



2020 Adult Inpatient Survey: Early release of CQC benchmark results for Wirral University Teaching Hospital NHS Foundation Trust

This report provides benchmark results for Wirral University Teaching Hospital NHS Foundation Trust, in advance of national publication of the 2020 Adult Inpatient Survey in October 2021. It contains the same scoring and 'banding' (how your trust performed compared to other trusts across England), but does not include national scores. These national results can only be shared at official publication of the survey results in October.

By sharing results now, you will be able to see how your trust performed on individual questions in advance of the national publication.

This year we have amended our analysis and reporting in an attempt to provide trusts with more granular feedback from the survey. Previously all questions were banded as either 'better', 'about the same' or 'worse', for 2020 we now also report where trust results are 'much worse', 'somewhat worse', 'somewhat better' or 'much better'.

If you require any assistance, have any queries, or would like to provide feedback on the format of this report, please contact the CQC Surveys Team at: patient.survey@cqc.org.uk.

2020 Adult Inpatient Survey

The 2020 survey of adult inpatients' experiences involved 137 NHS acute trusts in England. We received responses from 73,015 patients, a response rate of 46%. Patients were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital during November 2020 and were not admitted to maternity or psychiatric units. Fieldwork for the survey (the time during which questionnaires were sent out and returned) took place between January and May 2021.

CQC will use the results from the survey in the regulation, monitoring and inspection of NHS trusts in England. Survey data will be used in CQC's monitoring tools, which provide inspectors with an assessment of performance in areas of care within an NHS trust that need to be followed up. Survey data will also be used to support CQC inspections. NHS England and Improvement will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health and Social Care will hold them to account for the outcomes they achieve.

Making fair comparisons between trusts

People's characteristics, such as age and sex, can influence their experience of care and the way they report it. For example, males tend to report more positive experiences than females. Since trusts have differing profiles of people who use their services, this could potentially affect their results and make trust comparisons difficult. A trust's results could appear better or worse than if they had a slightly different profile of people.

To account for this, we 'standardise' the data, i.e. we apply a weight to individual responses to account for differences in demographic profile between trusts. For each trust, results have been standardised by age, sex and method of admission (emergency or elective) of respondents to reflect the 'national' age-sex-admission type distribution (based on all respondents to the survey). This helps to ensure that no trust will appear better or worse than another because of its respondent profile.

Scoring

For each question in the survey that can be scored, individual responses are converted into scores on a scale of 0 to 10. For each question, a score of 10 is assigned to the most positive response and a score of 0 to the least positive. The higher the score, the better the trust's results.

It is not appropriate to score all questions because some of them do not assess a trust's performance. For example, the primary purpose of some questions is to filter out ineligible respondents.

Interpreting your data

The better and worse categories, displayed in the column with the header '2020 Band' in the tables below, are based on an analysis technique called the 'expected range'. It determines the range within which your trust's score could fall without differing significantly from the average score of all trusts taking part in the survey. If the trust's performance is outside of this range, its performance is significantly above or below what would be expected. If it is within this range, we say that its performance is 'about the same'.

Where a trust's survey results have been identified as better or worse than the majority of trusts, it is very unlikely that these results have occurred by chance. If your trust's results are 'about the same', the '2020 Band' column will be empty.

If fewer than 30 respondents have answered a question, a score will not be displayed for this question. This is because the uncertainty around the result is too great. Where a question that contributes to a section score has fewer than 30 respondents, a score will not be displayed for the section.

Trend data

The Adult Inpatient 2020 survey is significantly different to previous years' surveys with regards to methodology, sampling month and questionnaire content. This year's survey was conducted

using a push-to-web methodology (offering both online and paper completion). The questionnaire was amended significantly, with changes to both question wording and order. The 2020 results are therefore not comparable with previous years' data and trend data is not available. In future years, trend data will be incorporated into these reports.

Further information

The full national results will be available on the CQC website in October, together with the technical document which outlines the survey methodology and the scoring applied to each question: www.cqc.org.uk/inpatientsurvey

Results for Wirral University Teaching Hospital NHS Foundation Trust: Executive Summary

Respondents and response rate

- 494 Wirral University Teaching Hospital NHS Foundation Trust patients responded to the survey
- The response rate for Wirral University Teaching Hospital NHS Foundation Trust was 42.26%

Banding

Better

Your trust's results were much better than most trusts for **0** questions.

Your trust's results were better than most trusts for **0** questions.

Your trust's results were somewhat better than most trusts for **2** questions.

Worse

Your trust's results were much worse than most trusts for **0** questions.

Your trust's results were worse than most trusts for **0** questions.

Your trust's results were somewhat worse than most trusts for **1** questions.

Same

Your trust's results were about the same as other trusts for **42** questions.

