## 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	GLOUŒSTERSHIRE 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 BETTER	9.2/10 ABOUT THE SAME	9.3/10 ABOUT THE SAME	9.3/10 ABOUT THE SAME	9.6/10 BETTER	9.6/10 BETTER	9.2/10 ABOUT THE SAME	8.9/10 ABOUT THE SAME	9.2/10 ABOUT THE SAME
Reception and Waiting	6.9/10 BETTER	6/10 ABOUT THE SAME	6.3/10 ABOUT THE SAME	6/10 ABOUT THE SAME	6.7/10 BETTER	6.6/10 BETTER	5.9/10 ABOUT THE SAME	6/10 ABOUT THE SAME	6/10 ABOUT THE SAME
Doctors and Nurses	8.4/10 BETTER	7.9/10 ABOUT THE SAME	8.3/10 ABOUT THE SAME	8.4/10 ABOUT THE SAME	8.2/10 ABOUT THE SAME	8.6/10 BETTER	8/10 ABOUT THE SAME	7.9/10 ABOUT THE SAME	8/10 ABOUT THE SAME
Care and Treatment	8.3/10 ABOUT THE SAME	8.1/10 ABOUT THE SAME	8.5/10 ABOUT THE SAME	8.5/10 BETTER	8.4/10 ABOUT THE SAME	8.8/10 BETTER	8.1/10 ABOUT THE SAME	8/10 ABOUT THE SAME	8.2/10 ABOUT THE SAME
Tests	8.6/10 ABOUT THE SAME	7.9/10 ABOUT THE SAME	8.5/10 BETTER	8.3/10 ABOUT THE SAME	8.3/10 ABOUT THE SAME	8.8/10 BETTER	8.3/10 ABOUT THE SAME	8.5/10 ABOUT THE SAME	8.3/10 ABOUT THE SAME
Hospital Environment and Facilities	8.5/10 ABOUT THE SAME	8.1/10 ABOUT THE SAME	8.3/10 ABOUT THE SAME	8.3/10 ABOUT THE SAME	8.3/10 ABOUT THE SAME	8.7/10 BETTER	8/10 ABOUT THE SAME	8.1/10 ABOUT THE SAME	8/10 ABOUT THE SAME
Leaving the A&E Department	6.6/10  ABOUT THE SAME	5.8/10 ABOUT THE SAME	6.6/10 ABOUT THE SAME	6.6/10 ABOUT THE SAME	6.8/10 ABOUT THE SAME	7.2/10 BETTER	6/10 ABOUT THE SAME	6.2/10 ABOUT THE SAME	6.4/10 ABOUT THE SAME
Overall views on experience	7.1/10 ABOUT THE SAME	7.1/10 ABOUT THE SAME	7.3/10 ABOUT THE SAME	6.8/10 ABOUT THE SAME	6.9/10 ABOUT THE SAME	7.5/10 BETTER	7/10 ABOUT THE SAME	6.5/10 ABOUT THE SAME	6.5/10 ABOUT THE SAME