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Meeting: Trust Board
Date: 20th May 2009

Title: Care Quality Commission National Inpatient Survey 2008 results

Executive Summary: The results of the Whittington's 2008 Inpatient survey have been released by the Care Quality Commission (CQC) which form part of the CQC's assessment of the Trust's performance. The national benchmark report is attached. The report was published on 13th May. It is the first year that the Care Quality Commission (CQC) has published the results and the presentation of results is available

- by Trust report
- by grouping into the best and worst Trusts
- by website and comparison of scores with the expected range for the Trust, compared with other Trusts

The response rate in 2008 was 38% (307 responses) versus 43% in 2007 (341 responses). The patients surveyed were inpatients at the Whittington between July and September last year.

The Trust has improved its performance compared to the survey in 2007. Out of 62 questions there has been an improvement in 46 of the questions.

In the presentation of the data by the CQC the Whittington does not feature in either the list of best or worst Trusts.

This year the Trust featured in 16 areas as one of the 20% best performing acute trusts, compared with only 3 in 2007.

The Trust was in the best performing 20% of trusts for:-

- How much information about your condition did you get in ED?
- Were you offered a choice of hospital for first hospital appointment?
- Were you given a choice of admission dates?
- Were you ever bothered by noise at night from hospital staff?
- As far as you know, did doctors wash or clean their hands between touching patients?
- In your opinion, were there enough nurses on duty to care for you in hospital?
- Did your family or someone close to you have enough opportunity to talk to a doctor?
- Were you given enough privacy when discussing your treatment or condition?
- Did a member of staff explain the risks and benefits of the operation or procedure?
- Did a member of staff answer your questions about the operation or procedure?
- Were you told how you could expect to feel after you had the operation or procedure?
- Did hospital staff explain the purpose of the medicines you were to take

home?

- Were you told how to take your medication in a way you could understand?
- Were you given clear written information about your medicines?
- Did hospital staff give your family or someone close to you all the information they needed?
- Did you receive copies of letters sent between hospital doctors and your family doctor?

The Trust was in the worst performing 20% of trusts for 9 areas versus 21 areas in 2007; these were:-

- How did you feel about the length of time you were on the waiting list
- How clean were the toilets and bathrooms that you used in hospital?
- Did you feel threatened during your stay in hospital by other patients and visitors?
- Did doctors talk in front of you as if you weren't there?
- Did you have confidence and trust in the nurses treating you?
- Did nurses talk in front of you as if you weren't there?
- Did hospital staff tell you who to contact if you were worried about your condition?
- Did you see posters or leaflets explaining how to complain about the care you received?
- Did you want to complain about the care you received in hospital?

The next steps include

- disseminating the results across the Trust
- building improvement plans into our customer focused marketing strategy
- building improvement plans into the Productive Ward programme

Action: To discuss and agree next steps

Report from: Siobhan Harrington – Director of Primary Care

Sponsor: David Sloman – Chief Executive Officer

Care Quality Commission National Inpatient Survey 2008 results

The results of the Whittington's 2008 Inpatient survey have been released by the Care Quality Commission (CQC) which form part of the CQC's assessment of the Trust's performance. The national benchmark report is attached. The report was published on 13th May. It is the 1st year that the Care Quality Commission (CQC) has published the results and the presentation of results is available

- by Trust report
- by grouping into the best and worst Trusts
- by website and comparison of scores with the expected range for the Trust, compared with other Trusts

The Trust Inpatient survey report

The response rate in 2008 was 38% (307 responses) versus 43% in 2007 (341 responses). The patients surveyed were inpatients at the Whittington between July and September last year.

The Trust has improved its performance compared to the survey in 2007. Out of 62 questions there has been some improvement in 53 of the questions.

This year the Trust featured in 16 areas as one of the 20% best performing acute trusts, compared with only 3 in 2007.

