

Core Questions	Ward 1 (132)	Ward 2 (20) *	Ward 3 (265)	Ward 4 (15) *	Ward 5 (119)	Ward 6 (132)	Ward7 (19) *	Ward8 (103)	Ward 9 (100)	Ward 10 (121)	Trust Average
Bed waiting times	88%	78%	49%	50%	89%	6%	40%	36%	91%	78%	60%
Cleanliness: Hospital room/Ward	94%	89%	75%	100%	100%	53%	48%	52%	90%	22%	72%
Cleanliness: Toilet/bathroom	91%	100%	73%	100%	88%	14%	50%	68%	13%	61%	66%
Rate food	43%	44%	40%	50%	22%	98%	33%	45%	85%	74%	54%
Choice of food	79%	78%	53%	100%	83%	88%	90%	32%	3%	74%	68%
Help from staff eating meals	45%	50%	44%	50%	20%	95%	65%	91%	72%	73%	61%
Confidence and trust in Doctors	89%	67%	60%	33%	94%	11%	31%	71%	31%	98%	58%
Confidence and trust in Nurses	71%	100%	58%	67%	67%	87%	50%	30%	64%	36%	63%
Doctors clean hands between patients	88%	63%	62%	0%	82%	40%	90%	39%	66%	66%	60%
Nurses clean hands between patients	90%	89%	59%	100%	82%	34%	39%	88%	22%	43%	65%
Involved in decisions about care and treatment	64%	75%	42%	67%	61%	34%	27%	36%	70%	61%	54%
Information about condition	81%	100%	63%	67%	100%	8%	57%	43%	14%	44%	58%
Involved in decisions about discharge	60%	100%	60%	67%	88%	71%	71%	48%	78%	9%	65%
Explanation about medicines	62%	100%	73%	67%	100%	24%	89%	59%	40%	90%	70%
Rating of care	65%	100%	63%	67%	87%	62%	88%	76%	14%	88%	71%
Recommend hospital to family or friends	82%	100%	66%	67%	93%	82%	85%	45%	2%	97%	72%
Dignity and respect	82%	100%	56%	67%	87%	89%	55%	43%	52%	9%	64%

■ Excellent: 80%+
 ■ Good: 65% - 79%
 ■ Fair: 50% - 64%
 ■ Poor: 40% - 49%
 ■ Very Poor: Under 40%

* Responses below required significant levels