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The Care Quality Commission uses national surveys to find out about the experience of patients when receiving care and treatment from healthcare organisations. Between September 2012 and January 2013, a questionnaire was sent to 850 recent inpatients at each hospital trust.

The following table summarises the survey responses for the three hospital trusts principally providing services to Bracknell Forest residents.

Scores are out of a maximum of 10. All scores are described by the CQC as being 'about the same' as other trusts, unless shown as green  = better, or red  = worse

	<u>Frimley Park</u>	<u>Royal Berkshire</u>	<u>Heatherwood & Wexham Park</u>
<u>Number of responses</u>	445	432	367
<u>Questions</u>			
<u>Emergency/A&E Department</u>	8.8	8.4	7.8 
- Information	8.5	8.2	7.7
- Privacy	9.1	8.5	8.0 
<u>Waiting List and Planned Admissions</u>	9.5	9.1	8.6 
- Length of wait	8.8	8.4	7.4 
- Changes to admission date	9.7 	9.4	8.9
- Specialist having necessary information	9.9 	9.5	9.6
<u>Waiting to Get a Bed on a Ward</u>	8.0	7.3	7.1
<u>The Hospital and Ward</u>	8.2	8.2	7.6 
- Single sex accommodation	9.5	9.2	8.8
- Single sex bathroom areas	8.3	8.6	7.9
- Noise from other patients	5.7	5.3	5.5
- Noise from hospital staff	7.9	8.0	7.4
- Cleanliness of rooms and wards	9.1	8.9	8.2 
- Cleanliness of toilets and bathrooms	8.7	8.4	7.6 
- Not feeling threatened	9.7	9.8	9.7
- Availability of hand-wash gel	9.8 	9.6	9.3
- Quality of food	6.0	6.1	3.8 
- Choice of food	8.7	8.9	8.9
- Help with eating	7.5	7.2	6.5
<u>Doctors</u>	8.6	8.5	8.1 

- Answers to questions	8.3	8.4	7.7
- Confidence and trust	9.0	8.8	8.4 
- Acknowledging patients	8.6	8.3	8.1
<u>Nurses</u>	8.5	8.5	7.8 
- Answers to questions	8.6	8.5	7.5 
- Confidence and trust	9.0	8.9	8.3
- Acknowledging patients	9.0	9.1	8.2 
- Enough nurses	7.6	7.8	7.4
<u>Care and Treatment</u>	7.7	7.6	7.1 
- Avoiding confusion	8.2	8.0	7.8
- Involvement in decisions	7.6	7.3	6.7
- Information	7.9	7.9	7.3 
- Talking about worries and fears	5.6	6.2	4.4 
- Emotional support	7.0	7.3	6.5
- Privacy for discussions	8.3	8.4	8.0
- Privacy for examination	9.5	9.4	9.2 
- Pain control	8.6	8.1	7.8
- Getting help	6.2	6.1	6.2
<u>Operations and Procedures</u>	8.4	8.5	8.0
- Explanation of risks and benefits	8.8	9.1	8.5 
- Explanation of operation	8.5	8.8	8.4
- Answering questions	8.9	8.9	9.0
- Expectation after the operation	6.9	7.2	6.3 
- Information	9.1	9.2	8.7
- After the operation	8.2	7.7	7.2
<u>Leaving Hospital</u>	7.4	7.4	6.3 
- Involvement in decisions	6.7	7.1	6.2 
- Notice of discharge	7.2	7.6	6.5 
- Delays to discharge	6.2	5.5	5.6
- Length of delay to discharge	7.5	6.8	6.9
- Advice for after discharge	7.4	7.6 	6.1
- Purpose of medicines	8.4	8.7	7.8
- Side effects	5.0	5.1	3.9
- Taking medication	8.4	8.6	7.4 
- Information about medicines	8.0	8.3	7.6
- Danger signals	5.4	5.7	4.1 
- Consideration of home and family situation	7.5	7.1	5.7 
- Information for friends and family	6.3	6.5	5.1 

- Contact	8.5	8.1	6.6	
- Equipment and adaptations at home	8.9	8.1	6.2	
- Health and social care services	8.8	8.6	7.3	
- Letters	7.7	7.4	5.7	
- Understandable letters	8.7	8.9	8.2	
<u>Overall Views and Experiences</u>	5.3	5.1	4.5	
- Respect and dignity	9.1	8.9	8.4	
- Overall view of inpatient services	8.2	7.8	7.2	
- Patients' views	1.6	1.2	0.9	
- Information about complaints	2.3	2.3	1.6	