

National Survey of Inpatients

Patient scores displayed on NHS Choices are:

- Overall Score
- Dignity and respect
- Involvement in decisions about treatment
- Cleanliness of wards
- Availability of same sex accommodation

Things to note

The results are taken from the 2008 national NHS inpatient survey and the 2008/2009 Independent Sector Treatment Centre (ISTC) surveys. The higher the score the better the rating reported by patients.

These scores have been calculated from responses from patients who had planned admission (also known as an elective admission) to an NHS hospital or who were admitted as an NHS patient to an Independent Sector Treatment Centre (ISTC). Responses from patients who were admitted to NHS hospitals as emergencies are not included. Comparisons between results for NHS hospitals and ISTCs may be affected by a number of differences in the types of patients treated in these establishments and by the range of services provided.

This data is taken from Care Quality Commission (NHS Trusts) and Department of Health (ISTCs) for NHS Trusts October 2008 - January 2009, ISTCs quarterly surveys 2008/2009

Interpretation of Results

The results shown here have been adjusted slightly to balance out differences in the age and sex of the respondents

Comparisons between results for NHS hospitals and ISTCs may be affected by a number of differences in the types of patients treated in these establishments and by the range of services provided:

- patients who are treated at ISTCs are, on average, in better health when they are first admitted than those that are admitted to NHS hospitals. There is some evidence that patient survey results tend to be more positive for patients who are in better health.
- the ISTC survey covers both inpatients and day case patients, with some ISTCs providing only day case services, whereas the NHS Trust survey only includes inpatients. There is some evidence that patients who stay overnight tend to report better experiences of care than patients treated as day cases.

Things to consider about data source

The data sources for this indicator were postal questionnaire surveys of recently treated NHS patients.

For NHS hospitals: Over 72,000 recently discharged elective adult patients from 165 acute and specialist NHS trusts in England responded to the national NHS inpatient survey between October 2008 and January 2009. The surveys did not include patients who were treated as day cases. The scores relate to all of the hospitals that are managed by each NHS Trust.

For ISTCs: the results are taken from quarterly surveys carried out by each centre in 2009. Nearly 14,000 adult patients treated in 36 ISTCs responded to the surveys during this period. The survey includes both inpatients and patients treated as day cases.

Data source

Care Quality Commission (NHS Trusts) and Department of Health (ISTCs)

Time period

NHS Trusts October 2008 - January 2009, ISTCs quarterly surveys 2008/2009

Further information

For further information about the National Inpatient Surveys covering NHS trusts visit the [Care Quality Commission](#).