



## **2022 Urgent & Emergency Care (UEC) Survey: Early release of CQC benchmark results for Type 1 services (major A&E)**

This report provides benchmark results for Wirral University Teaching Hospital NHS Foundation Trust, in advance of publication of the 2022 UEC Survey later this year. It contains the same scoring and 'banding' (how your trust performed compared to other trusts across England), but does not include national scores. These national results can only be shared at official publication of the survey results.

This report **includes Type 1 service results only**. If your trust also submitted a Type 3 sample that pre-release data will be provided to you in a separate report.

By receiving results now, you will be able to see how your trust performed on individual questions in advance of the national publication.

Information on how to interpret this information is similar to that provided within the published benchmark reports and is detailed below. If you require any assistance, have any queries, or would like to provide feedback on the format of this report, please contact the CQC Research Team at: [patient.survey@cqc.org.uk](mailto:patient.survey@cqc.org.uk)

## **2022 Urgent & Emergency Care (UEC) Survey**

The 2022 survey of people who used UEC services involved 122 NHS trusts with a Type 1 accident and emergency department<sup>1</sup>. Fifty-nine of these trusts had direct responsibility<sup>2</sup> for running a Type 3 department<sup>3</sup> and will therefore also receive benchmarked results for their Type 3 services. Two separate questionnaires were used, one for Type 1 services and one for Type 3 services. To see the questionnaires please see the 'Further Information' section below.

Responses were received from 29,357 people who attended a Type 1 department, a response rate of 23%. Responses were received from 7,418 people who attended a Type 3 department, a response rate of 22%<sup>4</sup>.

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<sup>1</sup>A Type 1 department is a major, consultant led A&E Department with full resuscitation facilities operating 24 hours a day, 7 days a week.

<sup>2</sup>The survey only includes Type 3 departments that are run directly by acute trusts, and not those run in collaboration with, or exclusively by others, for example, independent providers.

<sup>3</sup>A Type 3 department is an urgent treatment centre/minor injury unit with designated accommodation for the reception of accident and emergency patients. The department may be doctor or nurse-led, treats at least minor injuries and illnesses and can be routinely accessed without appointment.

<sup>4</sup>The 'adjusted' response rate is reported. The adjusted base is calculated by subtracting the number of questionnaires returned as undeliverable, or if someone had died, from the total number of questionnaires sent out. The adjusted response rate is then calculated by dividing the number of returned useable questionnaires by the adjusted base.

Patients were eligible for the survey if they were aged 16 years or older and had attended UEC services during September 2022<sup>5</sup>. Full sampling criteria can be found in the survey instruction manual (see 'Further Information' section).

Trusts responsible for only Type 1 departments drew a random sample of 1,250 patients. Trusts that also directly ran Type 3 departments sampled 950 patients from Type 1 departments and 580 patients from Type 3 departments totalling 1,530 patients. Questionnaires and reminders were sent to patients between November 2022 and March 2023.

Similar surveys were carried out in 2003, 2004, 2008, 2012, 2014, 2016, 2018 and 2020. Please note that redevelopment work carried out ahead of the 2016 survey means that **the results for 2022 are only comparable with 2020, 2018 and 2016** and not with any earlier surveys.

The Care Quality Commission use results from the survey to build an understanding of the risk and quality of services and those who organise care across an area. Where survey findings provide evidence of a change to the level of risk or quality in a service, provider or system, CQC will use the results alongside other sources of data on people's experience to inform targeted assessment activities.

NHS England (NHSE) are a key user of data from the CQC survey programme. Listening to patients' experiences of their care plays a crucial part in delivering services that are safe, effective and continuously improving. Data from the UEC Survey are important for NHSE to understand patient experiences of the services they are receiving from acute settings.

## **Making fair comparisons between trusts**

Trusts have differing profiles of people who use their services. For example, some trusts have a higher proportion of young service users than others trusts. Demographic factors can influence a trust's survey results because people's answer to questions about their care is influenced by demographic characteristics (e.g. a person's gender or age). To account for this, we 'standardise' respondent data to ensure that a trust does not appear better or worse than another due to its respondent profile. For the UEC survey, we standardise by **age and gender**.

## **Scoring**

For each question in the survey, the individual (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of zero the worst. The higher the score for each question, the better the trust is performing. It is not appropriate to score all questions within the questionnaire, since some questions do not assess the trust in any way.

