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NHS

National Children's Inpatient and Day Case Survey 2014

SHEFFIELD CHILDREN'S NHS FOUNDATION TRUST

FINAL REPORT

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SECTION 1

Introduction

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National Children's Inpatient & Day Case 2014
Sheffield Children's NHS Foundation Trust

Background to the survey

The results presented here are from the National NHS Children's Inpatient and Day Case Survey 2014, carried out by Picker Institute Europe on behalf of Sheffield Children's NHS Foundation Trust. The purpose of the survey was to understand what young inpatients, day case patients and their parents/carers think of the healthcare services provided by your Trust, in order to inform service improvements.

Questionnaires

The Picker Institute have offered their paediatric inpatient and day case survey on a voluntary basis to NHS Trusts, annually since 2010. In 2014, the Care Quality Commission licenced the existing Picker Institute Europe paediatric inpatient and day case survey tools to use as part of the NHS patient survey programme. These were amended and re-cognitively tested prior to being introduced as a national survey in autumn 2014.

The Children's Inpatient and Day Case Survey comprises three versions:

- **Parent Version A - for parents/carers of inpatients/day case patients aged 0-7 years:** this was designed to be completed by the parent or carer who accompanied the child to hospital, with the input of the young patient if they were able.

- **Child Version B - for young inpatients/day case patients aged 8-11 years:** this was designed to be completed by the young patient themselves, with some help from their parent or carer if needed. A short section at the end of the children's survey was aimed at the parent or carer of the young patient.

- **Young Person Version – for young inpatients/day case patients aged 12-15 years:** this was designed to be completed by the young patient themselves, with some help from their parent or carer if needed. A short section at the end of the young person survey was aimed at the parent or carer of the young patient.

Survey methodology

Patients were given the chance to opt out before being sent a survey, via dissent posters and leaflets distributed by each NHS Trust to all patients discharged across the sampling month(s).

A sample of 850 paediatric inpatients and day case patients that were discharged from your trust across August was submitted. Of these patients, 535 were aged 7 years or under at the time of sampling, and their parents/carers were sent the parents version of the questionnaire. The 157 patients aged 8-11 years were sent the children's survey, and 158 patients aged 12-15 years were sent the young person survey. The survey was undertaken using a postal questionnaire, sent to patients' home addresses. Following guidelines outlined in the MRS Code of Conduct, all surveys were addressed to the parent or guardian of the patient.

Patients were sent a questionnaire, a covering letter from the trust, a multi-language helpline sheet, a children's information leaflet, a survey flyer and a FREEPOST envelope. Patients wishing to complete the survey filled it in and returned it to the Picker Institute in the FREEPOST envelope. Non-responders were sent a reminder card after 2-3 weeks and another questionnaire after a further 2-3 weeks.

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For the children and young person surveys, respondents had the option to complete an online version of the questionnaire instead of the paper survey. Instructions for online completion along with the web link were included on the patient letters sent with the questionnaire.

The Picker Institute ran a Freephone helpline for patients who had any queries or concerns about the survey. This included links to LanguageLine with immediate access to interpreters in over 100 languages. Patients wishing to opt-out of the survey could do so by returning the questionnaire blank, or by calling the Freephone helpline.

Using your Survey Results

We aim to help you to identify the key issues for improvement from the patient's perspective. We have presented the results in a number of ways to help you answer important questions about the survey results. This report has been designed to be used alongside our online results system:
https://www.picker-results.org.

Young patients and parents had the option of adding additional comments at the end of the questionnaire. These verbatim comments are available on our online results system (https://www.picker-results.org) under the 'Respondent Comments' option. We encourage you to look at these comments to help further understand your results.

If you would like any help interpreting your results, then we are able to come and do an on-site presentation of key findings at your trust. Alternatively we can hold a meeting or teleconference call with a small group of staff to talk through your results. Both of these options are included in your survey package **at no additional cost**. If you would like to discuss further, please contact Sarah-Ann Burger or Tamara van Doorn on 01865 208100 or email paediatric.survey@pickereurope.ac.uk.

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Problem scores

At the Picker Institute, we use the concept of '**problem scores**' as a summary measure, to help monitor your results over time and to show how your Trust compares to the average score for all trusts who take part. We hope that you will find problem scores a helpful way of targeting areas in need of attention within your Trust – this in turn can help you to bring about real quality improvement for your patients.

What is a problem score?

The problem score shows the percentage of patients for each question who, by their response, indicated that a particular aspect of their care could have been improved. We have found this to be the simplest summary measure that focuses on quality improvement.

How are problem scores calculated?

