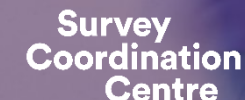




# 2022 Urgent and Emergency Care Survey Benchmark Report for Urgent Treatment Centres (Type 3 services)

Royal Devon University Healthcare  
NHS Foundation Trust



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This work was carried out in accordance with the requirements of the international standard for organisations conducting social research (accreditation to ISO27001:2013; certificate number GB10/80275).

# Background and methodology

This section includes:

- an explanation of the NHS Patient Survey Programme
- information on the Urgent and Emergency Care Survey
- a description of key terms used in this report
- navigating the report

# Background and methodology

## The NHS Patient Survey Programme

The NHS Patient Survey Programme (NPSP) collects feedback on adult inpatient care, maternity care, children and young people's inpatient and day services, urgent and emergency care, and community mental health services.

The NPSP is commissioned by the Care Quality Commission (CQC); the independent regulator of health and adult social care in England.

As part of the NPSP, the Urgent & Emergency Care (UEC) Survey first iteration was in 2003, and since 2012 it has been a biannual survey. To find out more about the survey programme and to see the results from previous surveys, please refer to the section on further information on this page.

## Urgent and Emergency Care Survey

The survey was administered by the Survey Coordination Centre for Existing Methods (SCCEM) at Picker Institute.

The 2022 survey of people who used UEC services involved 122 NHS trusts with A&E departments (Type 1 service). Fifty-nine of these trusts had direct

responsibility for running an Urgent Treatment Centre, Urgent Care Centre or Minor Injuries Unit (Type 3 service) and will therefore also receive benchmarked results for their Type 3 services. Two separate questionnaires were used, one for Type 1 services and one for Type 3 services. To access the questionnaires please see the 'Further Information about the survey' section below.

Responses were received from 7,418 people who attended a Type 3 department, this is a response rate of 22.1%.

Patients were eligible for the survey if they were aged 16 years or older and had attended UEC services during September 2022. Full sampling criteria can be found in the sampling instructions manual (see 'Further Information about the survey' section).

Trusts responsible for Type 1 departments only created a random sample of 1,250 patients. Trusts that also directly run Type 3 departments sampled 950 patients from Type 1 departments and 580 patients from Type 3 departments totalling 1,530 patients. Questionnaires and reminders were sent to patients between November 2022 and March 2023.

## Trend data

The Urgent & Emergency Care Survey is comparable back to the 2016 survey. Redevelopment work carried out ahead of the 2016 survey means that the results for 2022 are only comparable with 2020 and 2018 and not with earlier surveys. Trend data is presented in this report for questions that have been asked in previous survey years.

This report is for Urgent Treatment Centres (Type 3 services) only.

## Further information about the survey

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

# Key terms used in this report

## The 'expected range' technique

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

## Standardisation

Demographic characteristics, such as age and sex, can influence patients' experience of care and the way they report it. For example, research shows that older people report more positive experiences of care than younger people. Since trusts have differing profiles of patients, this could make fair trust comparisons difficult. To account for this, we 'standardise' the results, which means we apply a weight to individual patient responses to account for differences in demographic profile between trusts. For each trust, results have been standardised by the age and sex of respondents to reflect the 'national' age-sex type distribution (based on all

respondents to the survey).

This helps ensure that no trust will appear better or worse than another because of its profile, and enables a fairer and more useful comparison of results across trusts. In most cases this standardisation will not have a large impact on trust results.

## Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale of 0 to 10. A score of 10 represents the best possible result and a score of 0 the worst. The higher the score for each question, the better the trust is performing. Only evaluative questions in the questionnaire are scored. Some questions are descriptive (for example Q1) and others are 'routing questions', which are designed to filter out respondents to whom the following questions do not apply (for example Q19). These questions are not scored. Section scoring is computed as the arithmetic mean of question scores for the section after weighting is applied.

## National average

The 'national average' mentioned in this report is the arithmetic mean of all trusts' scores after weighting is applied.

## Suppressed data

If fewer than 30 respondents have answered a question, no score will be displayed for that question (or the corresponding section the question contributes to).

## Further information about the methods

For further information about the statistical methods used in this report, please refer to the [survey technical document](#) which is on the 'Analysis and Reporting' section of the UEC22 webpage on the NHS surveys website.

# Using the survey results

## Navigating this report

This report is split into five sections:

- **Background and methodology** – provides information about the survey programme, how the survey is run, and how to interpret the data.
- **Headline results** – includes key trust-level findings relating to the patients who took part in the survey, benchmarking, and top and bottom scores. This section provides an overview of results for your trust, identifying areas where your organisation performs better than the average and where you may wish to focus improvement activities.
- **Benchmarking** – shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part; using the ‘expected range’ analysis technique. This allows you to see the range of scores achieved and compare yourself with the other organisations that took part in the survey. Benchmarking can provide you with an indication of where you perform better than the average, and what you should aim for in areas where you may wish to improve.

- **Change over time** – displays your trust score for each survey year. Where available, trend data will be shown from 2018 to 2022. Questions are displayed in a line chart with the trust mean plotted alongside the national average. Statistical significance testing is also shown between survey years 2022 vs 2020. This section highlights areas your trust has improved on or declined in over time.
- **Appendix** – includes additional data for your trust; further information on the survey methodology; and interpretation of graphs in this report.

## How to interpret the graphs in this report

There are several types of graphs in this report which show how the score for your trust compares to the scores achieved by all trusts that took part in the survey.

The two chart types used in the section ‘Benchmarking’ use the ‘expected range’ technique to show results. For information on how to interpret these graphs, please refer to the [Appendix](#).

## Other data sources

More information is available about the following topics at their respective websites, listed below:

- Full national results; technical document: <https://www.cqc.org.uk/uecsurvey>
- National and trust-level data for all trusts who took part in the 2022 Urgent & Emergency Care Survey <https://nhssurveys.org/surveys/survey/03-urgent-emergency-care/>. Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the NHS Surveys website.
- Information on the NHS Patient Survey Programme, including results from other surveys: [www.cqc.org.uk/content/surveys](http://www.cqc.org.uk/content/surveys)
- Information about how the CQC monitors hospitals: <https://www.cqc.org.uk/what-we-do/how-we-use-information/using-data-monitor-services>

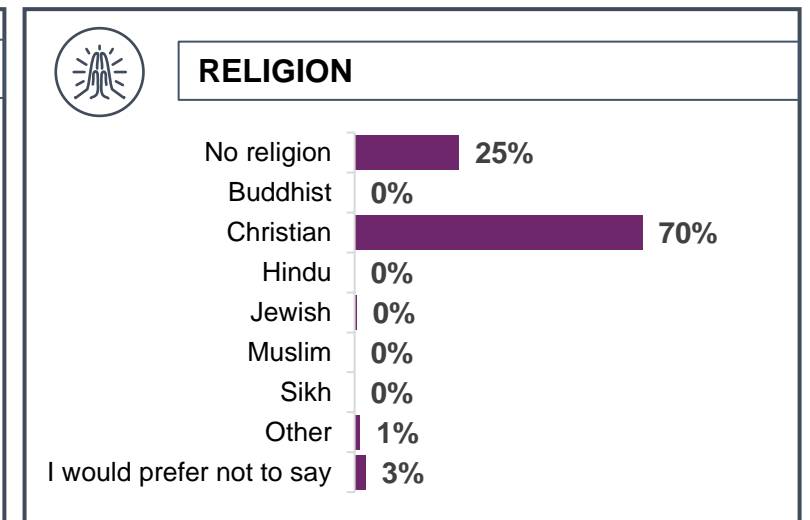
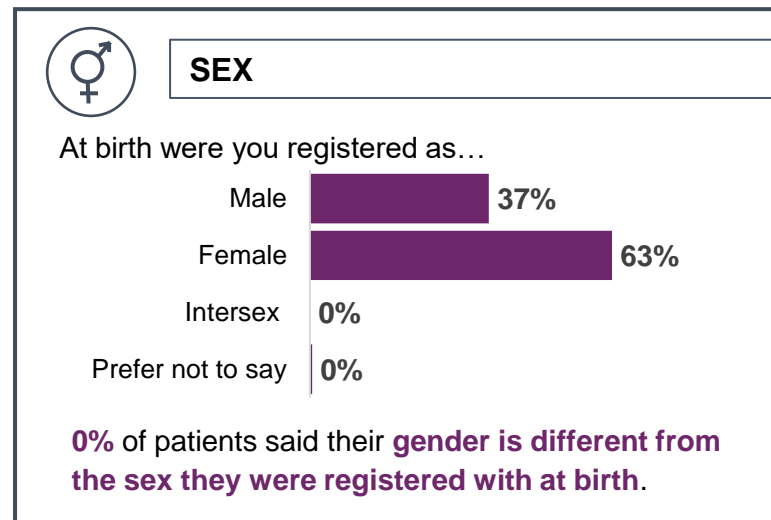
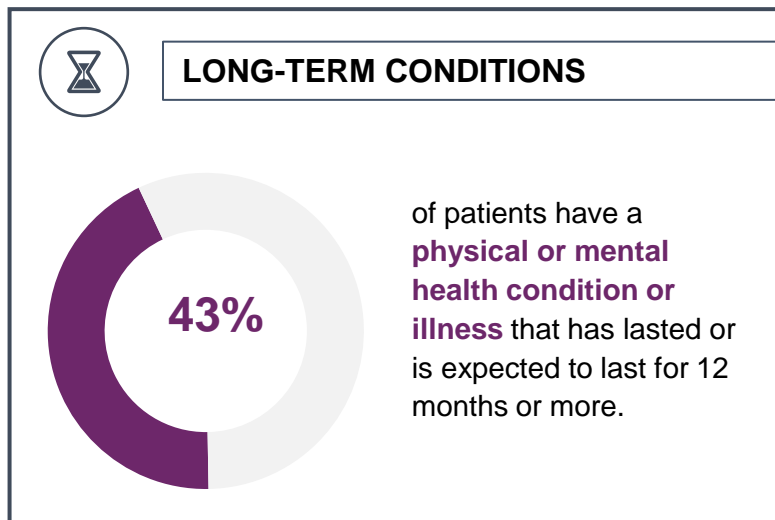
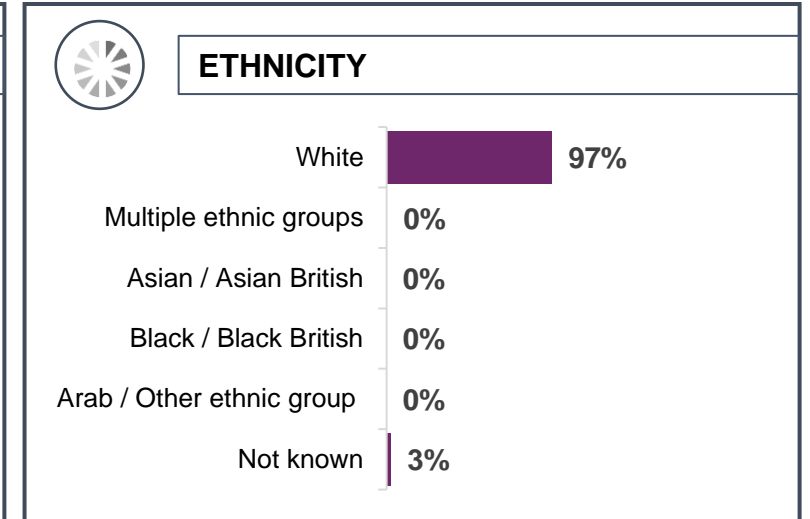
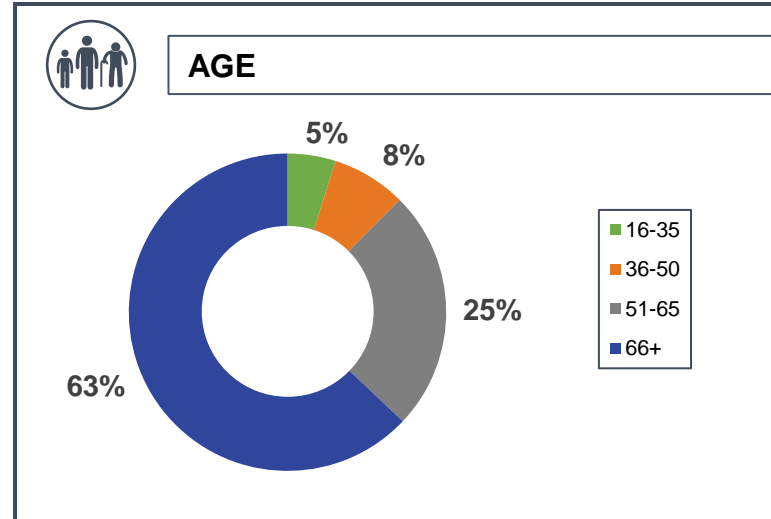
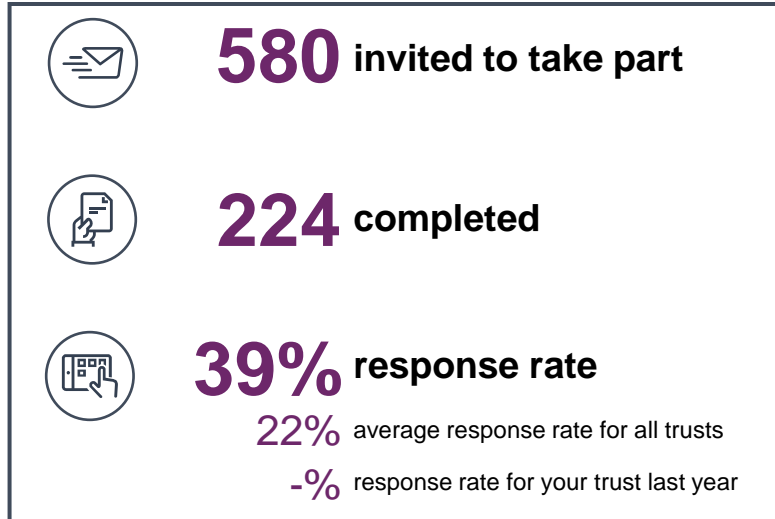
# Headline results

This section includes:

- information about your trust population
- an overview of benchmarking for your trust
- the best and worst scores for your trust

# Who took part in the survey?

This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.





