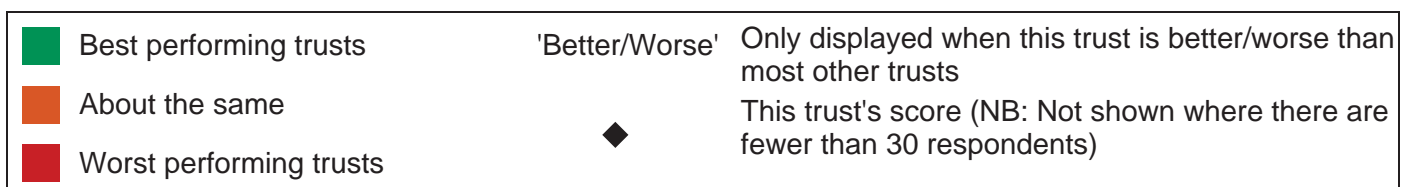
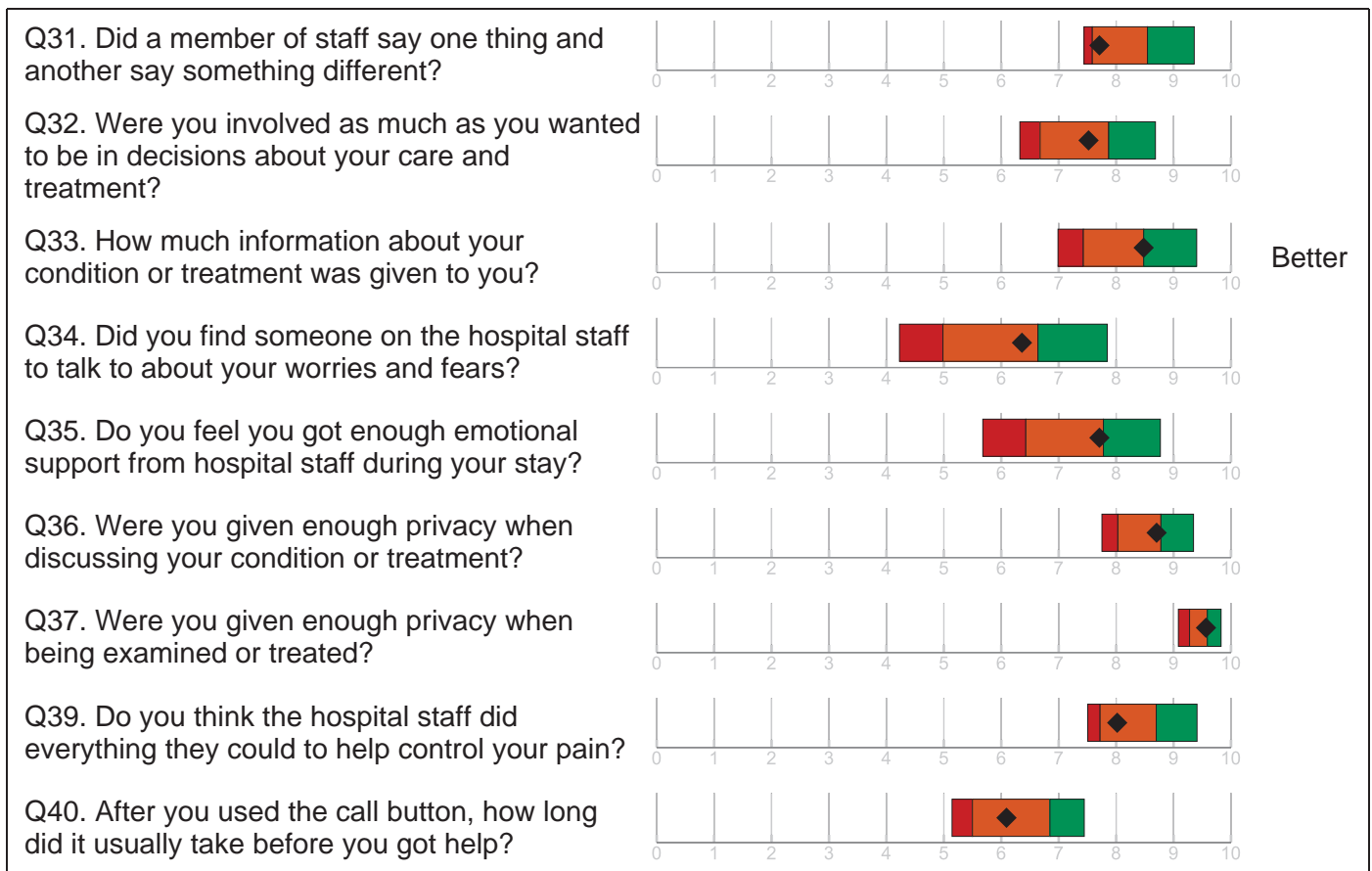
# Survey of adult inpatients 2012