The Trust was in the best performing 20% of trusts for:-

- How much information about your condition did you get in ED?
- Were you offered a choice of hospital for 1st hospital appointment?
- Were you given a choice of admission dates?
- Were you ever bothered by noise at night from hospital staff?
- As far as you know, did doctors wash or clean their hands between touching patients?
- In your opinion, were there enough nurses on duty to care for you in hospital?
- Did your family or someone close to you have enough opportunity to talk to a doctor?
- Were you given enough privacy when discussing your treatment or condition?
- Did a member of staff explain the risks and benefits of the operation or procedure?
- Did a member of staff answer your questions about the operation or procedure?
- Were you told how you could expect to feel after you had the operation or procedure?
- Did hospital staff explain the purpose of the medicines you were to take home?
- Were you told how to take your medication in a way you could understand?
- Were you given clear written information about your medicines?
- Did hospital staff give your family or someone close to you all the information they needed?
- Did you receive copies of letters sent between hospital doctors and your family doctor?

The Trust was in the worst performing 20% of trusts for 9 areas versus 21 areas in 2007; these were:-

- How did you feel about the length of time you were on the waiting list?

- How clean were the toilets and bathrooms that you used in hospital?
- Did you feel threatened during your stay in hospital by other patients and visitors?
- Did doctors talk in front of you as if you weren't there?
- Did you have confidence and trust in the nurses treating you?
- Did nurses talk in front of you as if you weren't there?
- Did hospital staff tell you who to contact if you were worried about your condition?
- Did you see posters or leaflets explaining how to complain about the care you received?
- Did you want to complain about the care you received in hospital?

Since the time of this survey the Board are asked to note that our action plan with regard to the 2007 survey includes actions that have now been completed but may not have been completed in time to impact on these results. Key actions in the last year include

- improvements in waiting times with regard to implementing 18 weeks
- a major priority being cleanliness across the Trust
- the delivery of communication skills training for medical consultants with regard to teaching their juniors
- work with pharmacists on the wards to improve information for patients
- the development and delivery of the Productive ward initiative which frees up nursing time
- Posters and leaflets developed regarding how to make a complaint

CQC benchmarking

In the presentation of the data by the CQC the Whittington does not feature in either the list of best or worst Trusts, in terms of the grouping of questions (attached).

The naming of trusts better and worse than average is then listed by each individual question. Of the 62 questions the Whittington is named in

Q6 When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment? **Trust better than average**

Q24 Did you feel threatened during your stay in hospital by other patients or visitors? **Trust worse than average**

Q34 Did you have confidence and trust in the nurses treating you?

Trust worse than average

Q35 Did nurses talk in front of you as if you weren't there? **Trust worse than average**

Q41 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? **Trust better than average**

Q63 Were you told how to take your medication in a way you could understand? **Trust better than average**

Q64 Were you given clear written or printed information about your medicine? **Trust better than average**

These results are only recently published and need to be considered in the light of our customer-focused marketing strategy. As we introduce electronic real-time patient experience feedback at the end of May across the Trust there is a real opportunity to disseminate these results as well as relaunching the results from surveys internally to date so that we can have a real patient focused drive on

improvement through June and July that will improve the patient experience and our in-patient survey results for next year.

The Board are also asked to note that there was improvement in the areas identified by the PCT within the quality indicators of the contract last year.

Indicator	2004	2005	2006	2007	2008
Overall, how did you rate the care you received?	71	74	74	73	77
Did you feel you were treated with respect and dignity while you were in hospital?	85	86	85	84	87
Were you involved as much as you wanted to be in decisions about your care and treatment?	66	70	66	64	69
How clean was the hospital room or ward you were in?	76	78	77	80	83

The CQC have sent through a schedule of the plans for patient surveys in 2009/10. There will be 2 national patient surveys for acute trusts, a survey of outpatients in the summer and the inpatient survey in the autumn.

The next steps include

- disseminating the results across the Trust
- building improvement plans into our customer focused marketing strategy
- building improvement plans into the Productive Ward programme

2008 Inpatient survey

Best and Worst trusts

Survey results for each trust, for each survey question and section, will be available on the CQC website under the organisation search.

On the 'Summary' page, scores out of 10 are presented for each question and section (group of questions). These are shown alongside a statement of 'better', 'about the same' or 'worse', to identify which trusts we can confidently say are better or worse than average.