Tables of results

Table 1: Admission to hospital

Question	Respondents	2020 Score	2020 Band
Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?	134	7.0	
Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?	473	7.2	

Table 2: The hospital and ward

Question	Respondents	2020 Score	2020 Band
Q4A. There were restrictions on visitors in hospital during the coronavirus (COVID-19) pandemic. Were you able to keep in touch with your family and friends during your stay?	414	8.1	
Q5.1. Were you ever prevented from sleeping at night by noise from other patients?	442	6.4	
Q5.2. Were you ever prevented from sleeping at night by noise from staff?	442	8.3	
Q5.4. Were you ever prevented from sleeping at night by hospital lighting?	442	8.1	
Q7. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?	100	7.4	
Q8. How clean was the hospital room or ward that you were in?	486	9.3	
Q9. Did you get enough help from staff to wash or keep yourself clean	325	8.7	
Q10. If you brought medication with you to hospital, were you able to take it when you needed to?	274	7.7	Somewhat worse
Q11. Were you offered food that met any dietary requirements you had?	264	8.4	
Q12. How would you rate the hospital food?	457	7.0	
Q13. Did you get enough help from staff to eat your meals?	104	8.2	
Q14. During your time in hospital, did you get enough to drink?	453	9.4	

Table 3: Doctors

Question	Respondents	2020 Score	2020 Band
Q15. When you asked doctors questions, did you get answers you could understand?	455	8.9	
Q16. Did you have confidence and trust in the doctors treating you?	488	9.2	
Q17. When doctors spoke about your care in front of you, were you included in the conversation?	484	8.9	

Table 4: Nurses

Question	Respondents	2020 Score	2020 Band
Q18. When you asked nurses questions, did you get answers you could understand?	459	9.1	
Q19. Did you have confidence and trust in the nurses treating you?	489	9.4	
Q20. When nurses spoke about your care in front of you, were you included in the conversation?	486	9.0	
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?	489	7.7	

Table 5: Your care and treatment

Question	Respondents	2020 Score	2020 Band
Q22. Thinking about your care and treatment, were you told something by a member of staff that was different to what you had been told by another member of staff?	452	8.2	
Q23. To what extent did staff looking after you involve you in decisions about your care and treatment?	474	7.5	
Q24. How much information about your condition or treatment was given to you?	482	8.9	
Q25. Did you feel able to talk to members of hospital staff about your worries and fears?	428	8.0	
Q26. Were you able to discuss your condition or treatment with hospital staff without being overheard?	461	6.3	
Q27. Were you given enough privacy when being examined or treated?	485	9.4	
Q28. Do you think the hospital staff did everything they could to help control your pain?	396	9.0	
Q29. Were you able to get a member of staff to help you when you needed attention?	444	8.5	

Table 6: Operations and procedures

Question	Respondents	2020 Score	2020 Band
Q31. Beforehand, how well did hospital staff answer your questions about the operations or procedures?	238	9.3	Somewhat better
Q32. Beforehand, how well did hospital staff explain how you might feel after you had the operations or procedures?	250	8.2	Somewhat better
Q33. After the operations or procedures, how well did hospital staff explain how the operation or procedure had gone?	250	8.3	

Table 7: Leaving hospital

Question	Respondents	2020 Score	2020 Band
Q34. To what extent did staff involve you in decisions about you leaving hospital?	474	7.5	
Q35. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?	381	7.7	
Q36. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any changes to your home, after leaving the hospital?	192	9.0	
Q37. Were you given enough notice about when you were going to leave hospital?	487	7.5	
Q38. Before you left hospital, were you given any written information about what you should or should not do after leaving hospital?	461	7.7	
Q39. Thinking about any medicine you were to take at home, were you given any of the following [information about medicines]?	389	4.7	
Q40. Before you left hospital, did you know what would happen next with your care?	442	6.9	
Q41. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	448	7.9	
Q42. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	275	8.3	
Q44. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?	260	6.6	

Table 8: Respect and dignity

Question	Respondents	2020 Score	2020 Band
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?	481	9.3	

Table 9: Overall experience

Question	Respondents	2020 Score	2020 Band
Q46. Overall, how was your experience while you were in the hospital?	480	8.5	

Table 10: Feedback on quality of care

Question	Respondents	2020 Score	2020 Band
Q47. During your hospital stay, were you ever asked to give your views on the quality of your care?	429	1.1	

Table 11: Section Scores

Section	2020 Score	Band
Section 1. Admission to hospital	7.1	
Section 2. The hospital and ward	8.1	
Section 3. Doctors	9.0	
Section 4. Nurses	8.8	
Section 5. Care and treatment	8.2	
Section 6. Operations and procedures	8.6	
Section 7. Leaving hospital	7.4	
Section 8. Respect and dignity	1.1	
Section 9. Overall experience	9.3	
Section 10. Feedback on quality of care	8.5	

Table 12: Demographic Information

Characteristic	Percent
Total respondents	494
Response rate	42.3
Sex	
Male	44.3
Female	55.5
Intersex	0.0
Prefer not to say sex	0.2
Gender	
Gender same as sex at birth	99.6
Gender different than sex at birth	0.2
Prefer not to say gender	0.2
Age	
16-35	5.1
36-50	10.1
51-65	24.5
66+	60.3
Ethnicity	
White	97.4
Multiple ethnic groups	0.4
Asian or Asian British	0.6
Black or Black British	0.2
Arab or other ethnic group	0.2

Table 13: Demographic Information (Continued)

Characteristic	Percent
Religion	
Not known	1.2
No religion	19.3
Buddhist	0.2
Christian	77.1
Hindu	0.0
Jewish	0.0
Muslim	0.2
Sikh	0.0
Other religion	1.2
Sexuality	
Prefer not to say religion	1.9
Heterosexual	96.4
Gay/lesbian	0.8
Bisexual	0.2
Other	0.2