## University Hospitals Birmingham NHS Foundation Trust

### Nurses



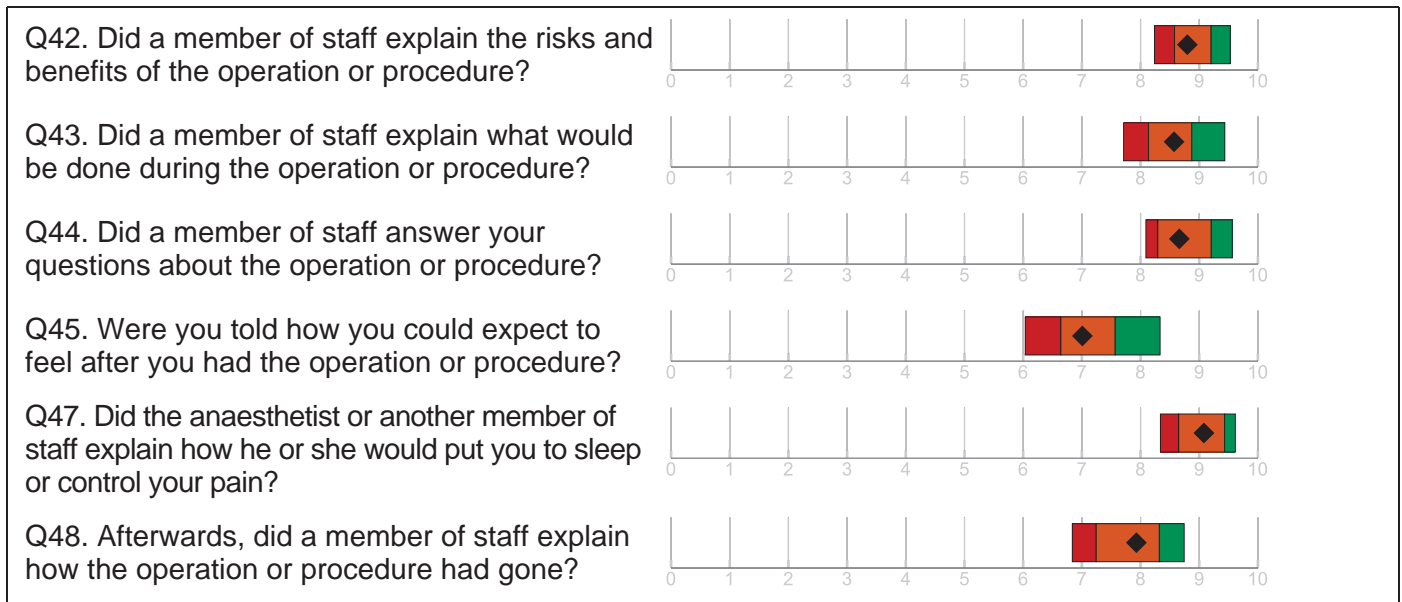
### Care and treatment







# Survey of adult inpatients 2012

## University Hospitals Birmingham NHS Foundation Trust

### Operations and procedures (answered by patients who had an operation or procedure)

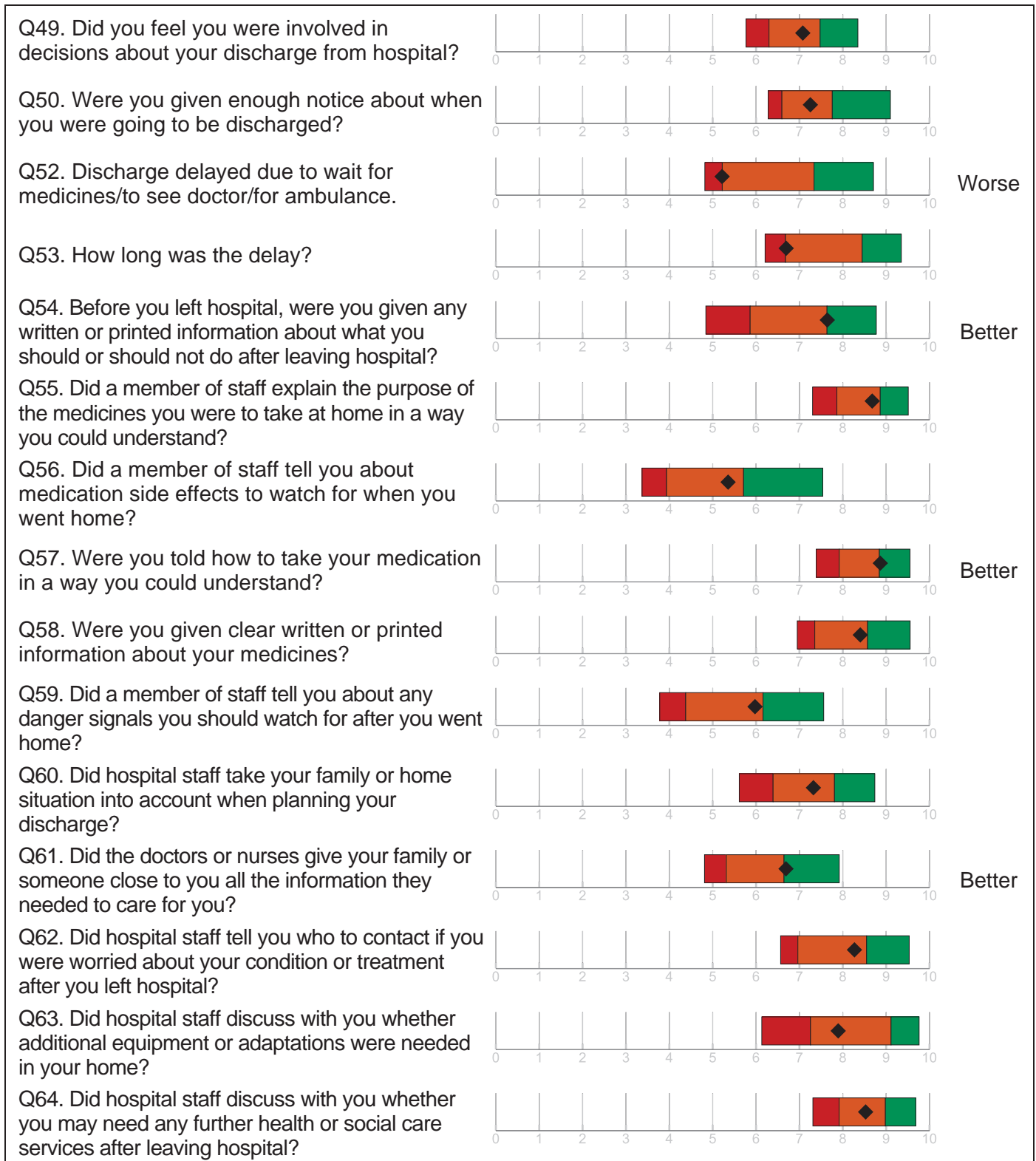


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

# Survey of adult inpatients 2012

## University Hospitals Birmingham NHS Foundation Trust

### Leaving hospital

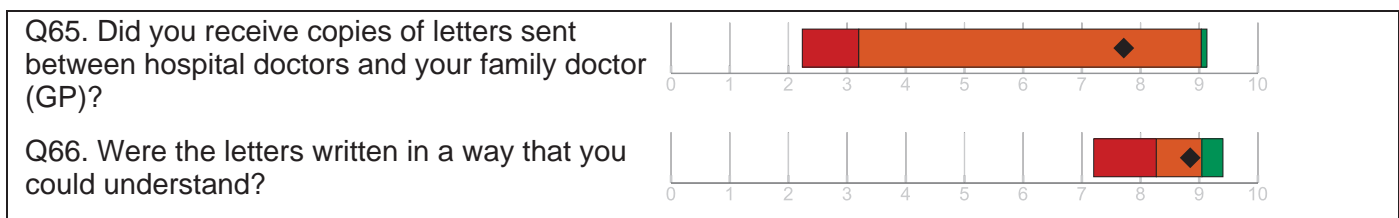


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

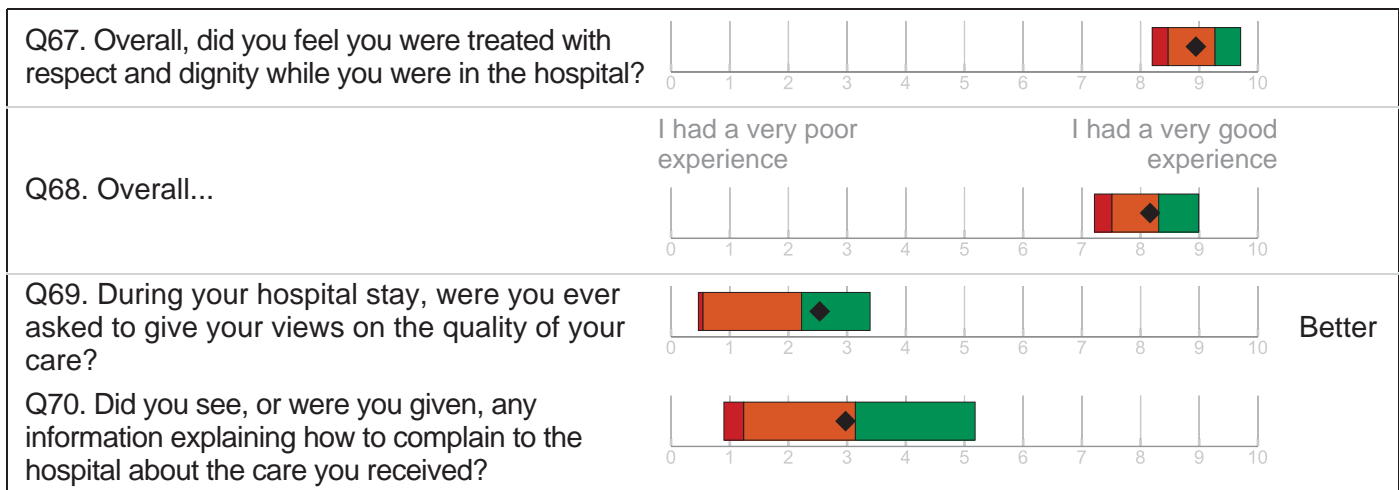


# Survey of adult inpatients 2012

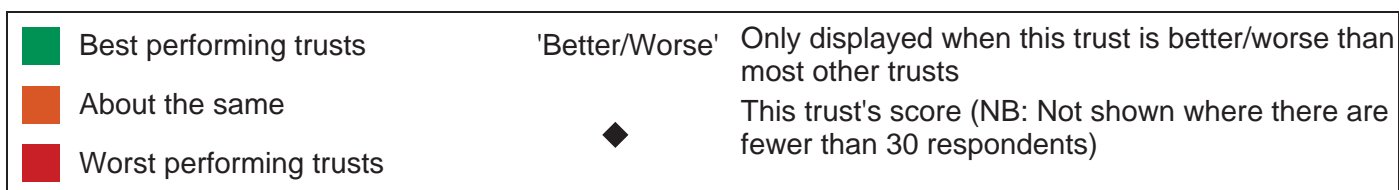
## University Hospitals Birmingham NHS Foundation Trust



### Overall views and experiences



Better



## Survey of adult inpatients 2012

### University Hospitals Birmingham NHS Foundation Trust

	Scores for this NHS trust			Number of respondents (this trust)	2011 scores for this NHS trust	Change from 2011
	Lowest trust score achieved	Highest trust score achieved				
<b>The Emergency/A&amp;E Department (answered by emergency patients only)</b>						
S1	Section score	8.9	7.1	9.5		
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	8.8	7.1	9.6	165	8.0 ↑
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	9.1	7.2	9.7	181	9.1
<b>Waiting list and planned admissions (answered by those referred to hospital)</b>						
S2	Section score	8.9	8.5	9.7		
Q6	How do you feel about the length of time you were on the waiting list?	8.3	6.8	9.8	194	8.4
Q7	Was your admission date changed by the hospital?	9.1	8.2	9.9	198	9.1
Q8	Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	9.4	8.7	10.0	194	
<b>Waiting to get to a bed on a ward</b>						
S3	Section score	7.8	6.1	9.6		
Q9	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?	7.8	6.1	9.6	404	7.6

↑ or ↓

Indicates where 2012 score is significantly higher or lower than 2011 score  
(NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2011 data is available.

