

Publication of CQC's 2016 Inpatient Survey

14 July 2017

Dear Ms Tomkinson,

We published national results for the 2016 Adult Inpatient Survey on 31 May 2017, which looked at the experiences of 77,850 respondents who were treated and cared for in hospital as an inpatient during July 2016.

The survey asked patients for their views on aspects of their care, such as whether they felt they were treated with dignity and respect and whether they had confidence and trust in staff.

I am writing to you as we also intend to publish a separate report on 20 July which focuses on variation in results at trust-level. Your trust was identified as performing 'much better' than expected' compared to other trusts within the survey. This was because a higher proportion of patients responded positively about the care they had received.

The report will be available at the following link:

<http://www.cqc.org.uk/publications/surveys/adult-inpatient-survey-2016>

The statistical method used to identify positive patient experience focuses on the most positive response option a patient can select for any scored question. Patients at your trust gave the most positive answers to questions, across the whole survey, more frequently than the England average (68%).

We will continue to reflect your trust's performance on this survey within our Insight products as part of the information we have on how trusts are performing.

While I am sure you will want to share the results of this survey with your staff, the national level results in the Inpatient Survey [statistical release](#), highlighted a substantial number of areas which declined between 2015 and 2016. This was particularly around patients feeling involved in their care, waiting for a bed on a ward, and care after leaving the hospital. We, therefore, also encourage you to look at your [benchmark report](#), in order to identify any areas where you can continue to support further improvement.

We will shortly be advising NHS Improvement of the positive findings from your survey results by sharing a copy of this letter.

Yours sincerely



Professor Sir Mike Richards
Chief Inspector of Hospitals