The analysis that is applied takes into account important details such as the reliability of the data from each trust. This means that a lay audience does not need to interpret the statistical details at first glance, as this interpretation has been carried out for them. They can still choose to view the more detailed information on the website if interested (under the 'Charts' tab).

The scores are the same as those contained in trust benchmark reports, just analysed and presented in a slightly different way. Because the analysis is different, though, the categories included in the two sets of reports are not the same. As such you may find that a trust appears in a 'different' grouping/ category to that shown in the trust's benchmark report: a trust may appear in the top 20th percentile in the benchmark reports but be categorised as 'the same' on the dashboard. This is because different thresholds are used for the different purposes. More information on why this is the case is available from CQC.

Interpreting the data

The following are the key points to bear in mind when reviewing the survey results, in order for responsible and fair reporting of how well trusts have performed.

Comparing trusts

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.

Hence, we have listed the 'best' and 'worst' trusts here, because this is the key information - all we can say is that these trusts are 'significantly worse' or 'significantly better' than 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 asked 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've found with this survey¹. For this reason we are

¹ The confidence interval in the benchmark report shows the range within which we can be confident that the 'true' score would fall if all patients were surveyed.

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.

By contrast, the categories presented are more robust as they have been analysed to take into account the reliability of data. If a trust is categorised as 'worse' than average then we can be confident that it would continue to appear worse than average if the survey was repeated with a different sample.

Aggregating across sections

Although it might also be tempting to count up the number of times a trust appears in the 'better' or 'worse' category, this will be misleading.

Firstly, all of the comparisons in the data are relative: we have compared trusts against each other, not against absolute thresholds. The ranges of performance on different questions varies and this 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 the '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 summate categories.

Furthermore, the questions included here are not all equally important. If you add these up, you are effectively saying that each question is as important as each other. But some topics have very few questions included in the questionnaire, whilst others are addressed by several questions asking about various aspects of that topic. This is mainly done to help the design of the questionnaire. Simply adding all of the categories up ('better'/'worse') takes no account of which of important areas they are better or worse in, and can't make any meaningful comparisons across trusts.

If you need any more information or assistance in interpreting this document, please contact CQC.

SECTIONS

Section 1 - Emergency treatment

Section 1 - Trusts worse than average

Number of trusts: 18

Barking, Havering and Redbridge Hospitals NHS Trust
Barnet and Chase Farm Hospitals NHS Trust
Calderdale and Huddersfield NHS Foundation Trust
Colchester Hospital University NHS Foundation Trust
Dartford and Gravesham NHS Trust
Dudley Group of Hospitals NHS Trust
East and North Hertfordshire NHS Trust
Mayday Healthcare NHS Trust
Medway NHS Trust
Mid Essex Hospital Services NHS Trust
Mid Staffordshire Foundation Trust
Newham University Hospital NHS Trust
Norfolk and Norwich University Hospitals NHS Foundation Trust
Queen Elizabeth Hospital NHS Trust
Royal Free Hampstead NHS Trust
St Helens and Knowsley Hospitals NHS Trust
The Princess Alexandra Hospital NHS Trust
The Royal Wolverhampton Hospitals NHS Trust

Section 1 - Trusts better than average

Number of trusts: 15

Airedale NHS Trust
Christie Hospital NHS Foundation Trust
City Hospitals Sunderland NHS Foundation Trust
Clatterbridge Centre for Oncology NHS Foundation Trust
County Durham and Darlington NHS Foundation Trust
Gateshead Health NHS Foundation Trust
Liverpool Heart & Chest Hospital NHS Trust
North Cumbria University Hospitals NHS Trust
North Tees and Hartlepool NHS Foundation Trust
Papworth Hospital NHS Foundation Trust
Queen Victoria Hospital NHS Foundation Trust
Royal Brompton and Harefield NHS Trust
Royal Orthopaedic Hospital NHS Foundation Trust
Salisbury NHS Foundation Trust
The Royal Marsden NHS Foundation Trust