## Survey of adult inpatients 2012

### University Hospitals Birmingham NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2011 scores for this NHS trust	Change from 2011
<b>The hospital and ward</b>						
S4 Section score	8.5	7.5	9.0			
Q11 Did you ever share a sleeping area with patients of the opposite sex?	9.3	7.4	9.9	297	9.4	
Q14 Did you ever use the same bathroom or shower area as patients of the opposite sex?	9.3	6.2	9.8	390	9.3	
Q15 Were you ever bothered by noise at night from other patients?	6.8	4.8	8.4	401	6.6	
Q16 Were you ever bothered by noise at night from hospital staff?	8.1	7.0	9.2	405	7.9	
Q17 In your opinion, how clean was the hospital room or ward that you were in?	9.3	8.1	9.6	410	9.2	
Q18 How clean were the toilets and bathrooms that you used in hospital?	9.0	7.5	9.5	402	9.0	
Q19 Did you feel threatened during your stay in hospital by other patients or visitors?	9.6	9.3	10.0	402	9.5	
Q20 Were hand-wash gels available for patients and visitors to use?	9.6	8.8	10.0	383	9.6	
Q21 How would you rate the hospital food?	5.9	3.8	7.9	400	5.5	
Q22 Were you offered a choice of food?	8.9	7.5	9.6	407	8.8	
Q23 Did you get enough help from staff to eat your meals?	7.9	5.6	9.5	132	7.7	
<b>Doctors</b>						
S5 Section score	8.7	8.0	9.4			
Q24 When you had important questions to ask a doctor, did you get answers that you could understand?	8.4	7.4	9.3	370	8.3	
Q25 Did you have confidence and trust in the doctors treating you?	9.2	8.3	9.7	410	8.7	↑
Q26 Did doctors talk in front of you as if you weren't there?	8.6	7.7	9.4	407	8.2	↑
<b>Nurses</b>						
S6 Section score	8.4	7.4	9.4			
Q27 When you had important questions to ask a nurse, did you get answers that you could understand?	8.3	7.2	9.3	365	8.2	
Q28 Did you have confidence and trust in the nurses treating you?	8.9	7.6	9.5	409	8.3	↑
Q29 Did nurses talk in front of you as if you weren't there?	9.0	7.8	9.7	407	8.7	
Q30 In your opinion, were there enough nurses on duty to care for you in hospital?	7.5	6.3	9.3	403	7.2	

↑ or ↓ Indicates where 2012 score is significantly higher or lower than 2011 score (NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2011 data is available.

## Survey of adult inpatients 2012

### University Hospitals Birmingham NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2011 scores for this NHS trust	Change from 2011
<b>Care and treatment</b>						
S7 Section score	7.8	6.8	8.8			
Q31 Did a member of staff say one thing and another say something different?	7.7	7.4	9.4	404	7.4	
Q32 Were you involved as much as you wanted to be in decisions about your care and treatment?	7.5	6.3	8.7	404	7.4	
Q33 How much information about your condition or treatment was given to you?	8.5	7.0	9.4	403	8.0	
Q34 Did you find someone on the hospital staff to talk to about your worries and fears?	6.4	4.2	7.8	266	6.2	
Q35 Do you feel you got enough emotional support from hospital staff during your stay?	7.7	5.7	8.8	279	7.1	↑
Q36 Were you given enough privacy when discussing your condition or treatment?	8.7	7.8	9.3	408	8.5	
Q37 Were you given enough privacy when being examined or treated?	9.6	9.1	9.8	406	9.5	
Q39 Do you think the hospital staff did everything they could to help control your pain?	8.0	7.5	9.4	249	8.0	
Q40 After you used the call button, how long did it usually take before you got help?	6.1	5.1	7.4	263	6.0	
<b>Operations and procedures (answered by patients who had an operation or procedure)</b>						
S8 Section score	8.3	7.8	9.1			
Q42 Did a member of staff explain the risks and benefits of the operation or procedure?	8.8	8.2	9.5	273	8.8	
Q43 Did a member of staff explain what would be done during the operation or procedure?	8.6	7.7	9.4	271	8.4	
Q44 Did a member of staff answer your questions about the operation or procedure?	8.7	8.1	9.6	240	8.5	
Q45 Were you told how you could expect to feel after you had the operation or procedure?	7.0	6.0	8.3	277	7.1	
Q47 Did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain?	9.1	8.3	9.6	238	9.0	
Q48 Afterwards, did a member of staff explain how the operation or procedure had gone?	7.9	6.8	8.7	279	7.8	

↑ or ↓ Indicates where 2012 score is significantly higher or lower than 2011 score (NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2011 data is available.

## Survey of adult inpatients 2012

### University Hospitals Birmingham NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2011 scores for this NHS trust	Change from 2011
<b>Leaving hospital</b>						
S9 Section score	7.4	6.3	8.7			
Q49 Did you feel you were involved in decisions about your discharge from hospital?	7.1	5.8	8.3	390		
Q50 Were you given enough notice about when you were going to be discharged?	7.3	6.3	9.1	406		
Q52 Discharge delayed due to wait for medicines/to see doctor/for ambulance.	5.2	4.8	8.7	377	5.5	
Q53 How long was the delay?	6.7	6.2	9.3	375	6.9	
Q54 Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	7.6	4.8	8.8	401	7.8	
Q55 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	8.7	7.3	9.5	326	8.6	
Q56 Did a member of staff tell you about medication side effects to watch for when you went home?	5.4	3.4	7.5	291	5.1	
Q57 Were you told how to take your medication in a way you could understand?	8.9	7.4	9.6	297	8.4	
Q58 Were you given clear written or printed information about your medicines?	8.4	6.9	9.6	300		
Q59 Did a member of staff tell you about any danger signals you should watch for after you went home?	6.0	3.8	7.6	333	5.8	
Q60 Did hospital staff take your family or home situation into account when planning your discharge?	7.3	5.6	8.7	278		
Q61 Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	6.7	4.8	7.9	300	6.5	
Q62 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	8.3	6.6	9.5	373	8.4	
Q63 Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	7.9	6.1	9.8	112		
Q64 Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	8.5	7.3	9.7	209		
Q65 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	7.7	2.2	9.1	372	8.0	
Q66 Were the letters written in a way that you could understand?	8.8	7.2	9.4	276	8.8	

↑ or ↓

Indicates where 2012 score is significantly higher or lower than 2011 score (NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2011 data is available.

## Survey of adult inpatients 2012

### University Hospitals Birmingham NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2011 scores for this NHS trust	Change from 2011
<b>Overall views and experiences</b>						
S10 Section score	5.7	4.4	6.6			
Q67 Overall, did you feel you were treated with respect and dignity while you were in the hospital?	8.9	8.2	9.7	405	9.1	
Q68 Overall...	8.2	7.2	9.0	399		
Q69 During your hospital stay, were you ever asked to give your views on the quality of your care?	2.5	0.5	3.4	364	2.5	
Q70 Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	3.0	0.9	5.2	325		

↑ or ↓

Indicates where 2012 score is significantly higher or lower than 2011 score  
(NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2011 data is available.