# Summary of findings for your trust

## Comparison with other trusts

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



## Comparison with last year's results

The **number of questions** at which your trust has performed statistically significantly better, significantly worse, or no different than your result from the previous year, 2022 vs 2020.

*This information is not available for your trust.*

*Data for trusts which have undergone significant restructuring (i.e. mergers and closures) or experienced sampling errors should not be compared with previous survey results.*

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

# Best and worst performance relative to the national average

These five questions are calculated by comparing your trust's results to the national average.

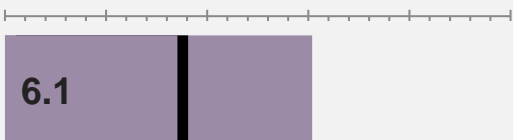
- **Top five scores:** These are the five results for your trust that are highest compared with the national average. If none of the results for your trust are above the national average, then the results that are closest to the national average have been chosen, meaning a trust's best performance may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

## Top five scores (compared with national average)

■ Your trust score ■ National average 0 2 4 6 8 10

### Section 2 Waiting

Q10. Were you informed how long you would have to wait to be examined?



### Section 7 Leaving the Urgent Treatment Centre

Q36. Before you left, did a member of staff discuss your transport arrangements for leaving the Urgent Treatment Centre?



### Section 2 Waiting

Q12. Overall, how long did your visit to the Urgent Treatment Centre last?



### Section 7 Leaving the Urgent Treatment Centre

Q35. Did staff give you enough information to help you care for your condition at home?



### 1.#QNAN

Q39. If you had contact with care and support services after leaving the Urgent Treatment Centre, did the health or social care staff have information about your visit?

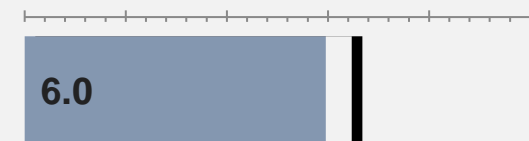


## Bottom five scores (compared with national average)

■ Your trust score ■ National average 0 2 4 6 8 10

### Section 6 Environment and facilities

Q31. Were you able to get suitable food or drinks when you were at the Urgent Treatment Centre?



### Section 2 Waiting

Q8. How long did you wait before you first spoke to a health professional?



### Section 4 Care and treatment

Q21. While you were at the Urgent Treatment Centre, did staff help you with your communication needs? (e.g. any language needs or communication needs related to a disability, sensory loss or impairment).



### Section 4 Care and treatment

Q28. Do you think the staff did everything they could to help control your pain?



### Section 3 Health professionals

Q17. Did you have confidence and trust in the health professional examining and treating you?



# Benchmarking

This section includes:

- how your trust scored for each evaluative question in the survey, compared with other trusts that took part.
- an analysis technique called the ‘expected range’ to determine if your trust is performing about the same, better or worse compared with most other trusts.

**Please note:**

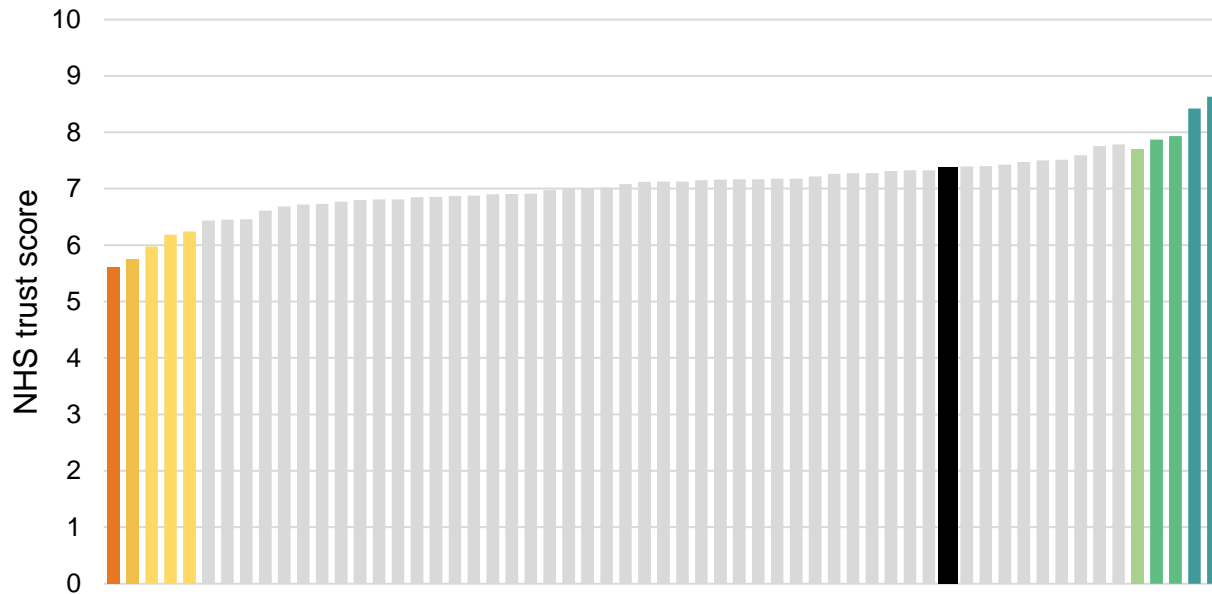
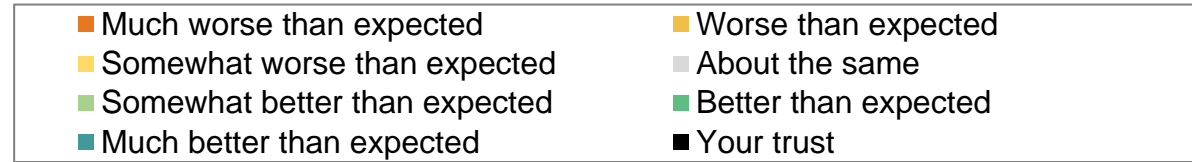
- If data is missing this is due to a low number of responses



# Section 1. Arrival at the Urgent Treatment Centre

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

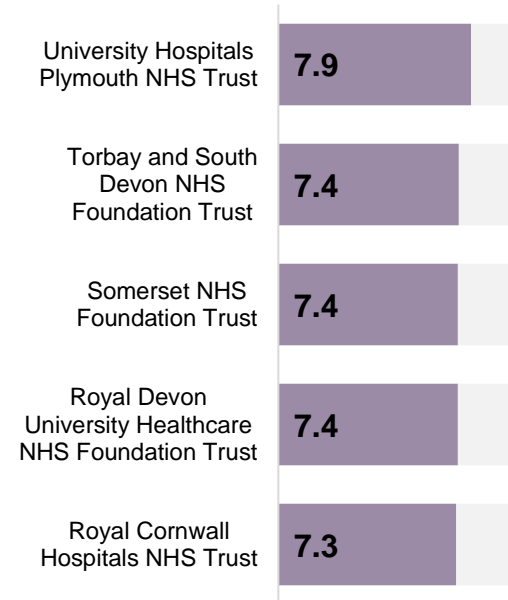
**Your trust section score = 7.4 About the same**



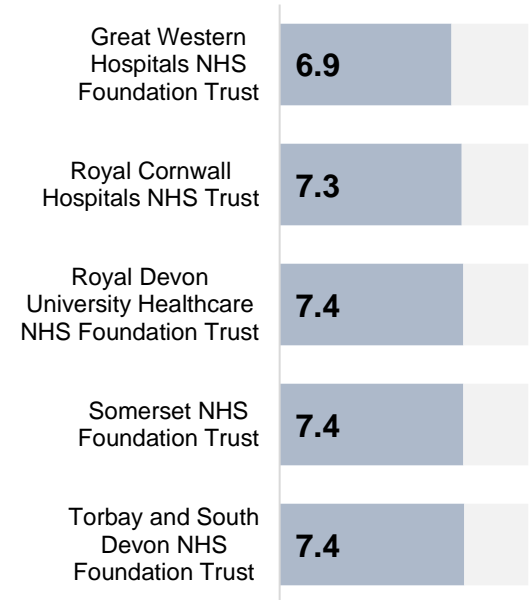
Each vertical line represents an individual NHS trust

## Comparison with other trusts within your region

### Trusts with the highest scores

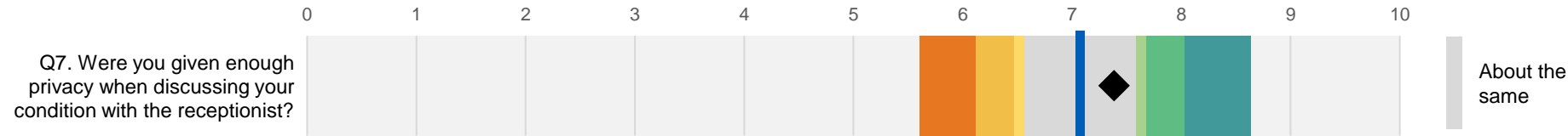
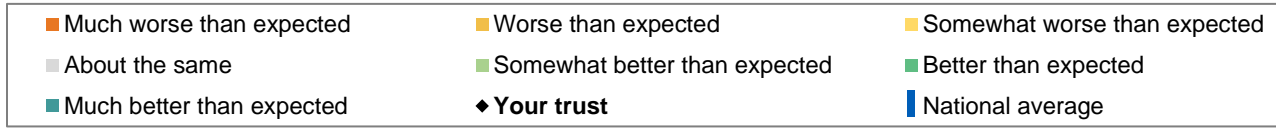


### Trusts with the lowest scores



# Section 1. Arrival at the Urgent Treatment Centre

## Question scores

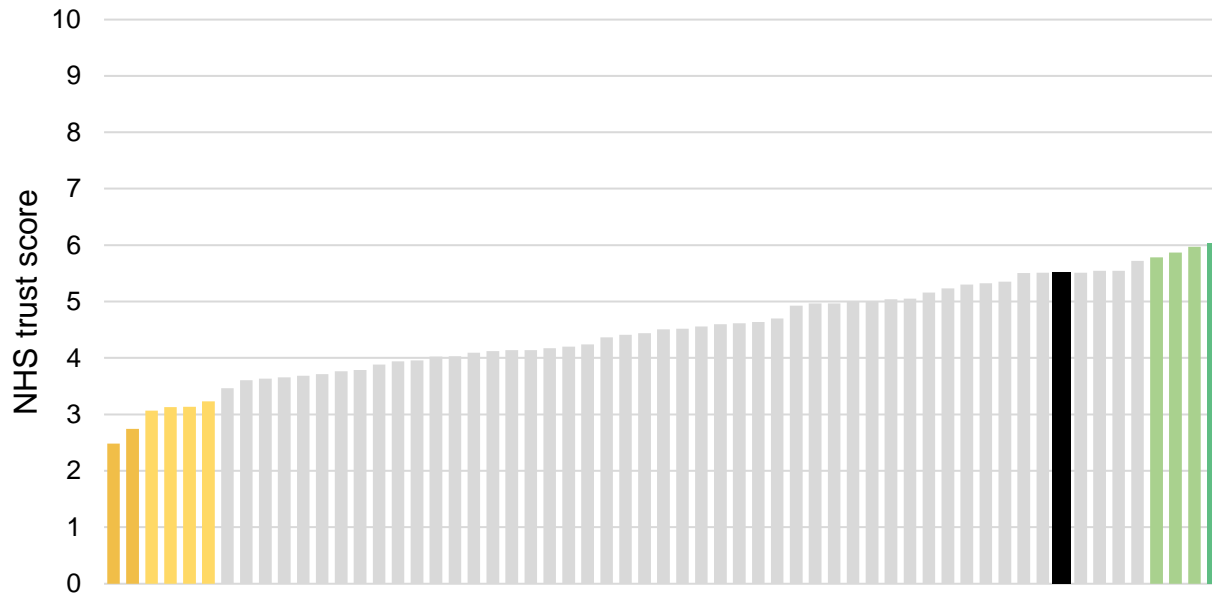


All trusts in England				
Number of respondents	Your trust	National average	Lowest score	Highest score
206	7.4	7.1	5.6	8.6