Section 2 - Waiting lists and planned admissions

Section 2 - Trusts worse than average

Number of trusts: 13

Bradford Teaching Hospitals NHS Foundation Trust

Hereford Hospitals NHS Trust
Hull and East Yorkshire Hospitals NHS Trust
Ipswich Hospital NHS Trust
Leeds Teaching Hospitals NHS Trust
Maidstone and Tunbridge Wells NHS Trust
North Bristol NHS Trust
Queen Elizabeth Hospital NHS Trust
Royal National Orthopaedic Hospital NHS Trust
Scarborough and North East Yorkshire Healthcare NHS Trust
Shrewsbury and Telford Hospital NHS Trust
University Hospitals Bristol NHS Foundation Trust
Walton Centre for Neurology and Neurosurgery NHS Trust

Section 2 - Trusts better than average

Number of trusts: 19

Barnsley Hospital NHS Foundation Trust
Birmingham Women's Foundation Trust
Burton Hospitals NHS Trust
Chelsea and Westminster Hospital NHS Foundation Trust
Chesterfield Royal Hospital NHS Foundation Trust
Doncaster and Bassetlaw Hospitals NHS Foundation Trust
East Cheshire NHS Trust
Gateshead Health NHS Foundation Trust
Harrogate and District NHS Foundation Trust
Heart Of England NHS Foundation Trust
Liverpool Womens Hospital NHS Foundation Trust
Northumbria Healthcare NHS Foundation Trust
Poole Hospital NHS Foundation Trust
Queen Victoria Hospital NHS Foundation Trust
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust
The Rotherham NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
University Hospitals of Morecambe Bay NHS Trust
Yeovil District Hospital NHS Foundation Trust

Section 3 - Waiting to get a bed on a ward

Section 3 - Trusts worse than average

Number of trusts: 15

Calderdale and Huddersfield NHS Foundation Trust
Ealing Hospital NHS Trust
East and North Hertfordshire NHS Trust
East Lancashire Hospitals NHS Trust
Heart Of England NHS Foundation Trust
Mayday Healthcare NHS Trust
Medway NHS Trust
Newham University Hospital NHS Trust
North Middlesex University Hospital NHS Trust
Plymouth Hospitals NHS Trust
Queen Elizabeth Hospital NHS Trust

Royal Bolton Hospital NHS Foundation Trust
Royal Free Hampstead NHS Trust
The Royal Wolverhampton Hospitals NHS Trust
Walsall Hospitals NHS Trust

Section 3 - Trusts better than average

Number of trusts: 19

Airedale NHS Trust
Birmingham Women's Foundation Trust
Chesterfield Royal Hospital NHS Foundation Trust
Christie Hospital NHS Foundation Trust
Clatterbridge Centre for Oncology NHS Foundation Trust
Liverpool Heart & Chest Hospital NHS Trust
Liverpool Womens Hospital NHS Foundation Trust
North Cumbria University Hospitals NHS Trust
Nuffield Orthopaedic Centre NHS Trust
Papworth Hospital NHS Foundation Trust
Queen Victoria Hospital NHS Foundation Trust
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust
Royal Brompton and Harefield NHS Trust
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust
Royal National Orthopaedic Hospital NHS Trust
Royal Orthopaedic Hospital NHS Foundation Trust
Salisbury NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
Walton Centre for Neurology and Neurosurgery NHS Trust

Section 4 - The hospital and ward

Section 4 - Trusts worse than average

Number of trusts: 19

Ashford and St Peter's Hospitals NHS Trust
Barts and The London NHS Trust
Colchester Hospital University NHS Foundation Trust
East and North Hertfordshire NHS Trust
East Sussex Hospitals NHS Trust
Homerton University Hospital NHS Foundation Trust
Maidstone and Tunbridge Wells NHS Trust
Medway NHS Trust
Norfolk and Norwich University Hospitals NHS Foundation Trust
North Middlesex University Hospital NHS Trust
North West London Hospitals NHS Trust
Northampton General Hospital NHS Trust
Plymouth Hospitals NHS Trust
Queen Elizabeth Hospital NHS Trust
University Hospital Birmingham NHS Foundation Trust
Walsall Hospitals NHS Trust
West Middlesex University Hospital NHS Trust
Whipps Cross University Hospital NHS Trust