## Survey of adult inpatients 2012

### University Hospitals Birmingham NHS Foundation Trust

#### Background information

<b>The sample</b>	<b>This trust</b>	<b>All trusts</b>
Number of respondents	413	64505
Response Rate (percentage)	49	51
<b>Demographic characteristics</b>	<b>This trust</b>	<b>All trusts</b>
Gender (percentage)	(%)	(%)
Male	57	46
Female	43	54
Age group (percentage)	(%)	(%)
Aged 16-35	7	7
Aged 36-50	15	13
Aged 51-65	36	25
Aged 66 and older	42	55
Ethnic group (percentage)	(%)	(%)
White	83	90
Multiple ethnic group	1	1
Asian or Asian British	7	3
Black or Black British	3	1
Arab or other ethnic group	1	0
Not known	4	5
Religion (percentage)	(%)	(%)
No religion	14	14
Buddhist	0	0
Christian	72	79
Hindu	2	1
Jewish	0	1
Muslim	6	2
Sikh	3	1
Other religion	1	1
Prefer not to say	2	2
Sexual orientation (percentage)	(%)	(%)
Heterosexual/straight	97	94
Gay/lesbian	1	1
Bisexual	0	0
Other	0	1
Prefer not to say	2	4

University Hospitals Birmingham  
National Inpatient Survey  
2012 scores  
Comparison Scores  
2009 - 2012

APPENDIX 2

**Bedside TV  
Survey Results**

Question	2012	+ / -	2011	2010	2009	2012/ 2013
<b>Q3 Enough information about condition in A&amp;E</b>	<b>8.8</b>	<b>+0.8</b>	8.0	8.0	8.4	
Q4 Enough privacy when examined in A&E	9.1	-	9.1	8.8	8.8	
<b>Q6 View on time on waiting list</b>	<b>8.3</b>	<b>-0.1</b>	8.4	8.0	8.0	
Q7 Admission date changed by hospital	9.1	-	9.1	9.2	8.9	
Q8 Information given to hospital specialist	9.4	-				
<b>Q9 Did patient wait a long time to get to a bed</b>	<b>7.8</b>	<b>+0.2</b>	7.6	7.4	8.2	
<b>Q11 Shared mixed-sex room or bay</b>	<b>9.3</b>	<b>-0.1</b>	9.4	8.6	6.9	
Q14 Mixed-sex bathroom or shower areas	9.3	-	9.3	8.5	7.0	
<b>Q15 Ever bothered by noise at night from patients</b>	<b>6.8</b>	<b>+0.2</b>	6.6	6.1	6.1	
<b>Q16 Ever bothered by noise at night from staff</b>	<b>8.1</b>	<b>+0.2</b>	7.9	7.3	7.4	<b>8.3</b>
<b>Q17 Cleanliness of room or ward</b>	<b>9.3</b>	<b>+0.1</b>	9.2	8.9	8.4	<b>9.6</b>
Q18 Cleanliness of toilets and bathrooms	9.0	-	9.0	8.4	7.6	<b>9.5</b>
<b>Q19 Ever feel threatened</b>	<b>9.6</b>	<b>+0.1</b>	9.5	9.7	9.3	
Q20 Were hand washing gels available for patients and visitors to use	9.6	-	9.6	9.6	9.7	
<b>Q21 Rating of food</b>	<b>5.9</b>	<b>+0.4</b>	5.5	4.9	5.0	<b>7.3</b>
<b>Q22 Choice of food</b>	<b>8.9</b>	<b>+0.1</b>	8.8	8.5	8.4	
<b>Q23 Help to eat meals</b>	<b>7.9</b>	<b>+0.2</b>	7.7	7.0	7.0	
<b>Q24 Getting answers to questions from doctors</b>	<b>8.4</b>	<b>+0.1</b>	8.3	8.2	8.1	
<b>Q25 Confidence and trust in doctors</b>	<b>9.2</b>	<b>+0.5</b>	8.7	8.8	8.9	
<b>Q26 Did doctors talk in front of you as if you weren't there</b>	<b>8.6</b>	<b>+0.4</b>	8.2	8.3	8.0	<b>9.4*</b>
<b>Q27 Getting answers to questions from nurses</b>	<b>8.3</b>	<b>+0.1</b>	8.2	8.1	7.8	
<b>Q28 Confidence and trust in nurses</b>	<b>8.9</b>	<b>+0.6</b>	8.3	8.6	8.3	
<b>Q29 Did nurses talk in front of you as if you weren't there</b>	<b>9.0</b>	<b>+0.3</b>	8.7	8.7	8.4	<b>9.4*</b>
<b>Q30 Were there enough nurses on duty</b>	<b>7.5</b>	<b>+0.3</b>	7.2	6.7	7.3	
<b>Q31 Did staff contradict each other</b>	<b>7.7</b>	<b>+0.3</b>	7.4	7.5	7.9	<b>8.5</b>
<b>Q32 Involvement in decisions about care and treatment</b>	<b>7.5</b>	<b>+0.1</b>	7.4	6.9	7.0	<b>8.9</b>
<b>Q33 Amount of information</b>	<b>8.5</b>	<b>+0.5</b>	8.0	7.7	8.3	
<b>Q34 Someone to discuss worries or fears</b>	<b>6.4</b>	<b>+0.2</b>	6.2	5.8	6.1	<b>8.3</b>
<b>Q35 Enough emotional support from staff</b>	<b>7.7</b>	<b>+0.6</b>	7.1			
<b>Q36 Amount of privacy when discussing treatment</b>	<b>8.7</b>	<b>+0.2</b>	8.5	8.2	7.8	<b>9.5</b>



