Press Release

Patients feel well looked after at Hampshire Hospitals

A patient survey has revealed that the vast majority of people receiving inpatient services at Hampshire Hospitals feel well looked after by staff across the Trust.

The National Inpatient Survey 2016, part of the patient survey programme co-ordinated by the Care Quality Commission (CQC), asked adult patients who had at least one overnight stay on one of our wards during July 2016 to answer questions about different aspects of their care and treatment in hospital.

The report from the CQC shows how Hampshire Hospitals scored for each question in the survey compared with the range of results from all other trusts that took part. For each question, responses are converted into scores on a scale of zero to 10.

Hampshire Hospitals scored 9.0 out of 10 when patients were asked if they felt well looked after by hospital staff and 9.3 out of 10 when patients were asked if they felt they were treated with respect and dignity.

The results for the Trust, which runs Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital, in Winchester, and Andover War Memorial Hospital, are available on the CQC website and show that patients rated their overall experience as 8.2 out of 10.

Alex Whitfield, Chief Executive of Hampshire Hospitals NHS Foundation Trust, said: “I’m delighted that our patients feel so well looked after by the staff at our hospitals.

“Patient care is at the heart of everything we do at Hampshire Hospitals. Staff across the Trust work very hard to provide the highest levels of care and it is fantastic to know that their dedication and teamwork is making a real difference to our patients.

“We are always striving to improve and will use the survey results alongside other feedback to look at how we can make things even better for our patients.”

ENDS

Notes to Editors

1. Hampshire Hospitals NHS Foundation Trust provides hospital services to a population of approximately 600,000 people in Hampshire and parts of West Berkshire.
2. HHFT has around 6,000 staff and a turnover of £353million a year.
3. HHFT delivers one hospital service across multiple locations including its own hospitals, Andover War Memorial Hospital, Basingstoke and North Hampshire Hospital and Royal Hampshire County Hospital in Winchester. It also provides outpatient and assessment services from Bordon and Alton community hospitals.
4. As a Foundation Trust, HHFT is accountable to the local community through a system of local ownership with members and elected governors. HHFT has around 18,000 staff and public
members. Foundation Trusts are free from central government control and can reinvest any surplus to develop clinical services. They are authorised and regulated by NHS Improvement, an independent regulator.

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