

# NHS Adult Inpatient Survey 2020

## Results for Kingston Hospital NHS Foundation Trust

### Where patient experience **is best**

- ✓ Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- ✓ Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- ✓ Noise from staff: patients not being bothered by noise at night from staff
- ✓ Information about medicines to take at home: patients being given information about medicines they were to take at home
- ✓ Taking medication: patients being able to take medication they brought to hospital when needed

### Where patient experience **could improve**

- Waiting to get to a bed: patients feeling that they waited the right amount of time to get to a bed on a ward after they arrived at the hospital
- After the operation or procedure: patients being given an explanation from staff of how their operation or procedure went
- Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital
- Home and family situation: staff considering the patients home and family situation when planning for them to leave hospital, if needed
- Contact: patients being given information about who to contact if they were worried about their condition or treatment after leaving hospital

Please tell us what you think! You can leave quick anonymous feedback by visiting the Kingston Hospital website

This survey is about the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at Kingston Hospital NHS Foundation Trust. Responses were received from 481 patients at this trust. If you have any questions about the survey and our results, please contact Jane Suppiah, Head of Patient Experience and Involvement . [KHFT.patientexperienceandinvolvement@nhs.net](mailto:KHFT.patientexperienceandinvolvement@nhs.net)