Question	2012	+ / -	2011	2010	2009	2012/ 2013
<b>Q37 Amount of privacy when being examined or treated</b>	<b>9.6</b>	<b>+0.1</b>	9.5	9.5	9.2	<b>9.8</b>
Q39 Did staff do all they could to control pain	8.0	-	8.0	7.9	8.0	<b>9.2</b>
<b>Q40 Time for help to arrive</b>	<b>6.1</b>	<b>+0.1</b>	6.0	5.9	6.2	
Q42 Were risks and benefits of the operation explained	8.8	-	8.8	9.0	8.9	
<b>Q43 Was what would done during the operation explained</b>	<b>8.6</b>	<b>+0.2</b>	8.4	8.7	8.5	
<b>Q44 Were questions about the operation answered</b>	<b>8.7</b>	<b>+0.2</b>	8.5	8.9	8.7	
<b>Q45 Told how would feel after operation</b>	<b>7.0</b>	<b>-0.1</b>	7.1	7.3	7.0	
<b>Q47 Did anaesthetist explain how would control pain</b>	<b>9.1</b>	<b>+0.1</b>	9.0	9.3	9.0	
<b>Q48 Were you told how the operation had gone in understandable way</b>	<b>7.9</b>	<b>+0.1</b>	7.8	8.0	7.8	
<b>Q49 Involved in discharge decisions</b>	<b>7.1</b>	<b>+0.1</b>	7.0	6.6	6.9	
Q50 Given enough notice of discharge	7.3					
<b>Q51 Main reason for discharge delay</b>	<b>5.2</b>	<b>-0.3</b>	5.5	5.7	5.5	
<b>Q53 How long was discharge delay</b>	<b>6.7</b>	<b>-0.2</b>	6.9	6.9	6.8	
<b>Q54 Written or printed discharge information</b>	<b>7.6</b>	<b>-0.2</b>	7.8	7.3	7.7	
<b>Q55 Was the purpose of new medicines explained</b>	<b>8.7</b>	<b>+0.1</b>	8.6	8.4	8.6	
<b>Q56 Were the side-effects of the new medicines explained</b>	<b>5.4</b>	<b>+0.3</b>	5.1	4.7	4.6	
<b>Q57 Told how to take medication</b>	<b>8.9</b>	<b>+0.5</b>	8.4	8.2	8.1	
<b>Q58 Given printed information on medicines</b>	<b>8.4</b>	<b>+0.4</b>	8.0	7.9	7.8	
<b>Q59 Told about danger signals on discharge</b>	<b>6.0</b>	<b>+0.2</b>	5.8	5.3	5.6	
Q60 Account taken of family & home situation	7.3					
<b>Q61 Family given all information on discharge</b>	<b>6.7</b>	<b>+0.2</b>	6.5	5.2	6.1	
<b>Q62 Were you told who to contact if worried</b>	<b>8.3</b>	<b>-0.1</b>	8.4	8.3	8.4	
Q63 Asked if additional equipment needed	7.9					
Q64 Asked if needed further health or social care	8.5					
<b>Q65 Given copies of letters to GP</b>	<b>7.7</b>	<b>-0.3</b>	8.0	7.7	7.1	
Q66 Letters written in a way you could understand	8.8	-	8.8	8.7	8.5	
<b>Q67 Overall treated with respect and dignity</b>	<b>8.9</b>	<b>-0.2</b>	9.1	8.8	8.9	<b>9.6</b>
<b>Q68 Overall rating of care</b>	<b>8.2</b>	<b>+0.2</b>	8.1	7.8	7.8	<b>9.6</b>
Q69 Ever asked views on quality	<b>2.5</b>	-	2.5	1.9	0.9	
<b>Q70 Leaflets on how to complain</b>	<b>3.0</b>	<b>-1.6</b>	4.6	3.9	4.5	

**Questions in Green** – shows an improvement on 2011, in **Red** a reduction and those in **Black** have stayed the same as 2011 or are new questions for 2012.

\* This question is not separated into staff groups for the bedside survey and so the score given is for all staff.

**National Inpatient Survey  
Comparison of 2012 scores with the  
Sheffield Group of NHS Trusts**

Green box = better than most NHS Trusts in England  
Red box = worse than most NHS Trusts in England