Worthing and Southlands Hospitals NHS Trust

Section 4 - Trusts better than average

Number of trusts: 17

Airedale NHS Trust
Christie Hospital NHS Foundation Trust
Clatterbridge Centre for Oncology NHS Foundation Trust
Derby Hospitals NHS Foundation Trust
Gateshead Health NHS Foundation Trust
Harrogate and District NHS Foundation Trust
Liverpool Heart & Chest Hospital NHS Trust
Nuffield Orthopaedic Centre NHS Trust
Papworth Hospital NHS Foundation Trust
Queen Victoria Hospital NHS Foundation Trust
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust
Royal Brompton and Harefield NHS Trust
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust
Royal Orthopaedic Hospital NHS Foundation Trust
South Tees Hospitals NHS Trust
The Newcastle Upon Tyne Hospitals NHS Foundation Trust
The Royal Marsden NHS Foundation Trust

Section 5 - Doctors

Section 5 - Trusts worse than average

Number of trusts: 14

Barking, Havering and Redbridge Hospitals NHS Trust
Colchester Hospital University NHS Foundation Trust
East and North Hertfordshire NHS Trust
East Sussex Hospitals NHS Trust
Hull and East Yorkshire Hospitals NHS Trust
Mayday Healthcare NHS Trust
Medway NHS Trust
Newham University Hospital NHS Trust
Queen Elizabeth Hospital NHS Trust
The Princess Alexandra Hospital NHS Trust
University Hospitals Coventry and Warwickshire NHS Trust
Walsall Hospitals NHS Trust
West Middlesex University Hospital NHS Trust
Whipps Cross University Hospital NHS Trust

Section 5 - Trusts better than average

Number of trusts: 20

Birmingham Women's Foundation Trust
Christie Hospital NHS Foundation Trust
Clatterbridge Centre for Oncology NHS Foundation Trust
Derby Hospitals NHS Foundation Trust
Harrogate and District NHS Foundation Trust
Liverpool Heart & Chest Hospital NHS Trust

Liverpool Womens Hospital NHS Foundation Trust
Nuffield Orthopaedic Centre NHS Trust
Papworth Hospital NHS Foundation Trust
Queen Victoria Hospital NHS Foundation Trust
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust
Royal Brompton and Harefield NHS Trust
Royal Orthopaedic Hospital NHS Foundation Trust
South Tees Hospitals NHS Trust
The Newcastle Upon Tyne Hospitals NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
University Hospital Of South Manchester NHS Foundation Trust
University Hospitals of Morecambe Bay NHS Trust
Walton Centre for Neurology and Neurosurgery NHS Trust
York Hospitals NHS Foundation Trust

Section 6 - Nurses

Section 6 - Trusts worse than average

Number of trusts: 17

Barking, Havering and Redbridge Hospitals NHS Trust
Barts and The London NHS Trust
Chelsea and Westminster Hospital NHS Foundation Trust
Ealing Hospital NHS Trust
Homerton University Hospital NHS Foundation Trust
Mayday Healthcare NHS Trust
Newham University Hospital NHS Trust
North Middlesex University Hospital NHS Trust
North West London Hospitals NHS Trust
Northampton General Hospital NHS Trust
Queen Elizabeth Hospital NHS Trust
Queen Mary's Sidcup NHS Trust
Royal Free Hampstead NHS Trust
The Hillingdon Hospital NHS Trust
The Lewisham Hospital NHS Trust
West Middlesex University Hospital NHS Trust
Whipps Cross University Hospital NHS Trust

Section 6 - Trusts better than average

Number of trusts: 19

Airedale NHS Trust
Birmingham Women's Foundation Trust
Brighton and Sussex University Hospitals NHS Trust
Chesterfield Royal Hospital NHS Foundation Trust
Christie Hospital NHS Foundation Trust
Clatterbridge Centre for Oncology NHS Foundation Trust
Derby Hospitals NHS Foundation Trust
Liverpool Heart & Chest Hospital NHS Trust
Liverpool Womens Hospital NHS Foundation Trust
North Cumbria University Hospitals NHS Trust
Northern Devon Healthcare NHS Trust
Papworth Hospital NHS Foundation Trust