# Section 2. Waiting

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

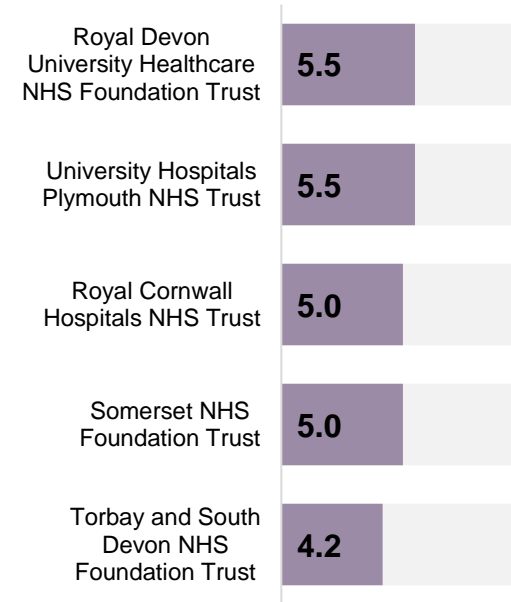
**Your trust section score = 5.5 About the same**



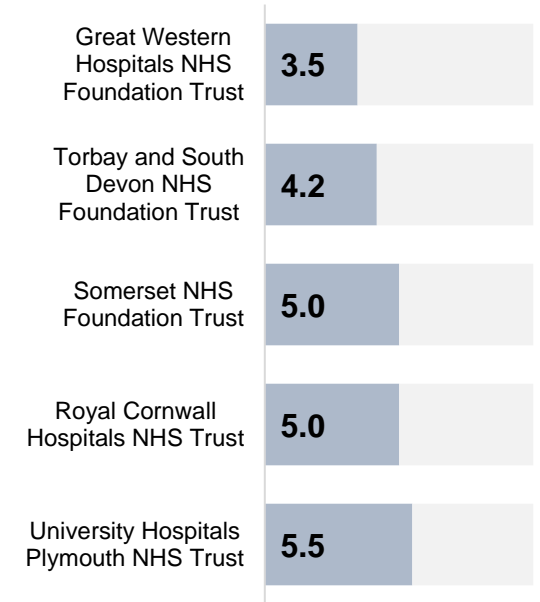
Each vertical line represents an individual NHS trust

## Comparison with other trusts within your region

### Trusts with the highest scores

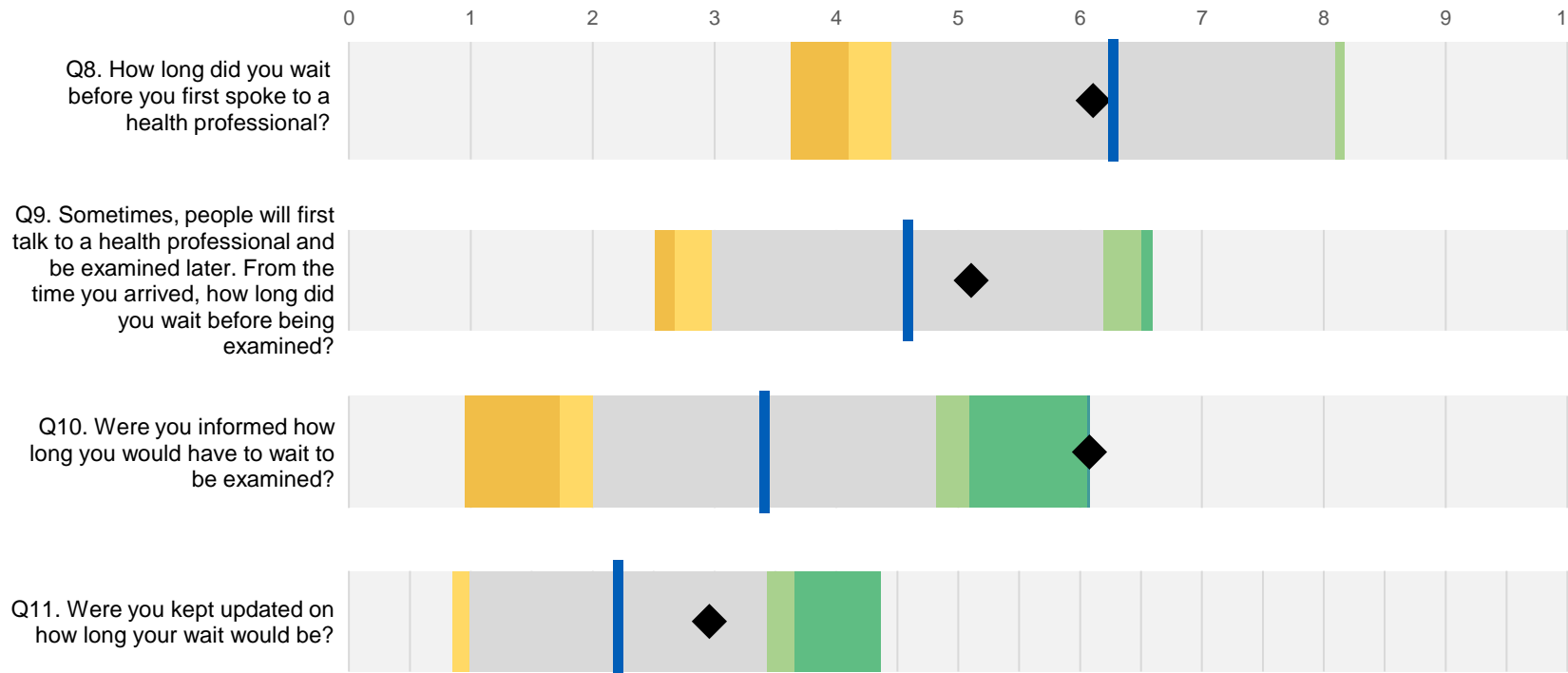
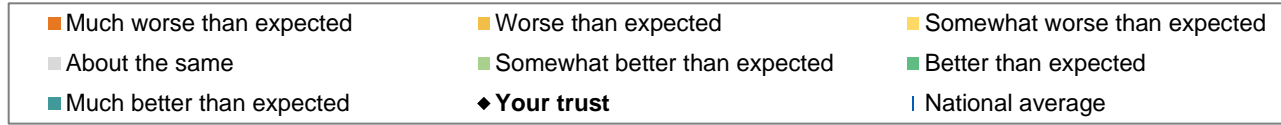


### Trusts with the lowest scores



# Section 2. Waiting (continued)

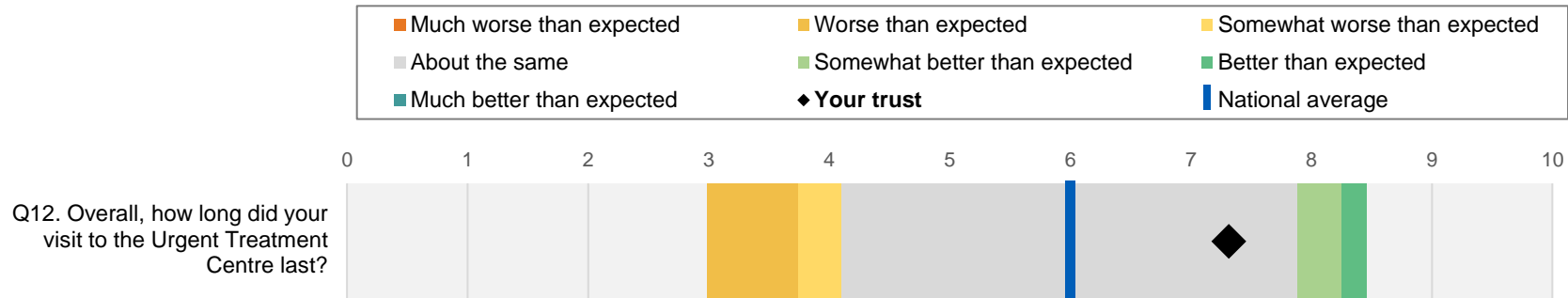
## Question scores



All trusts in England				
Number of respondents	Your trust	National average	Lowest score	Highest score
197	6.1	6.3	3.6	8.2
192	5.1	4.6	2.5	6.6
173	6.1	3.4	1.0	6.1
125	3.0	2.2	0.9	4.4

## Section 2. Waiting (continued)

### Question scores



About the same

#### All trusts in England

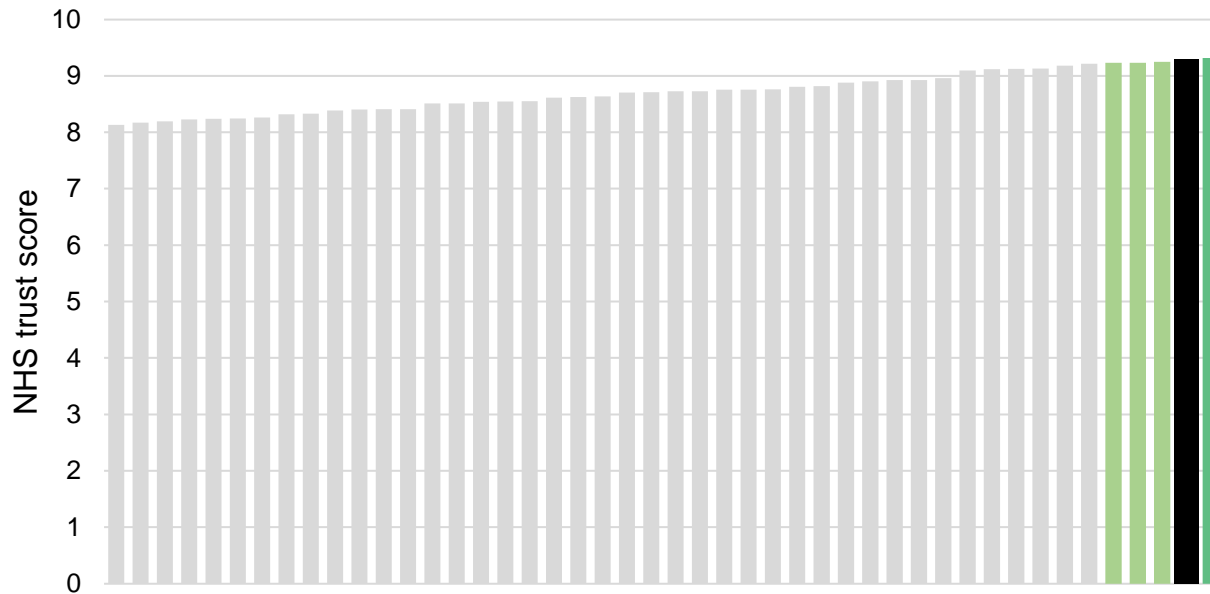
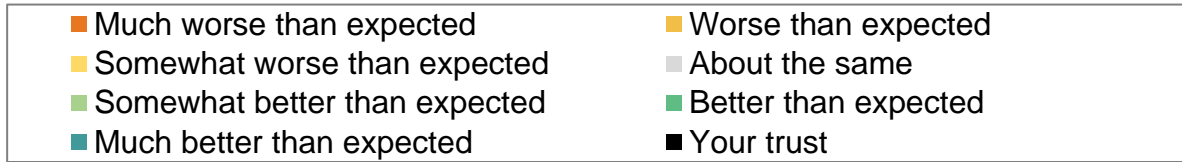
Number of respondents	Your trust	National average	Lowest score	Highest score
219	7.3	6.0	3.0	8.5



# Section 3. Health professionals

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

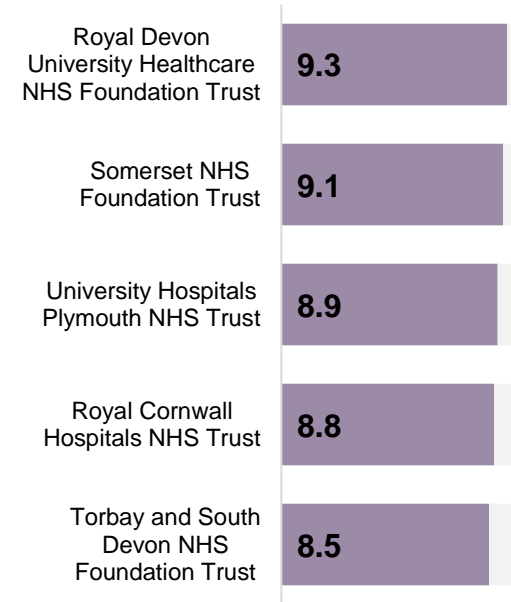
**Your trust section score = 9.3 Better than expected**



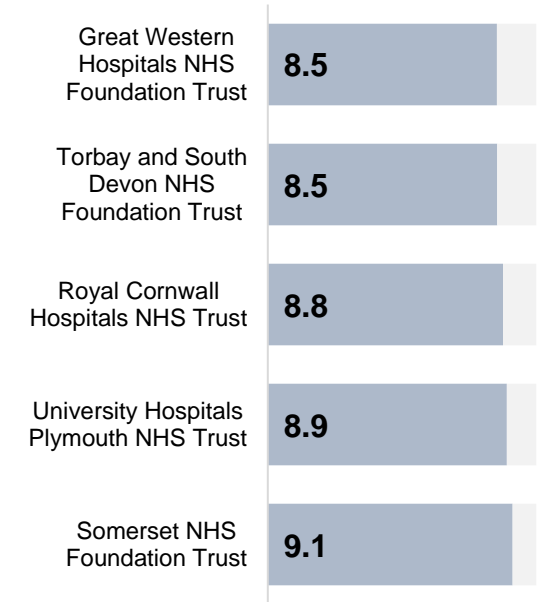
Each vertical line represents an individual NHS trust