## **Interpreting your data**

The 'better' and 'worse' categories, displayed in the column with the header '2022 Band' in the tables below, are based on a statistic called the 'expected range', which determines the range

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<sup>5</sup>Trusts that had an eligible Type 3 service and could not achieve the required sample size in September could also sample back to August.

within which the trust's score could fall without differing significantly from the average. If the trust's performance is outside of this range, its performance is significantly above or below what would be expected. If it is within this range, we say that its performance is 'about the same'. This means that where a trust's survey results have been identified as 'better' or 'worse' than the majority of trusts it is very unlikely that these results have occurred by chance. If your trust's results are 'about the same', table cells in this column will be empty.

If fewer than 30 respondents have answered a question, a score will not be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great.

Scores from the last survey are also displayed where available. In the column with the header 'Change from 2020' arrows indicate whether the score for the 2022 survey has increased significantly (up arrow), decreased significantly (down arrow) or has not significantly changed from 2020 (no arrow). A statistically significant difference means that the change in the result is unlikely to be due to chance. Significance is tested using a two-sample t-test. Please note that historical comparisons are not provided for section scores as the questions contained in each section can change.

Where a result for 2020 is not shown, this is because the question was either new in 2022, or the question wording and/or response options have been changed. Comparisons are also not shown if a trust has merged with another trust(s) since the 2020 survey, or if a trust committed a sampling error in 2020, or had a sampling issue in 2022. For more detail please see the Quality & Methodology document linked to in the 'Further Information' section below.

## **Further Information**

The full national results will be available on the CQC website later this year, together with the technical document which outlines the survey methodology and the scoring applied to each question: [www.cqc.org.uk/uecsurvey](http://www.cqc.org.uk/uecsurvey)

When the survey is published, the benchmark reports will be available on the NHS surveys website:

<https://nhssurveys.org/all-files/03-urgent-emergency-care/05-benchmarks-reports/2022/>

Full details of the methodology for the survey, including questionnaires and instructions on how to carry out the survey, are available at:

<https://nhssurveys.org/surveys/survey/03-urgent-emergency-care/year/2022/>

# Results for Wirral University Teaching Hospital NHS Foundation Trust: Executive Summary

## Respondents and response rate

- 258 Wirral University Teaching Hospital NHS Foundation Trust patients responded to the survey
- The response rate for Wirral University Teaching Hospital NHS Foundation Trust was 21.34%

## Banding

### Better

Your trust's results were much better than most trusts for **0** questions.

Your trust's results were better than most trusts for **4** questions.

Your trust's results were somewhat better than most trusts for **4** questions.

### Worse

Your trust's results were much worse than most trusts for **0** questions.

Your trust's results were worse than most trusts for **0** questions.

Your trust's results were somewhat worse than most trusts for **0** questions.

### Same

Your trust's results were about the same as other trusts for **29** questions.

## Tables of results

Table 1: Arrival

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q6. Were you given enough privacy when discussing your condition with the receptionist?	206	7.1		7.8	↓

Table 2: Waiting

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q7. How long did you wait before you first spoke to a nurse or doctor?	233	5.9		6.5	↓
Q8. Sometimes, people will first talk to a doctor or nurse and be examined later. From the time you arrived, how long did you wait before being examined by a doctor or nurse?	240	5.7		6.6	↓
Q9. Were you informed how long you would have to wait to be examined?	188	2.9			
Q10. Were you kept updated on how long your wait would be?	173	2.5			
Q11. While you were waiting, were you able to get help with your condition or symptoms from a member of staff?	137	5.0		4.8	
Q12. Overall, how long did your visit to A&E last?	238	5.1		6.9	↓

Table 3: Doctors and nurses

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q13. Did you have enough time to discuss your condition with the doctor or nurse?	252	8.6	Somewhat better	8.7	
Q14. While you were in A&E, did a doctor or nurse explain your condition and treatment in a way you could understand?	241	8.0		8.3	
Q15. Did the doctors and nurses listen to what you had to say?	250	8.8		9.0	
Q16. If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?	180	7.2	Somewhat better	6.8	
Q17. Did you have confidence and trust in the doctors and nurses examining and treating you?	250	9.0	Better	8.9	
Q18. Did doctors or nurses talk to each other about you as if you weren't there?	244	9.1		9.1	
Q20. If a family member, friend or carer wanted to talk to a health professional, did they have enough opportunity to do so?	129	6.8			