Queen Victoria Hospital NHS Foundation Trust
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust
Royal Brompton and Harefield NHS Trust
Royal Orthopaedic Hospital NHS Foundation Trust
Sheffield Teaching Hospitals NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
Walton Centre for Neurology and Neurosurgery NHS Trust

Section 7 - Care & treatment

Section 7 - Trusts worse than average

Number of trusts: 19

Barking, Havering and Redbridge Hospitals NHS Trust
Colchester Hospital University NHS Foundation Trust
Ealing Hospital NHS Trust
East and North Hertfordshire NHS Trust
East Lancashire Hospitals NHS Trust
Epsom and St Helier University Hospitals NHS Trust
Homerton University Hospital NHS Foundation Trust
Luton and Dunstable Hospital NHS Foundation Trust
Mayday Healthcare NHS Trust
Medway NHS Trust
North Middlesex University Hospital NHS Trust
North West London Hospitals NHS Trust
Northampton General Hospital NHS Trust
Queen Mary's Sidcup NHS Trust
Royal Free Hampstead NHS Trust
The Hillingdon Hospital NHS Trust
The Princess Alexandra Hospital NHS Trust
West Middlesex University Hospital NHS Trust
Whipps Cross University Hospital NHS Trust

Section 7 - Trusts better than average

Number of trusts: 22

Birmingham Women's Foundation Trust
Christie Hospital NHS Foundation Trust
Clatterbridge Centre for Oncology NHS Foundation Trust
Derby Hospitals NHS Foundation Trust
Gateshead Health NHS Foundation Trust
Liverpool Heart & Chest Hospital NHS Trust
Liverpool Womens Hospital NHS Foundation Trust
Nuffield Orthopaedic Centre NHS Trust
Papworth Hospital NHS Foundation Trust
Queen Victoria Hospital NHS Foundation Trust
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust
Royal Brompton and Harefield NHS Trust
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust
Royal Orthopaedic Hospital NHS Foundation Trust
Salford Royal NHS Foundation Trust
Sheffield Teaching Hospitals NHS Foundation Trust
South Tees Hospitals NHS Trust

The Newcastle Upon Tyne Hospitals NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
University Hospital Of South Manchester NHS Foundation Trust
University Hospitals of Morecambe Bay NHS Trust
Walton Centre for Neurology and Neurosurgery NHS Trust

Section 8 - Operations and procedures

Section 8 - Trusts worse than average

Number of trusts: 15

Barts and The London NHS Trust
Basildon and Thurrock University Hospitals NHS Foundation Trust
Colchester Hospital University NHS Foundation Trust
Heart Of England NHS Foundation Trust
Kettering General Hospital NHS Trust
Luton and Dunstable Hospital NHS Foundation Trust
Maidstone and Tunbridge Wells NHS Trust
Medway NHS Trust
Queen Mary's Sidcup NHS Trust
Royal Free Hampstead NHS Trust
Southend University Hospital NHS Foundation Trust
West Hertfordshire Hospitals NHS Trust
West Middlesex University Hospital NHS Trust
Wirral University Teaching Hospital NHS Foundation Trust
Worthing and Southlands Hospitals NHS Trust

Section 8 - Trusts better than average

Number of trusts: 21

Barnet and Chase Farm Hospitals NHS Trust
Christie Hospital NHS Foundation Trust
Clatterbridge Centre for Oncology NHS Foundation Trust
East Kent Hospitals University NHS Trust
Gateshead Health NHS Foundation Trust
Liverpool Heart & Chest Hospital NHS Trust
Nottingham University Hospitals NHS Trust
Oxford Radcliffe Hospitals NHS Trust
Papworth Hospital NHS Foundation Trust
Queen Victoria Hospital NHS Foundation Trust
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust
Royal Berkshire NHS Foundation Trust
Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust
Royal Brompton and Harefield NHS Trust
Royal United Hospital Bath NHS Trust
Sandwell and West Birmingham Hospitals NHS Trust
South Tees Hospitals NHS Trust
South Warwickshire General Hospitals NHS Trust
The Rotherham NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
York Hospitals NHS Foundation Trust