## Comparison with other trusts within your region

### Trusts with the highest scores

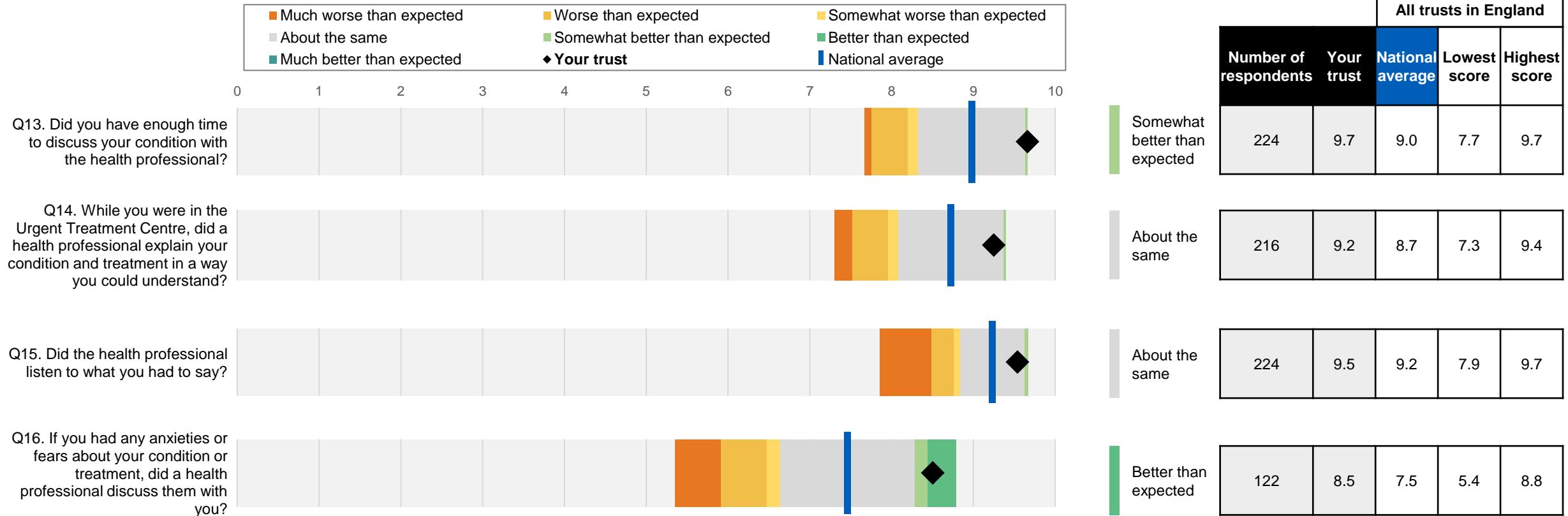


### Trusts with the lowest scores



# Section 3. Health professionals (continued)

## Question scores



# Section 3. Health professionals (continued)

## Question scores

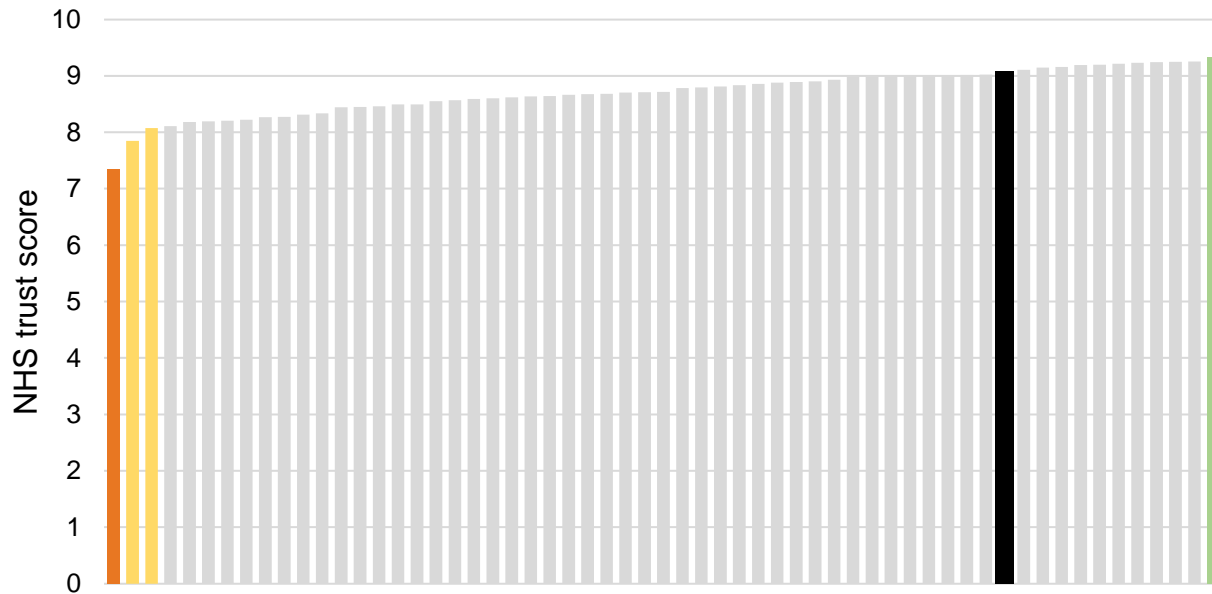
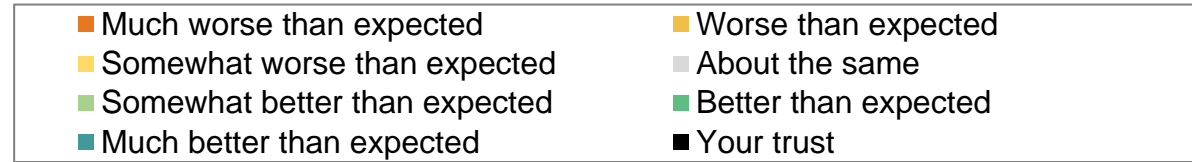


Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
220	9.1	8.9	7.8	9.6
149	10.0	9.3	8.0	10.0
93	9.0	8.0	5.4	9.3

# Section 4. Care and treatment

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

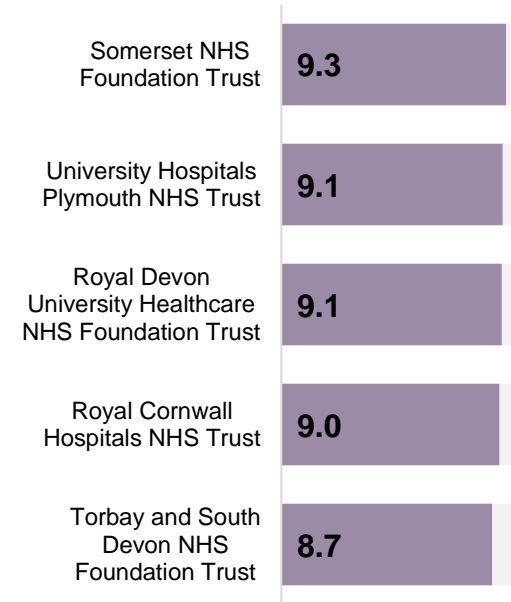
**Your trust section score = 9.1 About the same**



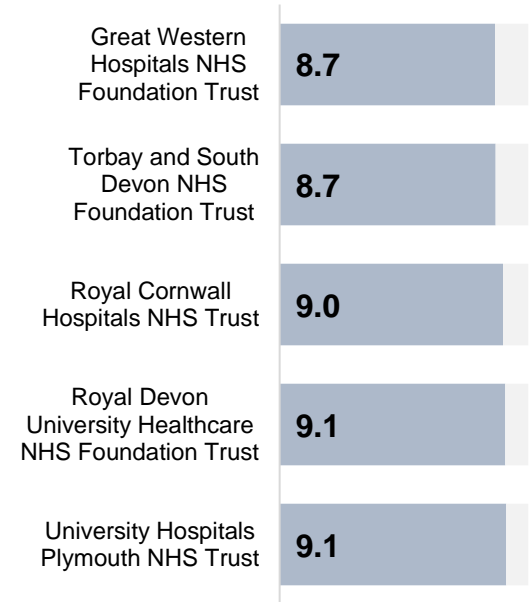
Each vertical line represents an individual NHS trust

## Comparison with other trusts within your region

### Trusts with the highest scores

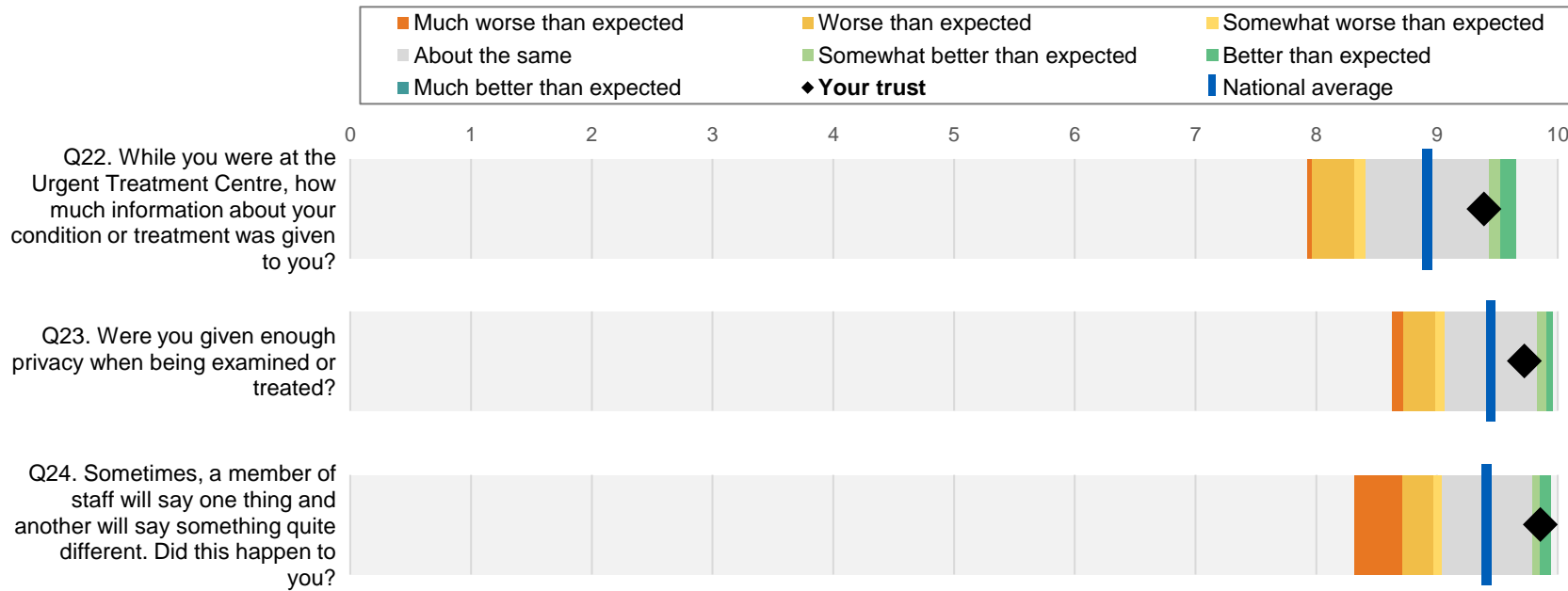


### Trusts with the lowest scores



# Section 4. Care and treatment (continued)

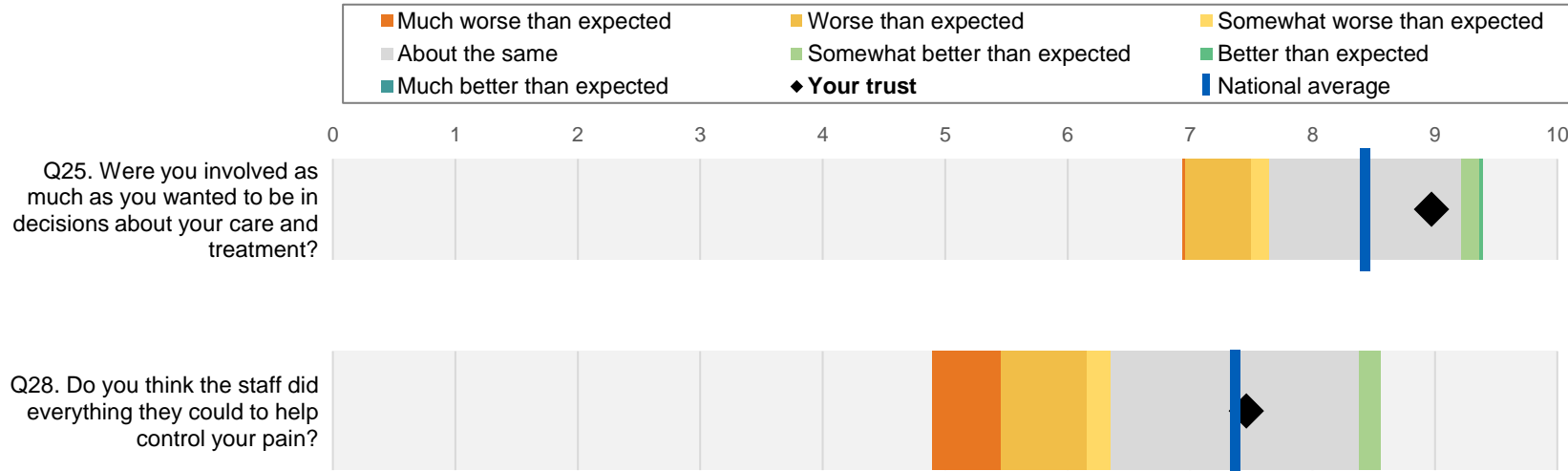
## Question scores



Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
219	9.4	8.9	7.9	9.7
220	9.7	9.4	8.6	10.0
218	9.9	9.4	8.3	9.9

