

PEOPLE'S EXPERIENCES OF ACCIDENT AND EMERGENCY SERVICES

During 2012, the Care Quality Commission sent a questionnaire to 850 people who had attended an NHS accident and emergency department (A&E). Based on patients' responses to this survey, each Trust that took part was given a rating of 'Better', 'About the same' or 'Worse' **compared to other trusts**. Local results are detailed below.

	DORSET COUNTY HOSPITAL NHS FT	GLOUCESTERSHIRE HOSPITALS NHS FT	HAMPSHIRE HOSPITALS NHS FT	POOLE HOSPITAL NHS FT	ROYAL UNITED HOSPITAL BATH	SALISBURY NHS FT	THE ROYAL BOURNEMOUTH AND CHRISTCHURCH HOSPITALS	UNIVERSITY HOSPITAL SOUTHAMPTON	YEOVIL DISTRICT HOSPITAL
Travel by ambulance	9.6/10 	9.2/10 	9.3/10 	9.3/10 	9.6/10 	9.6/10 	9.2/10 	8.9/10 	9.2/10
Reception and Waiting	6.9/10 	6/10 	6.3/10 	6/10 	6.7/10 	6.6/10 	5.9/10 	6/10 	6/10
Doctors and Nurses	8.4/10 	7.9/10 	8.3/10 	8.4/10 	8.2/10 	8.6/10 	8/10 	7.9/10 	8/10
Care and Treatment	8.3/10 	8.1/10 	8.5/10 	8.5/10 	8.4/10 	8.8/10 	8.1/10 	8/10 	8.2/10
Tests	8.6/10 	7.9/10 	8.5/10 	8.3/10 	8.3/10 	8.8/10 	8.3/10 	8.5/10 	8.3/10
Hospital Environment and Facilities	8.5/10 	8.1/10 	8.3/10 	8.3/10 	8.3/10 	8.7/10 	8/10 	8.1/10 	8/10
Leaving the A&E Department	6.6/10 	5.8/10 	6.6/10 	6.6/10 	6.8/10 	7.2/10 	6/10 	6.2/10 	6.4/10
Overall views on experience	7.1/10 	7.1/10 	7.3/10 	6.8/10 	6.9/10 	7.5/10 	7/10 	6.5/10 	6.5/10