Red text = worse score than UHB  
Green text = better score than UHB

**APPENDIX 3**

Question	UHB	Guy's & Thomas	UCL	Kings College	Cambridge	Oxford Radcliffe	Imperial	Newcastle	Sheffield	Central Manchester
<b>The Emergency Dept – Section Score</b>	<b>8.9</b>	<b>8.8</b>	<b>9.0</b>	<b>8.5</b>	<b>8.6</b>	<b>8.4</b>	<b>8.6</b>	<b>8.8</b>	<b>8.5</b>	<b>8.5</b>
Q3 Enough information about condition in A&E	<b>8.8</b>	8.6	<b>9.2</b>	8.5	8.3	8.4	8.7	8.5	<b>8.7</b>	8.3
Q4 Enough privacy when examined in A&E	<b>9.1</b>	9.0	8.9	8.5	8.9	8.4	8.6	9.0	8.3	8.7
<b>Waiting List/Planned – Section Score</b>	<b>8.9</b>	<b>9.1</b>	<b>8.9</b>	<b>8.7</b>	<b>9.1</b>	<b>8.8</b>	<b>8.7</b>	<b>9.3</b>	<b>9.2</b>	<b>8.6</b>
Q6 View on time on waiting list	<b>8.3</b>	8.6	7.9	7.8	8.4	7.8	7.9	8.8	8.7	7.7
Q7 Admission date changed by hospital	<b>9.1</b>	9.4	9.2	<b>8.7</b>	9.2	9.1	9.2	9.3	9.3	<b>8.5</b>
Q8 Information given to hospital specialist	<b>9.4</b>	9.4	9.5	9.6	9.7	9.5	9.1	9.7	9.4	9.5
<b>Waiting to get a bed – Section Score</b>	<b>7.8</b>	<b>8.4</b>	<b>7.5</b>	<b>7.8</b>	<b>8.1</b>	<b>7.6</b>	<b>7.4</b>	<b>8.6</b>	<b>8.1</b>	<b>7.1</b>
Q9 Did patient wait a long time to get to a bed	<b>7.8</b>	8.4	7.5	7.8	8.1	7.6	7.4	8.6	8.1	7.1
<b>The Hospital &amp; Ward – Section Score</b>	<b>8.5</b>	<b>8.4</b>	<b>8.2</b>	<b>8.1</b>	<b>8.4</b>	<b>8.1</b>	<b>8.0</b>	<b>8.6</b>	<b>8.1</b>	<b>8.0</b>
Q11 Shared mixed-sex room or bay	<b>9.3</b>	9.4	9.0	9.1	<b>9.7</b>	9.2	8.8	9.6	9.0	9.4
Q14 Mixed-sex bathroom or shower areas	<b>9.3</b>	9.0	9.0	8.2	9.3	8.5	8.4	9.6	8.0	9.2
Q15 Ever bothered by noise at night from patients	<b>6.8</b>	6.6	6.2	6.5	5.9	6.1	6.2	6.6	5.6	6.0
Q16 Ever bothered by noise at night from staff	<b>8.1</b>	8.2	8.1	8.2	8.0	7.8	8.1	8.3	7.9	8.0
Q17 Cleanliness of room or ward	<b>9.3</b>	8.9	9.2	9.0	9.1	8.7	8.7	<b>9.4</b>	9.1	8.7
Q18 Cleanliness of toilets and bathrooms	<b>9.0</b>	8.6	8.4	8.2	8.8	8.4	8.2	<b>9.2</b>	8.7	8.1
Q19 Ever feel threatened	<b>9.6</b>	9.6	9.6	9.5	9.8	9.7	9.4	9.7	<b>9.9</b>	<b>9.3</b>
Q20 Were hand washing gels available for patients and visitors to use	<b>9.6</b>	9.5	9.5	9.4	9.7	9.4	9.5	9.7	9.8	9.5
Q21 Rating of food	<b>5.9</b>	5.7	5.2	5.5	5.8	5.2	5.3	5.7	4.9	<b>4.5</b>
Q22 Choice of food	<b>8.9</b>	8.9	8.7	8.9	8.8	8.9	8.4	8.9	8.3	8.4
Q23 Help to eat meals	<b>7.9</b>	8.2	7.8	6.8	7.3	7.2	6.5	8.1	7.8	7.4
<b>Doctors</b>	<b>8.7</b>	<b>8.7</b>	<b>8.8</b>	<b>8.4</b>	<b>8.8</b>	<b>8.6</b>	<b>8.4</b>	<b>9.0</b>	<b>8.6</b>	<b>8.4</b>
Q24 Getting answers to questions from doctors	<b>8.4</b>	8.3	8.6	8.2	8.6	8.5	8.3	<b>8.8</b>	8.3	8.1
Q25 Confidence and trust in doctors	<b>9.2</b>	9.2	9.2	8.8	9.2	8.9	8.9	<b>9.4</b>	9.0	8.8
Q26 Did doctors talk in front of you as if you weren't there	<b>8.6</b>	8.5	8.5	8.0	8.5	8.6	8.1	8.8	8.5	8.2
<b>Nurses</b>	<b>8.4</b>	<b>8.5</b>	<b>8.3</b>	<b>8.1</b>	<b>8.5</b>	<b>8.3</b>	<b>8.0</b>	<b>8.7</b>	<b>8.4</b>	<b>7.9</b>
Q27 Getting answers to questions from nurses	<b>8.3</b>	8.2	8.4	7.9	8.6	8.2	7.9	<b>8.9</b>	8.4	7.9
Q28 Confidence and trust in nurses	<b>8.9</b>	8.7	8.5	8.4	8.9	8.5	8.4	9.1	8.8	8.4
Q29 Did nurses talk in front of you as if you weren't there	<b>9.0</b>	8.7	8.5	<b>8.4</b>	8.7	8.9	<b>8.2</b>	9.0	8.9	8.6
Q30 Were there enough nurses on duty	<b>7.5</b>	8.1	7.8	7.6	7.9	7.7	7.5	8.0	7.7	6.9
<b>Care &amp; Treatment – Section Score</b>	<b>7.8</b>	<b>8.5</b>	<b>7.6</b>	<b>7.6</b>	<b>7.8</b>	<b>7.6</b>	<b>7.4</b>	<b>8.1</b>	<b>7.7</b>	<b>7.3</b>
Q31 Did staff contradict each other	<b>7.7</b>	8.1	8.0	7.9	8.4	8.2	7.9	<b>8.6</b>	8.4	7.6



Question	UHB	Guy's & Thomas	UCL	Kings College	Cambridge	Oxford Radcliffe	Imperial	Newcastle	Sheffield	Central Manchester
Q66 Letters written in a way you could understand	8.8	8.7	9.1	8.3	8.8	8.8	8.7	8.9	7.8	8.7
<b>Overall Views &amp; Experiences – Section Score</b>	<b>5.7</b>	<b>5.7</b>	<b>5.4</b>	<b>5.8</b>	<b>5.4</b>	<b>5.1</b>	<b>5.5</b>	<b>5.3</b>	<b>4.8</b>	<b>5.2</b>
Q67 Overall treated with respect and dignity	8.9	9.1	9.1	8.8	9.2	8.8	8.8	9.3	9.0	8.7
Q68 Overall rating of care	8.2	8.3	8.2	8.0	8.2	7.9	7.9	8.5	8.0	7.7
Q69 Ever asked views on quality	2.5	1.9	2.1	3.1	1.7	1.2	2.8	0.8	0.8	2.0
Q70 Leaflets on how to complain	3.0	3.4	2.2	3.4	2.6	2.4	2.5	2.4	1.5	2.3
<b>Total responses out of 850</b>	<b>413</b>	<b>349</b>	<b>387</b>	<b>337</b>	<b>405</b>	<b>436</b>	<b>305</b>	<b>465</b>	<b>426</b>	<b>351</b>

Green box = better than most NHS Trusts in England  
 Red box – worse than most NHS Trusts in England