# Section 4. Care and treatment (continued)

## Question scores

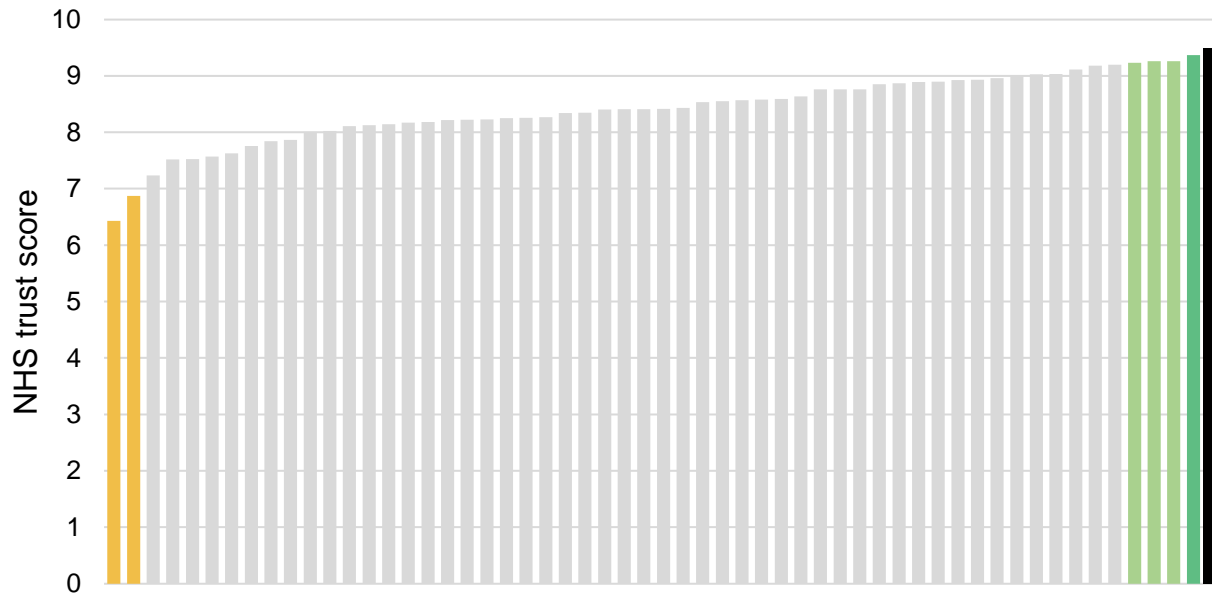
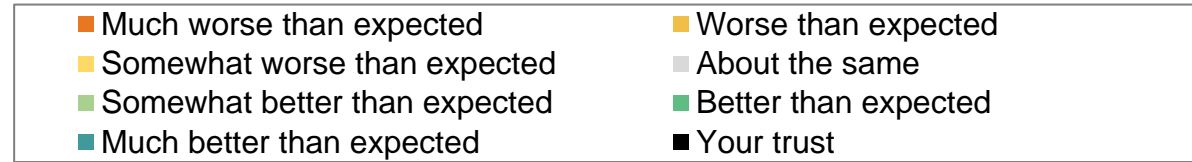


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
216	9.0	8.4	6.9	9.4
About the same				
152	7.5	7.4	4.9	8.6
About the same				

# Section 5. Tests

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

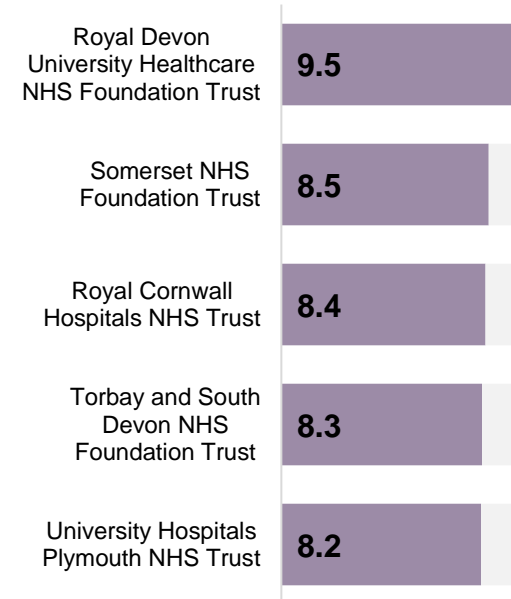
**Your trust section score = 9.5 Better than expected**



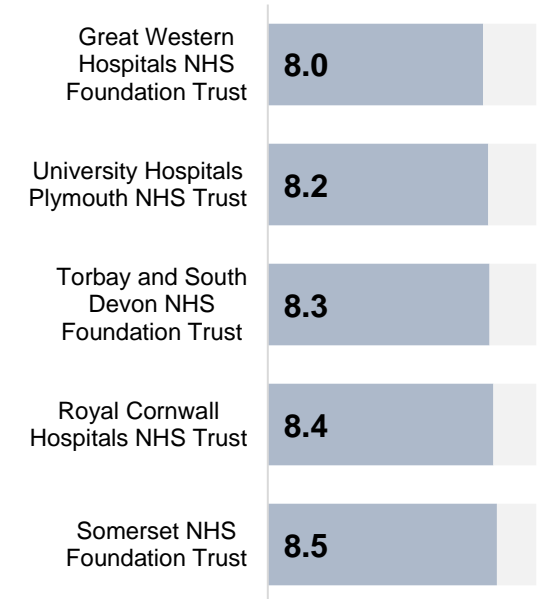
Each vertical line represents an individual NHS trust

## Comparison with other trusts within your region

### Trusts with the highest scores

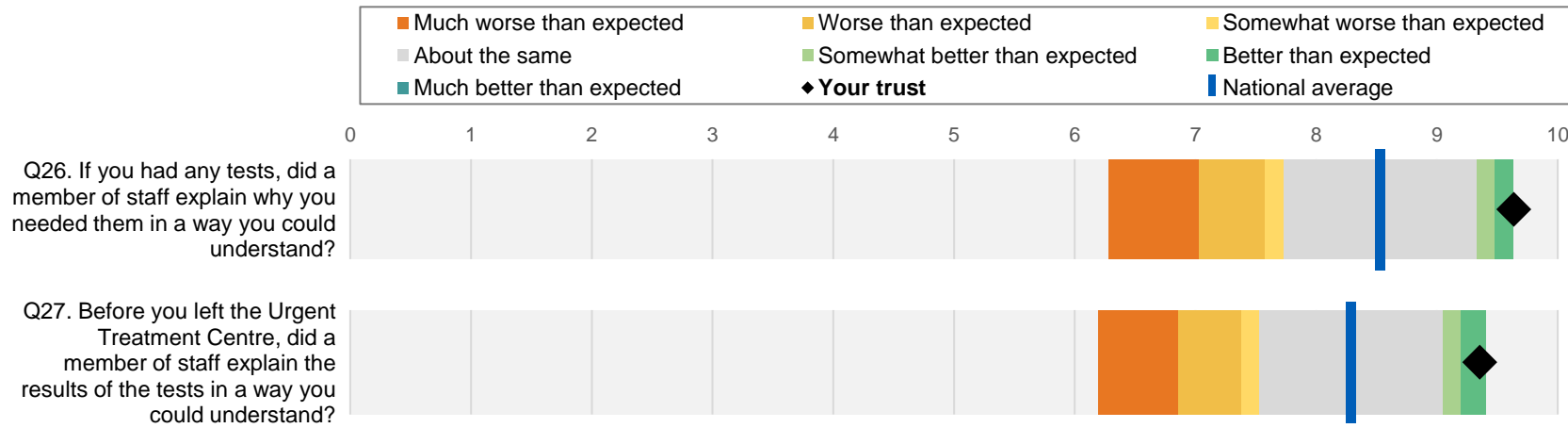


### Trusts with the lowest scores



# Section 5. Tests (continued)

## Question scores



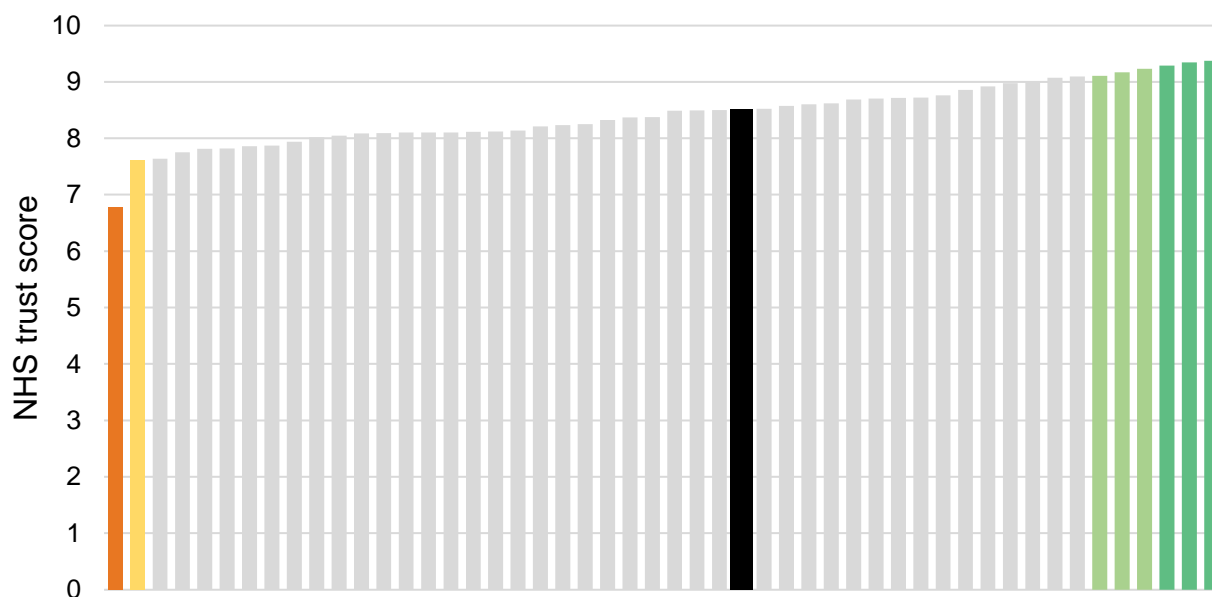
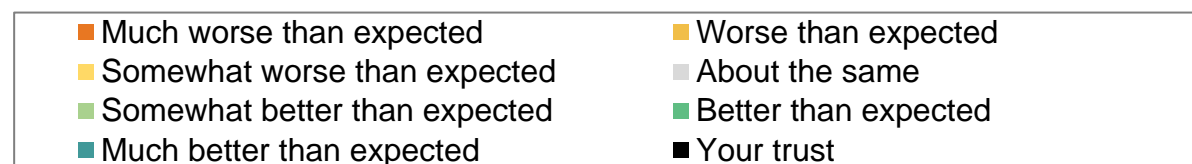
		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
75	9.6	8.5	6.3	9.6
75	9.4	8.3	6.2	9.4



## Section 6. Environment and facilities

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

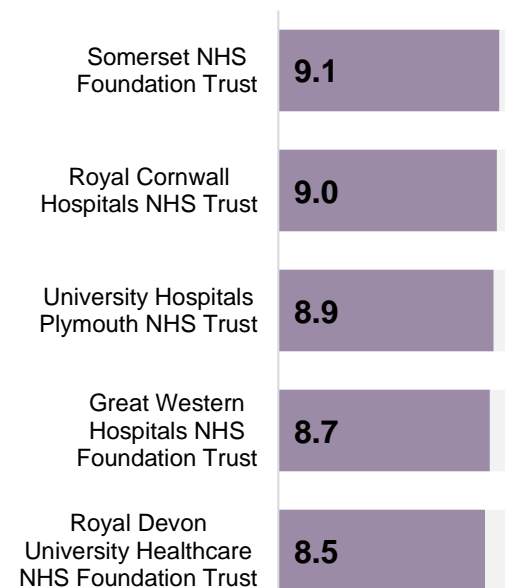
**Your trust section score = 8.5 About the same**



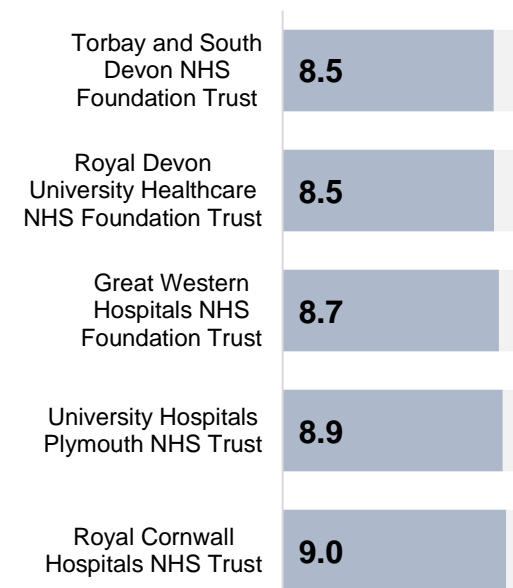
Each vertical line represents an individual NHS trust

