

FINANCIAL YEAR 2020-21

Data below shows the % recommend score by Patient Demographics.
The demographic detail is captured from the Patient Experience Surveys, where the Patient identifies themselves according to the question asked.

Also shown is the % coverage: (number of patients identified in the demographic group / total number of patients)

Q: To which Ethnic group would you say you belong

		FY2021 Q1	FY2021 Q2	FY2021 Q3	FY2021 Q4
AFRICAN	% Recommend Score	94.4%	97.7%	99.3%	95.6%
	% total surveyed	1.22%	0.79%	0.63%	0.70%
	% total patients admitted	1.07%	1.28%	1.11%	1.17%
ANY OTHER ASIAN BACKGROUND	% Recommend Score	100.0%	98.4%	98.5%	99.0%
	% total surveyed	0.88%	0.75%	0.63%	0.64%
	% total patients admitted	1.80%	1.87%	1.95%	2.07%
ANY OTHER BLACK BACKGROUND	% Recommend Score	100.0%	95.8%	100.0%	100.0%
	% total surveyed	0.10%	0.14%	0.13%	0.11%
	% total patients admitted	0.58%	0.49%	0.56%	0.55%
ANY OTHER ETHNIC GROUP	% Recommend Score	100.0%	97.2%	91.7%	100.0%
	% total surveyed	0.17%	0.21%	0.17%	0.12%
	% total patients admitted	1.50%	1.53%	1.62%	1.84%
ANY OTHER MIXED BACKGROUND	% Recommend Score	90.0%	99.0%	98.0%	92.5%
	% total surveyed	0.34%	0.61%	0.48%	0.33%
	% total patients admitted	0.47%	0.54%	0.48%	0.43%
ANY OTHER WHITE BACKGROUND	% Recommend Score	98.6%	99.1%	98.5%	97.0%
	% total surveyed	2.44%	2.06%	1.59%	1.66%
	% total patients admitted	4.03%	3.69%	3.77%	4.04%
BANGLADESHI	% Recommend Score	100.0%	98.5%	96.0%	98.2%
	% total surveyed	0.34%	0.39%	0.24%	0.35%
	% total patients admitted	0.44%	0.47%	0.54%	0.58%
BRITISH	% Recommend Score	98.2%	97.8%	98.0%	98.0%
	% total surveyed	67.07%	56.38%	44.42%	42.43%
	% total patients admitted	71.93%	71.06%	70.17%	70.01%
CARIBBEAN	% Recommend Score	85.7%	98.3%	95.8%	96.1%
	% total surveyed	0.24%	0.35%	0.34%	0.32%
	% total patients admitted	0.76%	0.72%	0.78%	0.75%
CHINESE	% Recommend Score	100.0%	98.6%	97.6%	100.0%
	% total surveyed	0.17%	0.41%	0.20%	0.15%
	% total patients admitted	0.34%	0.28%	0.31%	0.30%
INDIAN	% Recommend Score	98.1%	97.7%	98.1%	97.8%
	% total surveyed	9.02%	7.92%	6.98%	6.22%
	% total patients admitted	12.54%	13.03%	13.85%	13.17%
IRISH	% Recommend Score	100.0%	96.8%	98.1%	97.9%
	% total surveyed	1.83%	1.86%	1.22%	1.19%
	% total patients admitted	0.68%	0.75%	0.61%	0.65%
PAKISTANI	% Recommend Score	100.0%	95.5%	98.1%	98.2%
	% total surveyed	0.98%	0.79%	0.76%	0.70%
	% total patients admitted	0.93%	1.09%	1.07%	0.93%
WHITE AND ASIAN	% Recommend Score	100.0%	100.0%	100.0%	100.0%
	% total surveyed	0.31%	0.51%	0.37%	0.34%
	% total patients admitted	0.22%	0.28%	0.21%	0.21%
WHITE AND BLACK AFRICAN	% Recommend Score	85.7%	93.8%	94.2%	100.0%
	% total surveyed	0.24%	0.39%	0.33%	0.25%
	% total patients admitted	0.17%	0.17%	0.10%	0.14%

Q : Do you have any if the following long-standing conditions :