Table 4: Care and treatment

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q21. While you were in A&E, did staff help you with your communication needs?	69	7.3			
Q22. While you were in A&E, how much information about your condition or treatment was given to you?	245	8.5		8.7	
Q23. Were you given enough privacy when being examined or treated?	247	8.9		9.3	↓
Q24. If you needed attention, were you able to get a member of medical or nursing staff to help you?	157	7.5		7.7	
Q25. Sometimes, a member of staff will say one thing and another will say something quite different. Did this happen to you?	245	9.1	Better	8.9	
Q26. Were you involved as much as you wanted to be in decisions about your care and treatment?	224	8.0	Somewhat better	7.8	
Q30. Do you think the hospital staff did everything they could to help control your pain?	155	7.6		7.7	

Table 5: Tests

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q27. If you had any tests, did a member of staff explain why you needed them in a way you could understand?	210	8.5		8.5	
Q28. Before you left A&E, did a member of staff explain the results of the tests in a way you could understand?	188	7.9			
Q29. If you did not get the results of the tests when you were in A&E, did a member of staff explain how you would receive them?	0				

Table 6: Environment and facilities

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q31. In your opinion, how clean was the A&E department?	242	8.5		8.9	↓
Q32. While you were in A&E, did you feel threatened by other patients or visitors?	247	9.5		9.7	
Q33. Were you able to get suitable food or drinks when you were in A&E?	148	6.9		6.9	

Table 7: Leaving

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q35. While at home / your place of residence, did you get the care and support you needed?	0				
Q37. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?	57	9.3		9.6	
Q38. Did a member of staff tell you about medication side effects to watch for?	42	5.1		5.7	
Q39. Did a member of staff tell you about what symptoms to watch for regarding your illness or treatment after you went home?	119	6.6		6.4	
Q40. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left A&E?	142	8.1			
Q41. Did staff give you enough information to help you care for your condition at home?	125	7.5	Somewhat better	7.6	
Q42. Before you left the hospital, did a member of staff discuss your transport arrangements for leaving A&E?	69	4.7		5.5	
Q43. Did hospital staff discuss with you whether you may need further health or social care services after leaving A&E?	70	8.3	Better	8.3	

Table 7: Leaving (*continued*)

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q44. After leaving A&E, was the care and support you expected available when you needed it?	71	8.3	Better	8.3	
Q45. If you had contact with care and support services after leaving A&E, did the health or social care staff have information about your visit?	38	6.9			

Table 8: Respect and dignity

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q46. Overall, did you feel you were treated with respect and dignity while you were in A&E?	250	8.6		9.2	↓

Table 9: Experience overall

Question	Respondents	2022 Score	2022 Band	2020 Score	2020 Change
Q47. Overall experience	237	8.0		8.4	

Table 10: Section Scores

Section	2022 Score	Band
Section 1. Arrival	7.1	
Section 2. Waiting	4.5	
Section 3. Doctors and nurses	8.2	
Section 4. Care and treatment	8.1	Somewhat better
Section 5. Tests	8.2	
Section 6. Environment and facilities	8.3	
Section 7. Leaving	7.2	
Section 8. Respect and dignity	8.6	
Section 9. Experience overall	8.0	

Table 11: Demographic information

Characteristic	Percent
Total respondents	258.0
Response rate	21.3
<b>Sex</b>	
Male	49.2
Female	50.8
Intersex	0.0
Prefer not to say sex	0.0
<b>Gender</b>	
Gender same as sex at birth	100.0
Gender different than sex at birth	0.0
Prefer not to say gender	0.0
<b>Age</b>	
16-35	4.3
36-50	11.2
51-65	20.5
66+	64.0
<b>Ethnicity</b>	
White	96.5
Multiple ethnic groups	1.2
Asian or Asian British	1.6
Black or Black British	0.4
Arab or other ethnic group	0.0
Not known	0.4

Table 12: Demographic information continued

Characteristic	Percent
<b>Religion</b>	
No religion	18.8
Buddhist	0.8
Christian	76.0
Hindu	0.0
Jewish	0.0
Muslim	1.6
Sikh	0.0
Other religion	1.2
Prefer not to say religion	1.6
<b>Sexuality</b>	
Heterosexual	94.5
Gay/lesbian	1.3
Bisexual	1.7
Other	0.4
Prefer not to say sexuality	2.1