### Comparison with other trusts within your region

#### Trusts with the highest scores

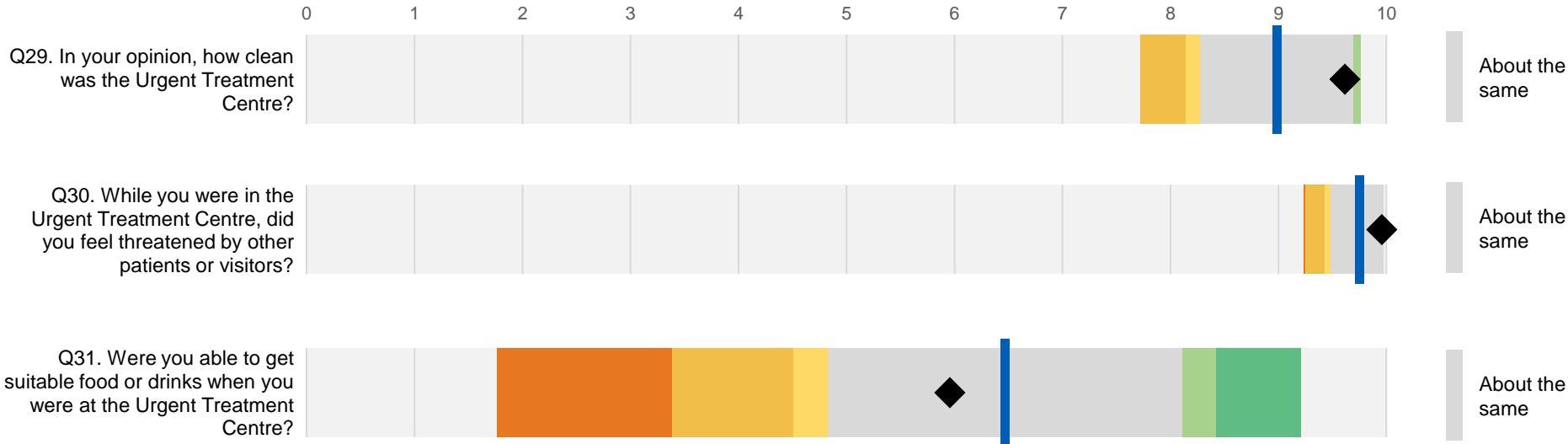
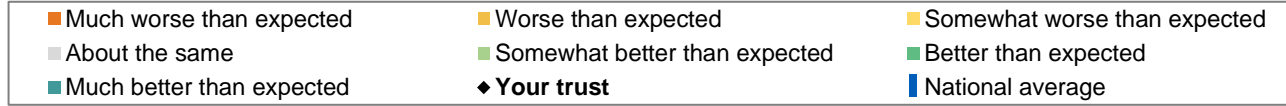


#### Trusts with the lowest scores



# Section 6. Environment and facilities (continued)

## Question scores

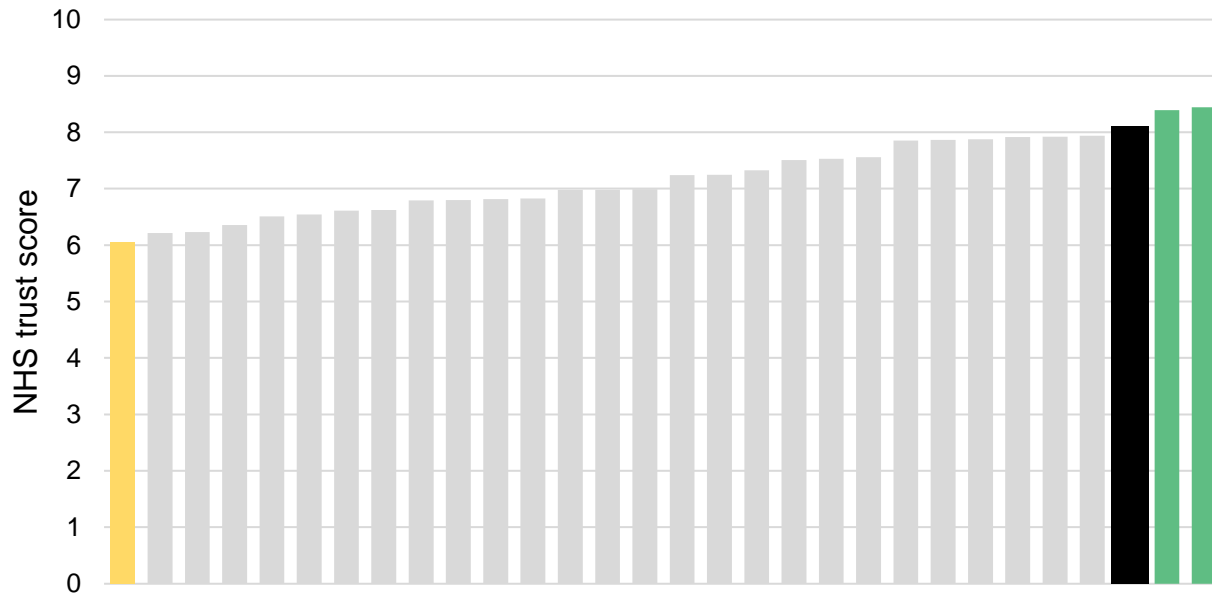
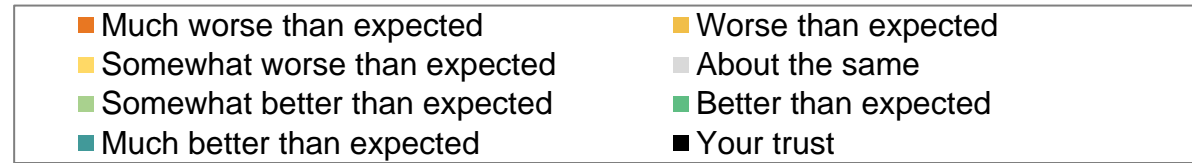


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
221	9.6	9.0	7.7	9.8
223	10.0	9.8	9.2	10.0
65	6.0	6.5	1.8	9.2

# Section 7. Leaving the Urgent Treatment Centre

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

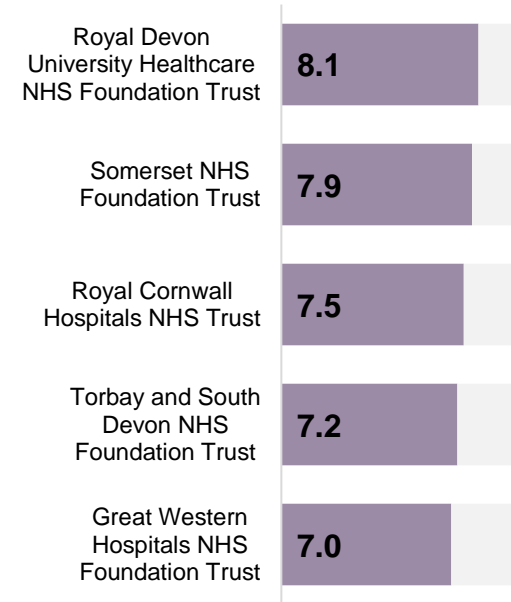
**Your trust section score = 8.1 Somewhat better than expected**



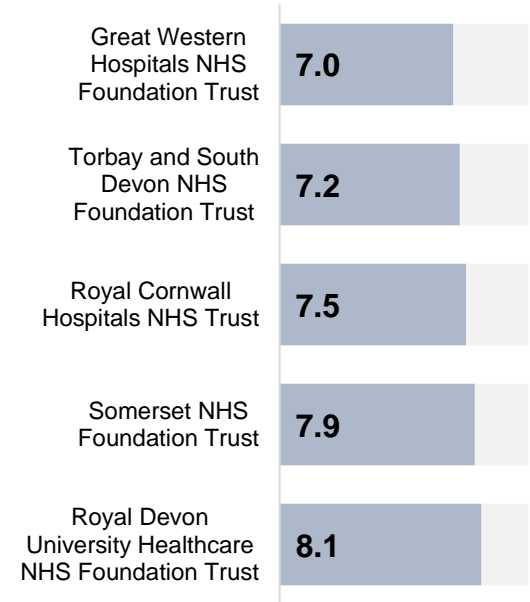
Each vertical line represents an individual NHS trust

## Comparison with other trusts within your region

### Trusts with the highest scores

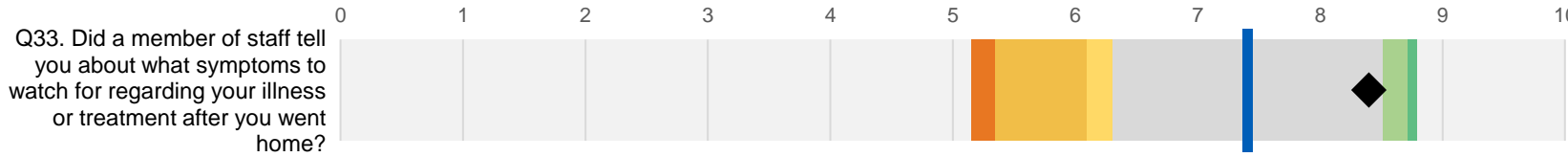
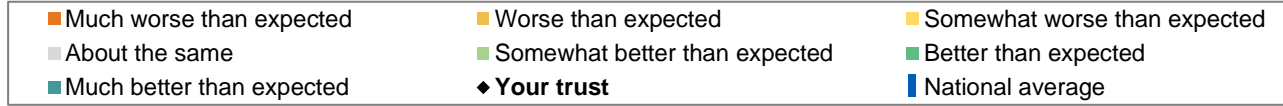


### Trusts with the lowest scores



# Section 7. Leaving the Urgent Treatment Centre (continued)

## Question scores



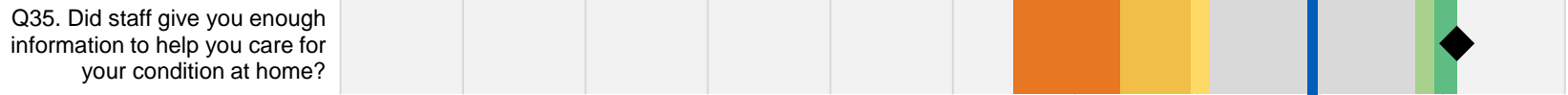
About the same

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
166	8.4	7.4	5.1	8.8



About the same

174	8.6	8.0	6.5	9.1
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Better than expected

183	9.1	7.9	5.5	9.1
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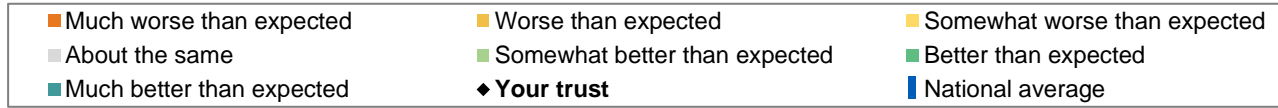


About the same

53	5.1	3.6	1.6	5.9
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# Section 7. Leaving the Urgent Treatment Centre (continued)

## Question scores



About the same

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
71	8.9	8.0	5.4	9.3



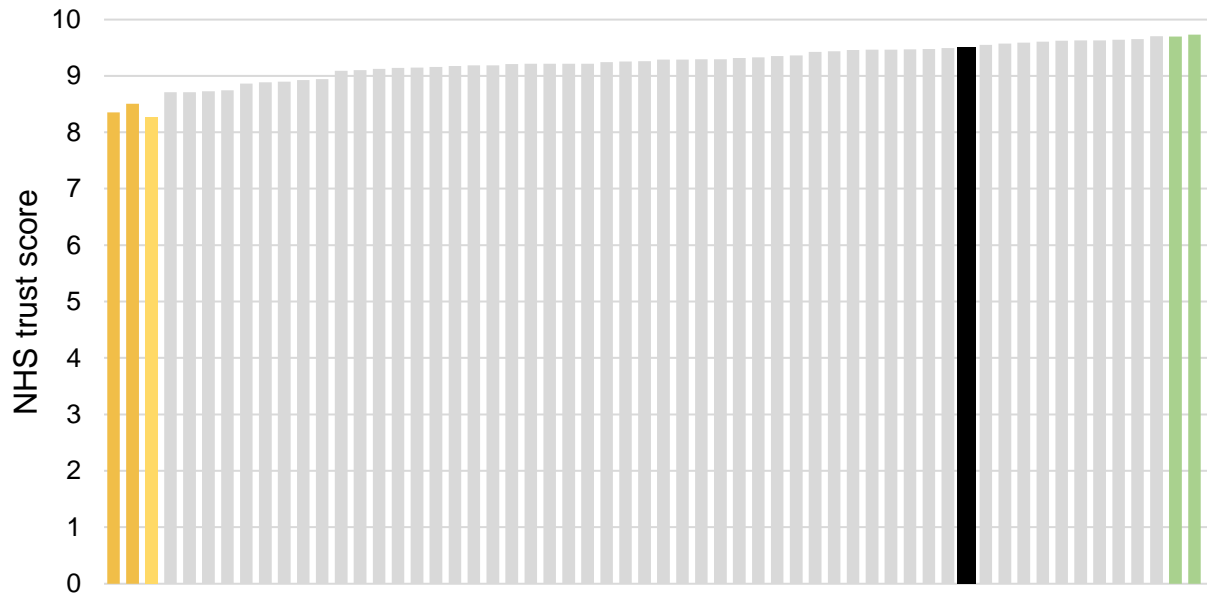
About the same

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
78	8.6	7.9	5.8	9.5

# Section 8. Respect and dignity

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

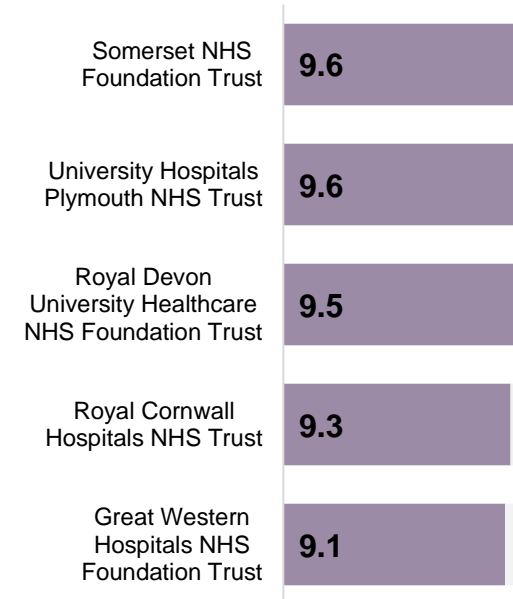
**Your trust section score = 9.5 About the same**