		FY2021 Q1	FY2021 Q2	FY2021 Q3	FY2021 Q4	
Deafness or severe hearing impairment						
	YES	% Recommend Score	98.7%	97.3%	96.7%	97.3%
		% total surveyed	7.97%	6.59%	4.60%	4.17%
		% total patients admitted	1.20%	1.13%	1.11%	1.33%
	NO	% Recommend Score	98.7%	98.0%	98.2%	98.2%
% total surveyed		89.11%	76.73%	62.43%	53.06%	
Not completed	% Recommend Score	81.4%	91.7%	95.0%	94.2%	
	% total surveyed	2.92%	16.68%	32.98%	42.78%	
A learning disability						
	YES	% Recommend Score	94.5%	95.5%	97.8%	96.9%
		% total surveyed	1.87%	2.25%	2.31%	1.99%
		% total patients admitted	0.53%	0.55%	0.53%	0.60%
	NO	% Recommend Score	98.8%	98.1%	98.1%	98.3%
% total surveyed		95.22%	80.91%	64.71%	59.36%	
Not completed	% Recommend Score	81.4%	91.6%	94.9%	93.6%	
	% total surveyed	2.92%	16.84%	32.98%	38.65%	
A long standing illness						
	YES	% Recommend Score	96.1%	97.2%	97.4%	97.2%
		% total surveyed	15.50%	13.16%	11.26%	10.66%
		% total patients admitted	data not available			
	NO	% Recommend Score	99.2%	98.1%	98.2%	98.3%
% total surveyed		81.79%	70.25%	55.97%	51.09%	
Not completed	% Recommend Score	82.5%	91.9%	95.1%	93.8%	
	% total surveyed	2.71%	16.59%	32.77%	38.25%	
A mental health condition						
	YES	% Recommend Score	96.2%	96.8%	96.6%	95.9%
		% total surveyed	7.09%	6.45%	5.12%	5.11%
		% total patients admitted	8.85%	9.88%	8.96%	9.54%
	NO	% Recommend Score	98.9%	98.1%	98.2%	98.4%
% total surveyed		90.03%	76.75%	61.91%	56.39%	
Not completed	% Recommend Score	82.4%	91.6%	95.0%	93.6%	
	% total surveyed	2.88%	16.80%	32.97%	38.50%	
A long standing physical disability						
	YES	% Recommend Score	96.0%	97.4%	96.5%	97.4%
		% total surveyed	9.39%	8.67%	6.60%	6.35%
		% total patients admitted	data not available			
	NO	% Recommend Score	98.9%	98.1%	98.2%	98.3%
% total surveyed		87.83%	74.49%	60.45%	55.10%	
Not completed	% Recommend Score	84.1%	91.6%	95.0%	93.7%	
	% total surveyed	2.78%	16.84%	32.95%	38.55%	
Blindness or partially sighted						

Q: Which of the following describes your sexuality

		FY2021 Q1	FY2021 Q2	FY2021 Q3	FY2021 Q4
Heterosexual/straight	% Recommend Score	98.5%	98.2%	98.2%	98.2%
	% total surveyed	63.75%	51.02%	40.98%	39.91%
Gay/lesbian	% Recommend Score	100.0%	96.6%	98.1%	96.6%
	% total surveyed	1.12%	0.89%	0.73%	0.74%
Other	% Recommend Score	91.7%	97.8%	100.0%	96.4%
	% total surveyed	0.41%	0.54%	0.44%	0.35%
I would prefer not to say	% Recommend Score	92.0%	91.7%	92.9%	91.6%
	% total surveyed	2.95%	5.10%	3.75%	4.10%
Not completed	% Recommend Score	98.4%	96.0%	96.5%	95.5%
	% total surveyed	31.10%	41.77%	53.54%	54.38%

Age group of patient

		FY2021 Q1	FY2021 Q2	FY2021 Q3	FY2021 Q4
17yrs or younger	% Recommend Score	99.5%	99.3%	99.1%	99.2%
	% total surveyed	7.02%	7.17%	6.04%	4.85%
	% total patients admitted	9.06%	9.67%	9.07%	7.73%
18-64	% Recommend Score	98.7%	98.1%	98.0%	97.9%
	% total surveyed	41.20%	32.60%	27.32%	26.46%
	% total patients admitted	50.98%	50.30%	50.69%	52.06%
65-84	% Recommend Score	99.0%	97.6%	98.1%	98.1%
	% total surveyed	27.87%	20.95%	17.47%	16.02%
	% total patients admitted	33.07%	33.95%	34.13%	33.71%
85 yrs or over	% Recommend Score	98.9%	96.7%	97.9%	97.5%
	% total surveyed	6.10%	5.52%	3.96%	4.42%
	% total patients admitted	6.89%	6.08%	6.10%	6.49%
Not completed	% Recommend Score				
	% total surveyed	0.00%	0.00%	0.00%	0.00%

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Data below shows the % recommend score by Patient Demographics.
The demographic detail is captured from the Patient Experience Surveys, where the Patient identifies themselves according to the question asked.

Also shown is the % coverage: (number of patients identified in the demographic group / total number of patients)

Q: To which Ethnic group would you say you belong

WHITE AND BLACK CARIBBEAN	% Recommend Score	100.0%	99.2%	97.8%	98.9%
	% total surveyed	0.78%	0.70%	0.64%	0.57%
	% total patients admitted	0.45%	0.49%	0.42%	0.47%
Not completed	% Recommend Score	98.5%	94.3%	95.7%	94.6%
	% total surveyed	13.87%	25.73%	40.88%	43.91%
	% total patients admitted	2.09%	2.29%	2.44%	2.70%

Q : Do you have any if the following long-standing conditions :

YES	% Recommend Score	94.3%	94.9%	97.8%	97.6%
	% total surveyed	2.37%	2.34%	1.52%	1.56%
	% total patients admitted	0.33%	0.32%	0.25%	0.32%
NO	% Recommend Score	98.8%	98.1%	98.1%	98.2%
	% total surveyed	87.86%	75.33%	61.54%	52.19%
	% total patients admitted	9.77%	22.33%	36.95%	46.25%
Not completed	% Recommend Score	93.8%	93.3%	95.2%	94.4%
	% total surveyed	9.77%	22.33%	36.95%	46.25%

Q: Which of the following describes your sexuality