Section 9 - Leaving hospital

Section 9 - Trusts worse than average

Number of trusts: 17

Barking, Havering and Redbridge Hospitals NHS Trust
Buckinghamshire Hospitals NHS Trust
Colchester Hospital University NHS Foundation Trust
Ealing Hospital NHS Trust
East and North Hertfordshire NHS Trust
East Lancashire Hospitals NHS Trust
Mid Essex Hospital Services NHS Trust
Mid Yorkshire Hospitals NHS Trust
Queen Mary's Sidcup NHS Trust
Royal Bolton Hospital NHS Foundation Trust
Scarborough and North East Yorkshire Healthcare NHS Trust
Southport and Ormskirk Hospital NHS Trust
University Hospital Of North Staffordshire NHS Trust
Walton Centre for Neurology and Neurosurgery NHS Trust
Warrington and Halton Hospitals NHS Foundation Trust
West Hertfordshire Hospitals NHS Trust
Weston Area Health NHS Trust

Section 9 - Trusts better than average

Number of trusts: 22

Birmingham Women's Foundation Trust
Christie Hospital NHS Foundation Trust
Clatterbridge Centre for Oncology NHS Foundation Trust
County Durham and Darlington NHS Foundation Trust
Derby Hospitals NHS Foundation Trust
North Tees and Hartlepool NHS Foundation Trust
Northumbria Healthcare NHS Foundation Trust
Nuffield Orthopaedic Centre NHS Trust
Oxford Radcliffe Hospitals NHS Trust
Papworth Hospital NHS Foundation Trust
Queen Victoria Hospital NHS Foundation Trust
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust
Royal Brompton and Harefield NHS Trust
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust
Royal Orthopaedic Hospital NHS Foundation Trust
Salford Royal NHS Foundation Trust
Sandwell and West Birmingham Hospitals NHS Trust
South Warwickshire General Hospitals NHS Trust
The Newcastle Upon Tyne Hospitals NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
University Hospital Birmingham NHS Foundation Trust
York Hospitals NHS Foundation Trust

Section 10 - Overall experience

Section 10 - Trusts worse than average

Number of trusts: 24

Barking, Havering and Redbridge Hospitals NHS Trust
Calderdale and Huddersfield NHS Foundation Trust
Colchester Hospital University NHS Foundation Trust
East and North Hertfordshire NHS Trust
East Kent Hospitals University NHS Trust
East Lancashire Hospitals NHS Trust
George Eliot Hospital NHS Trust
Hereford Hospitals NHS Trust
Homerton University Hospital NHS Foundation Trust
Maidstone and Tunbridge Wells NHS Trust
Mayday Healthcare NHS Trust
Medway NHS Trust
Mid Essex Hospital Services NHS Trust
Mid Yorkshire Hospitals NHS Trust
North Middlesex University Hospital NHS Trust
North West London Hospitals NHS Trust
Queen Elizabeth Hospital NHS Trust
Royal Free Hampstead NHS Trust
Scarborough and North East Yorkshire Healthcare NHS Trust
Southend University Hospital NHS Foundation Trust
University Hospitals Coventry and Warwickshire NHS Trust
University Hospitals Of Leicester NHS Trust
Whipps Cross University Hospital NHS Trust
Worthing and Southlands Hospitals NHS Trust

Section 10 - Trusts better than average**Number of trusts: 19**

Birmingham Women's Foundation Trust
Christie Hospital NHS Foundation Trust
Clatterbridge Centre for Oncology NHS Foundation Trust
Gateshead Health NHS Foundation Trust
Liverpool Heart & Chest Hospital NHS Trust
Papworth Hospital NHS Foundation Trust
Queen Victoria Hospital NHS Foundation Trust
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust
Royal Brompton and Harefield NHS Trust
Royal Liverpool and Broadgreen University Hospitals NHS Trust
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust
Royal Orthopaedic Hospital NHS Foundation Trust
Salford Royal NHS Foundation Trust
Sheffield Teaching Hospitals NHS Foundation Trust
South Tees Hospitals NHS Trust
Taunton and Somerset NHS Foundation Trust
The Newcastle Upon Tyne Hospitals NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
Walton Centre for Neurology and Neurosurgery NHS Trust