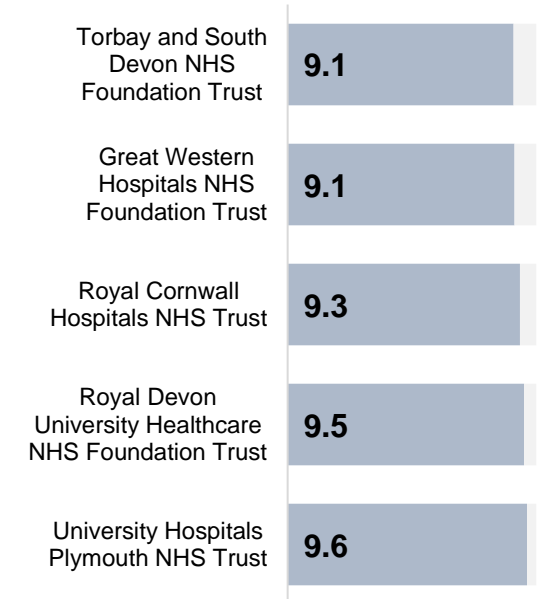
Each vertical line represents an individual NHS trust

## Comparison with other trusts within your region

### Trusts with the highest scores

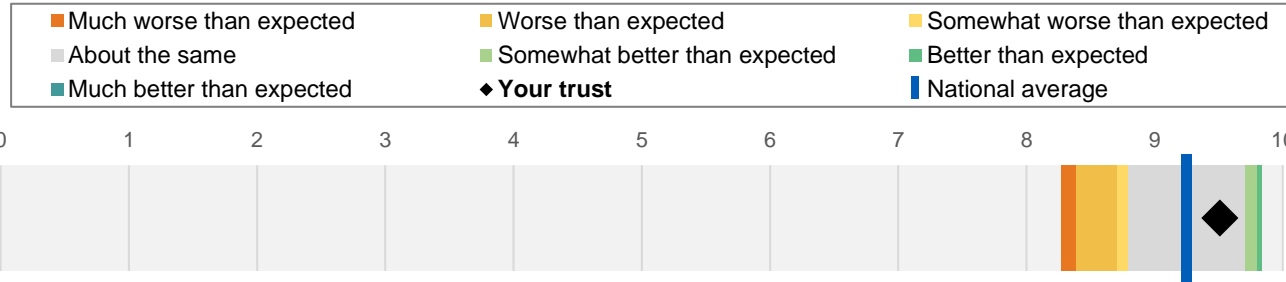


### Trusts with the lowest scores



# Section 8. Respect and dignity (continued)

## Question scores



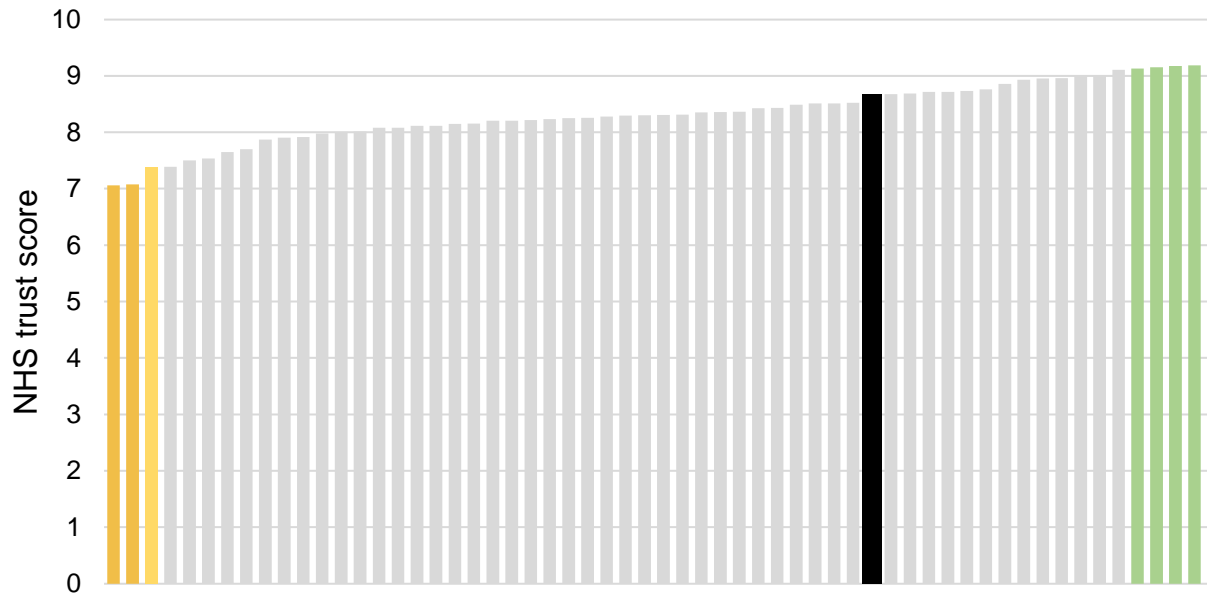
		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
219	9.5	9.3	8.3	9.8

About the same

# Section 9. Experience overall

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

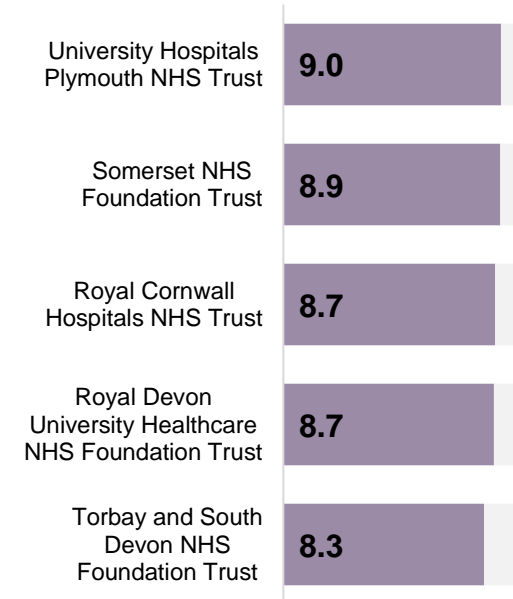
**Your trust section score = 8.7 About the same**



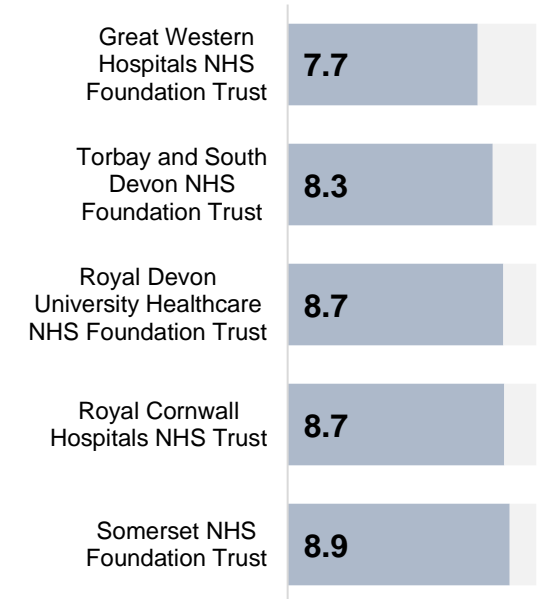
Each vertical line represents an individual NHS trust

## Comparison with other trusts within your region

### Trusts with the highest scores



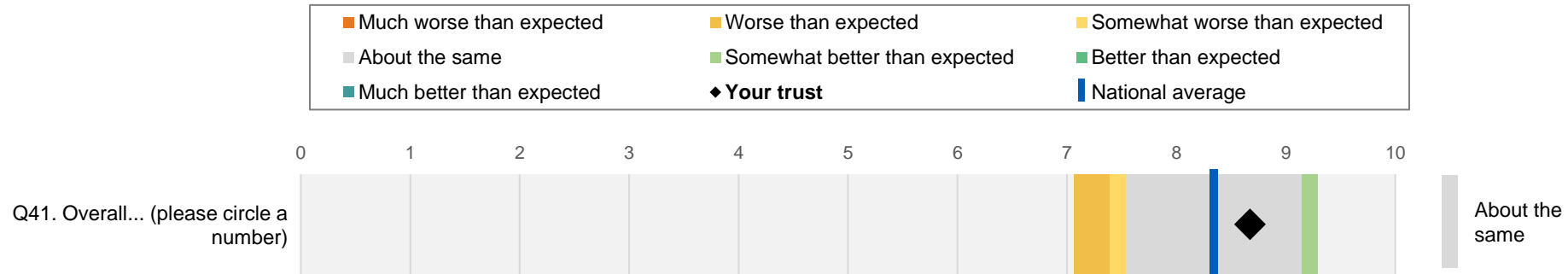
### Trusts with the lowest scores





## Section 9. Experience overall (continued)

### Question scores

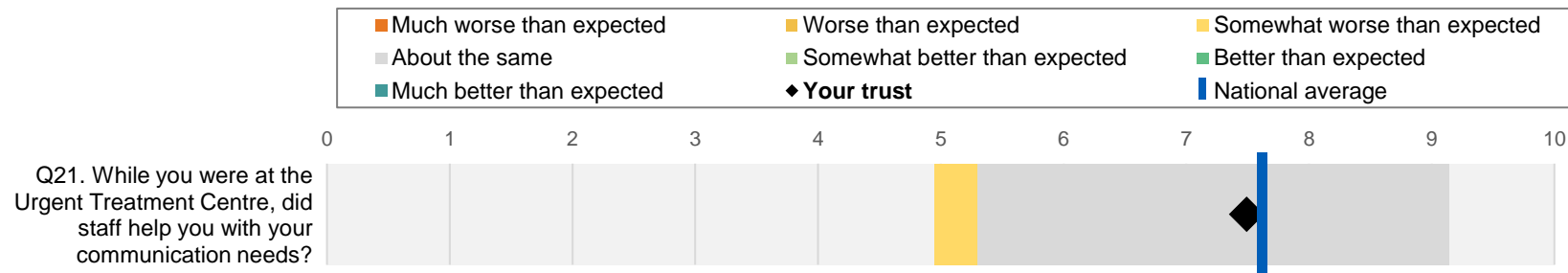


#### All trusts in England

Number of respondents	Your trust	National average	Lowest score	Highest score
214	8.7	8.3	7.1	9.3

# Q21. While you were at the Urgent Treatment Centre, did staff help you with your communication needs?

## Question scores

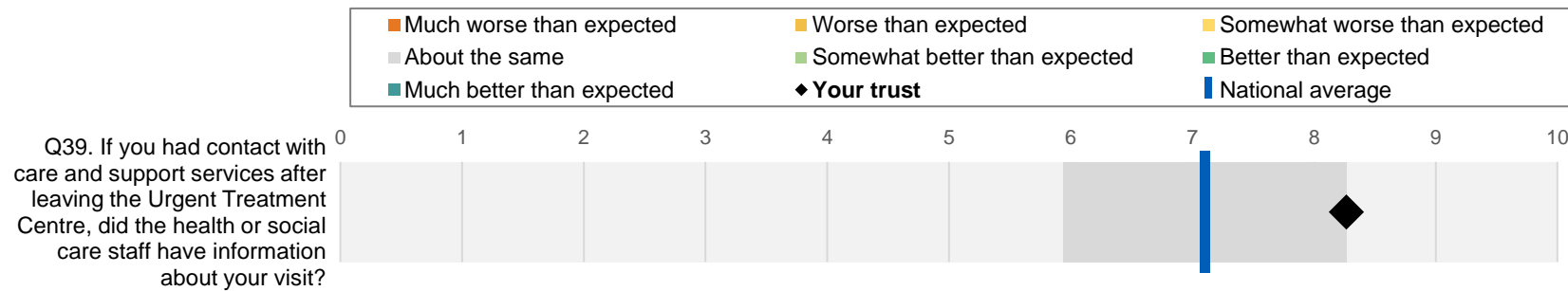


Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
40	7.5	7.6	5.0	9.1

Please note this question is not included in a section score due to high levels of suppression.