We calculate the problem scores by combining the response categories. For example, for the following question '*Were you ever told different things by different people which left you feeling confused?*' we have combined the responses '*Yes, a lot*' and '*Yes, sometimes*', to create a single problem score. Asterisks on the frequency tables indicate which response categories have been combined to create the problem score:

EXAMPLE DATA ONLY:

The below example would be interpreted as '35% of parents were told different things by different people, which left them feeling confused.

P30 - Were you told different things by different people, which left you feeling confused?

Parents (0-7 yrs)	n	%
* Yes, a lot	7	4.8
* Yes, sometimes	43	29.7
No, never	95	65.5
Problem Score: 34.5%	145	

Some questions were only asked to parents/carers, and others were only asked to children or young people. These can be distinguished by the colour of the question:

- Questions asked to parents/carers will be displayed in **blue** text. This includes questions from the parent survey, *and* from parents sections from the child, and young person surveys.
- Questions asked only to children and/or young people will be displayed in **red** text
- Demographic questions are presented in **black** text

How should we use problem scores?

As the name suggests, problem scores indicate where there may be a problem within the trust, and may need further investigation. It is useful to keep in mind, that **lower scores reflect better performance**. Large problem scores should be highlighted as potential problem areas that need to be investigated. By targeting these areas, you can hopefully start to bring about real quality improvement to your patients. Problem scores are an **interpretation of the data** made by the Picker Institute. Any comparisons made within the Trust (internal benchmarks) or between trusts (external benchmarks) are made using these scores.

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Targeted questions

In response to client feedback and in the interests of accuracy, we use derived questions to produce more meaningful scores for questions that **may not be applicable to all respondents**, but are not preceded by a filter question – in other words, all those that have a response code such as *I did not use a toilet*. The purpose is to produce more precise indicators of where the problems lie within the Trust. For each question of this nature we have therefore re-calculated the scores, **excluding those respondents to whom the question does not apply**. The new calculation will be illustrated in an **additional question (e.g. P6+)**.

Question colour-coding

Throughout the report, questions and problem scores in **red** text show data from the child and/or young person surveys, whereas those in **blue** text are parent data.

Low numbers of respondents

The questionnaire includes some filter questions, whereby only relevant questions are asked of patients. For example, patients that reported not having an operation or procedure would not be asked subsequent questions about operations. This means that fewer patients will answer some of the questions in the questionnaire. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Confidence intervals

The survey undertaken was with a sample of patients. As the survey was not of all patients, the results may not be totally accurate. However, we can estimate the level of confidence we should have in the results. The table below shows the level of confidence we would have for various numbers of respondents.

Number of respondents	Confidence Interval (+/-)
50	12.0%
100	8.5%
200	6.0%
300	4.9%
400	4.2%
500	3.8%
600	3.5%

Example: For a particular question, 300 patients responded, of which 25% answered 'yes'.

From the table above, we can see that for 300 respondents the confidence interval would be +/- 4.9%. We would therefore estimate that the true results could be between 20.1% and 29.9%. However, if only 50 patients responded, and 25% answered 'yes', the confidence intervals would be +/- 12% so the true result could be between 13% and 37%.

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Significant differences

In the report we have identified questions where there are significant differences between your Trust and the 'Picker average' (the average score across all trusts that took part), or between your Trust this year and your previous survey(s) (where this data is available). By 'significant' difference, we mean that the finding is statistically reliable and that the difference is likely to be 'real'. The calculation used to test the statistical significance of scores was the two-sample t-test.

Rounding of percentages

Note that throughout the report (with the exception of the Frequency Tables), partial percentages have been rounded to the nearest full number. For example 12.8% is rounded up to 13%, while 5.3% would be rounded down to 5%.

Historical Data

- There have been various previous Paediatric Inpatient surveys, one in 2004 (national), and further voluntary surveys in 2008, 2010, 2011, 2012 and 2013.
- Where possible, comparisons have been made between the current 2014 survey and the 2012 and/or 2013 surveys (for those who participated in either or both). Comparisons do not go back further than 2012 because the survey has changed to such an extent that very few or none of the questions remain comparable.
- Comparisons are only made on questions that can be directly compared (taking into account questionnaire changes).
- Please note that any historical comparisons must be **interpreted with caution** due to the changes in the target age group for each questionnaire and the number of survey versions:

Change	2012 and 2013 survey	2014 survey
Survey versions	Two survey versions: Parent 0-7 years and Child 8-17 years	Three survey versions: Parent 0-7 years; Child 8-11 years; Young Person 12-15 years
Age group	Sample included patients aged 0-17 years	Sample included patients aged 0-15 years
Sample size	**850 patients sampled over 1 to 3 months**	**Between 300-850 patients sampled over 1-2 months***

*Trusts sampled all eligible consecutive discharges during one month period until a maximum sample of 850 was reached. The minimum sample size was 300. If trusts had less than 300 eligible during one month, they sampled into the previous month.