**National Inpatient Survey  
 Comparison of 2012 scores  
 with Local Trusts**

Red text = worse score than UHB  
 Green text = better score than UHB

**APPENDIX 4**

Question	UHB	Heart of England	University of Coventry and Warwick	Worcester	Sandwell and West Birmingham	Dudley Group of Hospitals	Wolverhampton	Walsall
<b>The Emergency Dept – Section Score</b>	<b>8.9</b>	<b>8.6</b>	<b>8.3</b>	<b>8.4</b>	<b>8.6</b>	<b>7.9</b>	<b>8.5</b>	<b>8.3</b>
Q3 Enough information about condition in A&E	<b>8.8</b>	8.4	7.7	8.1	8.3	<b>7.3</b>	8.1	8.0
Q4 Enough privacy when examined in A&E	<b>9.1</b>	8.7	8.8	8.6	8.8	8.5	8.8	8.5
<b>Waiting List/Planned – Section Score</b>	<b>8.9</b>	<b>9.0</b>	<b>8.9</b>	<b>9.3</b>	<b>9.1</b>	<b>9.1</b>	<b>9.3</b>	<b>8.6</b>
Q6 View on time on waiting list	<b>8.3</b>	8.3	8.2	8.6	8.7	8.1	8.6	7.7
Q7 Admission date changed by hospital	<b>9.1</b>	9.4	8.9	9.4	9.4	9.4	<b>9.6</b>	9.2
Q8 Information given to hospital specialist	<b>9.4</b>	9.2	9.7	9.8	<b>9.4</b>	<b>9.8</b>	9.6	<b>8.9</b>
<b>Waiting to get a bed – Section Score</b>	<b>7.8</b>	<b>7.3</b>	<b>7.3</b>	<b>7.3</b>	<b>7.6</b>	<b>6.5</b>	<b>7.6</b>	<b>7.0</b>
Q9 Did patient wait a long time to get to a bed	<b>7.8</b>	7.3	7.3	7.3	7.6	<b>6.5</b>	7.6	7.0
<b>The Hospital &amp; Ward – Section Score</b>	<b>8.5</b>	<b>7.9</b>	<b>8.1</b>	<b>8.2</b>	<b>8.1</b>	<b>8.0</b>	<b>8.4</b>	<b>8.3</b>
Q11 Shared mixed-sex room or bay	<b>9.3</b>	9.1	9.5	<b>9.3</b>	8.7	<b>9.3</b>	<b>9.3</b>	9.4
Q14 Mixed-sex bathroom or shower areas	<b>9.3</b>	8.5	9.6	8.9	9.0	8.0	9.3	8.9
Q15 Ever bothered by noise at night from patients	<b>6.8</b>	5.6	5.2	6.1	6.5	6.5	6.8	6.3
Q16 Ever bothered by noise at night from staff	<b>8.1</b>	8.0	<b>7.1</b>	7.8	8.2	7.8	8.2	8.3
Q17 Cleanliness of room or ward	<b>9.3</b>	8.7	9.1	8.8	8.4	8.8	8.9	8.9
Q18 Cleanliness of toilets and bathrooms	<b>9.0</b>	8.2	8.6	8.6	8.3	8.5	8.7	8.6
Q19 Ever feel threatened	<b>9.6</b>	<b>9.6</b>	<b>9.6</b>	9.8	9.7	<b>9.6</b>	<b>9.6</b>	9.5
Q20 Were hand washing gels available for patients and visitors to use	<b>9.6</b>	9.3	9.6	9.4	<b>9.6</b>	9.7	<b>9.9</b>	<b>9.6</b>
Q21 Rating of food	<b>5.9</b>	5.1	5.5	5.2	5.6	<b>4.4</b>	5.5	5.7
Q22 Choice of food	<b>8.9</b>	8.2	8.7	8.5	8.3	8.4	8.6	8.6
Q23 Help to eat meals	<b>7.9</b>	7.0	7.3	7.8	7.0	6.5	7.6	7.5
<b>Doctors</b>	<b>8.7</b>	<b>8.3</b>	<b>8.3</b>	<b>8.4</b>	<b>8.5</b>	<b>8.3</b>	<b>8.6</b>	<b>8.1</b>
Q24 Getting answers to questions from doctors	<b>8.4</b>	7.7	7.9	8.1	8.3	7.7	8.2	7.7
Q25 Confidence and trust in doctors	<b>9.2</b>	8.9	8.8	8.9	8.9	8.8	8.9	8.4
Q26 Did doctors talk in front of you as if you weren't there	<b>8.6</b>	8.4	8.3	8.4	8.4	8.4	8.7	8.2
<b>Nurses</b>	<b>8.4</b>	<b>8.3</b>	<b>8.1</b>	<b>8.2</b>	<b>8.2</b>	<b>8.2</b>	<b>8.3</b>	<b>8.2</b>
Q27 Getting answers to questions from nurses	<b>8.3</b>	8.2	8.0	8.2	8.1	8.0	8.4	8.2
Q28 Confidence and trust in nurses	<b>8.9</b>	8.8	8.6	8.5	8.5	8.8	8.7	8.7
Q29 Did nurses talk in front of you as if you weren't there	<b>9.0</b>	8.9	8.7	8.8	8.4	8.9	8.9	8.9
Q30 Were there enough nurses on duty	<b>7.5</b>	7.3	7.1	7.3	7.7	7.1	7.3	7.0
<b>Care &amp; Treatment – Section Score</b>	<b>7.8</b>	<b>7.4</b>	<b>7.3</b>	<b>7.5</b>	<b>7.5</b>	<b>7.3</b>	<b>7.6</b>	<b>7.4</b>
Q31 Did staff contradict each other	<b>7.7</b>	8.0	7.9	8.1	8.0	8.0	8.2	7.8



Question	UHB	Heart of England	University Coventry and Warwick	Worcester	Sandwell and West Birmingham	Dudley Group of Hospital	Wolverhampton	Walsall
Q66 Letters written in a way you could understand	8.8	8.6	8.0	8.7	8.5	8.7	8.4	8.8
<b>Overall Views &amp; Experiences – Section Score</b>	<b>5.7</b>	<b>5.1</b>	<b>4.7</b>	<b>5.0</b>	<b>5.1</b>	<b>4.8</b>	<b>5.0</b>	<b>5.3</b>
Q67 Overall treated with respect and dignity	8.9	8.9	8.6	8.7	8.9	8.7	8.7	8.7
Q68 Overall rating of care	8.2	7.9	7.8	7.8	7.8	7.6	7.9	7.9
Q69 Ever asked views on quality	2.5	1.6	1.0	1.6	1.9	1.5	1.3	2.3
Q70 Leaflets on how to complain	3.0	1.9	1.2	2.1	2.0	1.4	1.9	2.4
<b>Total responses out of 850</b>	<b>413</b>	<b>356</b>	<b>360</b>	<b>429</b>	<b>303</b>	<b>394</b>	<b>415</b>	<b>370</b>