## Q39. If you had contact with care and support services after leaving the Urgent Treatment Centre, did the health or social care staff have information about your visit?

### Question scores



Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
46	8.3	7.1	5.9	8.3

Please note this question is not included in a section score due to high levels of suppression.

# Change over time

This section includes:

- a comparison to previous survey years scores for your trust for each question, including:
  - your trust's 2022 score compared with its scores from 2018 to 2020.

**Please note:**

- If data is missing for a survey year, this is due to a low number of responses, or because the trust data was not included in the survey that year, due to sampling errors or ineligibility.



RH8 Royal Devon University Healthcare NHS Foundation Trust does not have any historical comparisons.

# Appendix

## Comparison to other trusts: where your trust has performed much better

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

### Much better than expected

- Q10. Were you informed how long you would have to wait to be examined?
- Q18. Did health professionals talk to each other about you as if you weren't there?

## Comparison to other trusts: where your trust has performed better

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

### Better than expected

- Q16. If you had any anxieties or fears about your condition or treatment, did a health professional discuss them with you?
- Q24. Sometimes, a member of staff will say one thing and another will say something quite different. Did this happen to you?
- Q26. If you had any tests, did a member of staff explain why you needed them in a way you could understand?
- Q27. Before you left the Urgent Treatment Centre, did a member of staff explain the results of the tests in a way you could understand?
- Q35. Did staff give you enough information to help you care for your condition at home?



## Comparison to other trusts: where your trust has performed somewhat better

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

### Somewhat better than expected

- Q13. Did you have enough time to discuss your condition with the health professional?
- Q20. If a family member, friend or carer wanted to talk to a health professional, did they have enough opportunity to do so?

## Comparison to other trusts: where your trust has performed somewhat worse

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

### Somewhat worse than expected

- No questions for your trust fall within this banding.

## Comparison to other trusts: where your trust has performed worse

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

### Worse than expected

- No questions for your trust fall within this banding.

## Comparison to other trusts: where your trust has performed much worse

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

### Much worse than expected

- No questions for your trust fall within this banding.

# 2022 Urgent and Emergency Care Survey

## Urgent Treatment Centres (Type 3 services) results for Royal Devon University Healthcare NHS Foundation Trust

### Where patient experience is best

- ✓ **Waiting:** Patients being informed on how long wait to be examined will be
- ✓ **Transport when leaving UTC:** Staff discussing patients' transport arrangements before they leave the UTC
- ✓ **Length of visit:** Length of patients' Urgent Treatment Centre visit
- ✓ **Information:** Staff giving patients enough information to help them care for their condition at home
- ✓ **Information sharing:** Health or social care staff having information about patients' visit to the UTC

### Where patient experience could improve

- **Food & drink:** Availability of suitable food or drink
- **Waiting:** Length of wait before patients first speak to a health professional
- **Communication needs:** Staff helping patients with any communication needs they have
- **Pain management:** Staff doing everything they can to help control patients' pain
- **Confidence and trust:** Patients having confidence and trust in health professionals treating them

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

This survey looked at the experiences of people who were receiving care or treatment in a Type 3 Urgent Treatment Centre (UTC) and had been treated by the trust between 1<sup>st</sup> and 30<sup>th</sup> September 2022. Between November 2022 and March 2023, a questionnaire was sent to 580 recent patients. Responses were received from 224 patients at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].

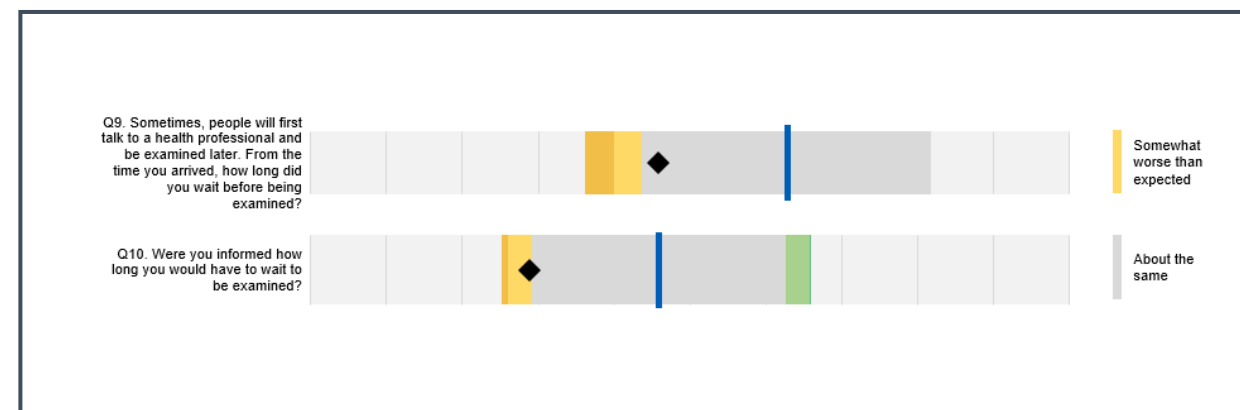
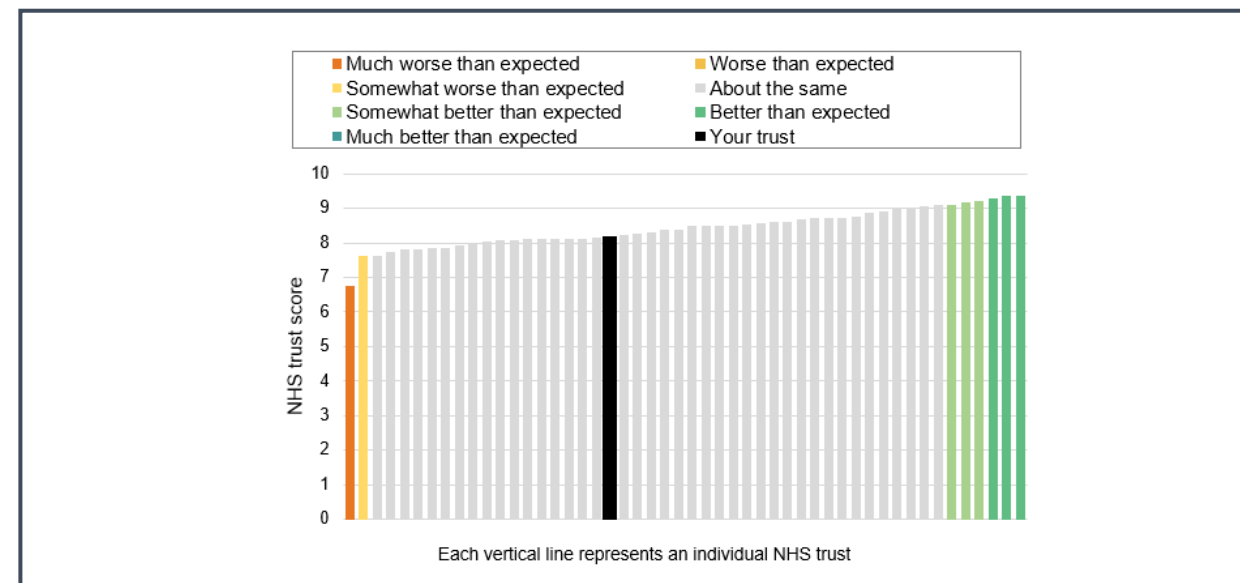


# How to interpret benchmarking in this report

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

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

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



## How to interpret benchmarking in this report (continued)

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

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

In some cases, there will be no shades of orange and/or green area in the graph. This happens when the expected range for your trust is so broad that it encompasses either the highest possible score for all trusts (no green section) or the lowest possible score for all trusts (no orange section). This could be because there were few respondents and/or a lot of variation in their answers.

In some cases, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

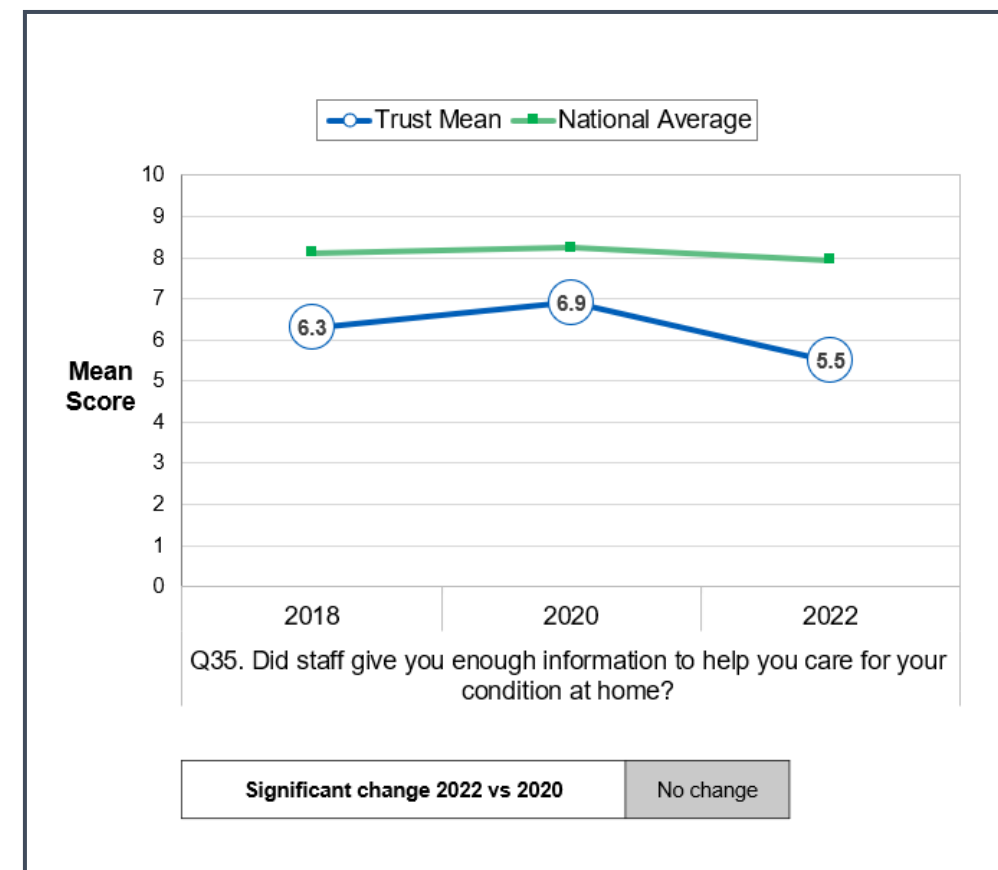
Additional information on the 'expected range' analysis technique can be found in the survey technical report on the [NHS Surveys website](#).

# How to interpret change over time in this report

The charts in the 'change over time' section show how your trust scored in each Urgent & Emergency Care survey iteration. Where available, trend data from 2018 to 2022 is shown. If a question only has one data point, this question is not shown. Questions that are not historically comparable, are also not shown.

Each question is displayed in a line chart. These charts show your trust mean score for each survey year (blue line). The national average is also shown across survey years, this is the average score for that question across all NHS trusts with a Type 3 Urgent Treatment Centre (UTC) in England (green line). This enables you to see how your trust compares to the national average. If there is data missing for a survey year, this may be due to either a low number of responses, because the trust was not included in the survey that year, sampling errors or ineligibility.

Statistically significant changes are also displayed in tables underneath the charts, showing significant differences between this year (2022) and the previous year (2020). Z-tests set to 95% significance were used to compare data between the two years (2022 vs 2020). A statistically significant difference means it is unlikely we would have obtained this result if there was no real difference.





# An example of scoring

Each evaluative question is scored on a scale from 0 to 10. The scores represent the extent to which the patient's experience could be improved. A score of 0 is assigned to all responses that reflect considerable scope for improvement, whereas a score of 10 refers to the most positive patient experience possible. Where a number of options lay between the negative and positive responses, they are placed at equal intervals along the scale. Where options were provided that did not have any bearing on the trust's performance in terms of patient experience, the responses are classified as "not applicable" and a score is not given. Similarly, where respondents stated they could not remember or did not know the answer to a question, a score is not given.

## Calculating an individual respondent's score

The following provides an example for the scoring system applied for each respondent. For question 7 "Were you given enough privacy when discussing your condition with the receptionist?":

- The answer code "Yes, definitely" would be given a score of 10, as this refers to the most positive patient experience possible.
- The answer code "Yes, to some extent" would be given a score of 5, as it is placed at an equal interval along the scale.
- The answer code "No" would be given a score of 0, as this response reflects considerable scope for improvement.
- The answer code "I did not discuss my condition with a receptionist" would not be scored, as they do not have a clear bearing on the trust's performance in terms of patient experience.

## Calculating the trust score for each question

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

## Calculating the section score

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

# Thank you.

For further information, please contact the Survey Coordination Centre for Existing Methods:  
[emergency@surveycoordination.com](mailto:emergency@surveycoordination.com)