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SECTION 2

Survey Response

survey activity

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Survey Response

This section of the report shows the activity recorded for the survey, including:

- mailing dates
- response rates
- freephone calls
- respondent profile

Survey Activity

Children's Inpatient & Day Case 2014

Sheffield Children's NHS Foundation Trust

Dates of Fieldwork:			
	Initial Mailing	15 October 2014	850
	First Reminder	29 October 2014	769
	Second Reminder	19 November 2014	680

Response Rate:	Receipt Type	Number
	Returned completed (paper)	257
	Returned completed (online)	4
	Ineligible - returned undelivered	5
	Ineligible - deceased	0
	Too ill/Opt out	6
	Ineligible - other	1

Number of patients in the original sample:	850
Total number of eligible patients:	844
Returned completed:	261
Response Rate	**30.9%**
Average Response Rate:	27.4%

Response rate by survey type;

	Mailing Qty	Returned Completed	% Completed
Parents of young patients aged 0-7	535	153	29%
Young patients aged 8-11	157	52	33%
Young patients aged 12-15	158	56	35%

The Picker Institute runs a **Freephone Helpline** for survey respondents. The lines were open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 3 calls to the Freephone helpline.

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About your respondents

A total of 850 patients from your Trust were sent a questionnaire. 844 were eligible for the survey, of which 261 returned a completed questionnaire, giving a response rate of 31%. The average response rate across all Picker trusts was 27%.

Key facts about the 261 who responded to the survey:

- 59% of returned questionnaires were the parent/carer version (0-7 years), 20% were the children's survey (8-11 years), and 21% were the young person's questionnaire (12-15 years).
- 28% of admissions were emergency whereas 72% of attendances were planned.
- 75% had an operation or procedure during their stay.
- 56% of young patients were male; 44% were female.
- 88% stated their ethnic background as White; 2% Mixed; 7% Asian/Asian British; 1% Black/Black British; 2% other ethnic group.

Who answered the questionnaires?

Section one of the children's (8-11 years) and young person's (12-15 years) surveys were designed to be completed by the child or young person themselves, with some help from their parent or carer as needed. When we asked who completed the child/young person section:

- 57% said the child or young person;
- 25% said the parent/carer;
- 19% said the parent/carer and the child or young person together.

Some key results:

- Overall: 89% of parents rated care 7 or more out of 10.
- Overall: 89% of children and young people rated care 7 or more out of 10.
- Hospital ward: 93% of parents felt their child (aged 0-7 years) was always safe on the ward, and 88% of children and young people (aged 8-15 years) always felt safe.
- Hospital ward: 56% of parents of children aged 0-7 years stated there were definitely appropriate things for their child to play with on the ward, whereas 24% of young people aged 12-15 years felt there was a lot for their age group to do.
- Hospital staff: 68% of children and young people (aged 8-15 years) stated that someone at the hospital spoke with them about their worries, and 77% felt that the people looking after them always listened to them.
- Hospital staff: 84% of parents always had confidence and trust in the members of staff treating their child (0-15 years)
- Overall: 87% of parents stated they were always treated with dignity and respect by the people looking after their child (0-7 years)

Most young patients and their parents are highly appreciative of the care they receive. However, it is evident that there is also room for improving the patient experience. Picker Institute Europe uses a simple summary score to show you where your patients think there is a problem or room for improvement regarding a specific aspect of care.

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SECTION 3

Problem Score Summary

overview of results by section

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Problem Score Summary

This section shows your problem score for each question and a comparison against the average score for the 69 NHS trusts and 1 private provider in the survey. Problem scores help you to focus on areas where there is scope for improvement, in addition to areas where you are performing well.

Problem Scores

- Lower scores reflect better performance*
- Please refer to the Frequency Tables section of this report for a breakdown of how each problem score has been calculated.
- Problem scores are rounded up or down to the nearest whole number
- Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

* For an explanation of problem scores and significant differences please see Section 1.
Note that **lower scores indicate better performance.**

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had an operation' for example. You would therefore need to use the frequency tables to check the sample size of those who responded, to establish whether each of the problem areas will be a particular area of focus for you. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Blue text = parent data [from parent survey *and* parent sections in the children and young people surveys]
Red text = child and young person data [from child (8-11 years) and/or young person (12-15 years) surveys]

Please note that the question numbers here do not reflect those in the original surveys.

➕ scores significantly better than average		**Trust**	The problem score for your Trust
➖ scores significantly worse than average		**Average**	Average score for all Trusts

Lower scores are better

A_GOING TO HOSPITAL

		Trust	Average
P2	**Planned admissions: not given choice of admission date**	61 %	55 %
P3	**Planned admissions: hospital changed admission date at least once**	21 %	19 %
P4	**Hospital did not fully tell parent what would happen to their child in hospital**	24 %	26 %
C5	**Hospital did not fully tell child what would happen to them in hospital**	20 %	21 %

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B_THE HOSPITAL WARD

		Trust	Average
P6+	Ward did not have appropriate equipment and adaptations for child	6 %	3 %
P7	Hospital room or ward not clean	3 %	3 %
P8	Parent did not feel that child was always safe on the hospital ward	7 %	10 %
C9	Child did not always feel safe on the hospital ward	12 %	10 %
P10	Things for child to play with on ward were not fully appropriate	34 %	30 %
C11	Not enough age-appropriate things for child to do on the ward	76 %	76 %
P12+	Child did not completely like hospital food	55 %	64 %
C13+	Child did not completely like hospital food	55 %	56 %

C_HOSPITAL STAFF

		Trust	Average
P14+	Staff did not play with child but parent would have liked this	34 %	25 %
C15+	Hospital staff only played or did activities with child a little, or not at all	[79] %	73 %
P16	New members of staff did not always introduce themselves to parent	19 %	22 %
P17	Staff did not always provide clear information to parent about their child's care and treatment	15 %	17 %
P18	Staff did not always communicate with child in a way that they could understand	34 %	33 %
C19	Staff did not always talk to child about their care in a way that they could understand	23 %	17 %
C20+	Staff did not fully talk to child about their worries	32 %	24 %
C21	Staff talked to each other in front of young person as if they weren't there	22 %	21 %
P22	Child not always given enough privacy when receiving care and treatment	14 %	16 %
C23	Child not always given enough privacy when receiving care and treatment	23 %	18 %
P24	Staff did not agree a plan with parent for their child's care	14 %	10 %
P25	Parents did not always have confidence and trust in staff members treating child	16 %	21 %
P26	Parent not fully encouraged to be involved in decisions about child's care and treatment	29 %	34 %
C27+	Young Person not fully involved in decisions about their care and treatment	31 %	41 %
P28	Staff did not keep parent fully informed about what was happening whilst child was in hospital	29 %	29 %
P29+	Staff did not always ask parent if they had any questions about their child's care	25 %	27 %
P30	Parent told different things by different people	30 %	32 %
P31	Staff were not fully aware of child's medical history	40 %	38 %
P32	Staff did not fully know how to care for child's individual or special needs	33 %	28 %
P33	Staff were not always available when child needed attention	37 %	32 %
P34	Members of staff caring for child did not always work well together	25 %	25 %

D_FACILITIES FOR PARENTS & CARERS

		Trust	Average
P35	Parent did not have access to hot drinks facilities in the hospital	16 %	13 %
P36+	Parent not able to stay overnight but wanted to	3 %	2 %
P37	Overnight facilities for parents/carers rated as fair or poor	40 %	33 %

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E_PAIN

		Trust	Average
P40	Staff did not do everything they could to help ease their child's pain	17 %	25 %
C41	Child did not feel that staff did everything they could to help their pain	16 %	19 %

F_OPERATIONS & PROCEDURES

		Trust	Average
P44+	Staff did not fully explain to parent what would be done during the operation/procedure	14 %	12 %
C45	Child not fully told what would be done during operation	11 %	9 %
P46+	Parent did not receive clear answers to questions before the operation or procedure	11 %	12 %
P47	Staff did not fully explain to parent how the operation had gone	20 %	18 %
C48	Staff did not fully explain to child how their operation had gone	33 %	28 %

G_LEAVING HOSPITAL

		Trust	Average
P50	Parent not given enough information about how child should use the medicines	8 %	8 %
P51+	Parent not fully given advice about caring for child after they went home	26 %	25 %
P52+	Parent not told what to do or who to contact if worried when home	23 %	24 %
C53	Child not fully told what to do or who to talk to if they were worried when home	25 %	22 %
P54+	Parent not fully told what would happen after child left hospital	33 %	31 %
C55	Young person not fully told what would happen after they left hospital	35 %	37 %
C56	Young person not always given advice on how to look after themselves when they went home	31 %	26 %
P57	Parent did not receive written information but would have liked it	9 %	13 %

H_OVERALL

		Trust	Average
P58	Parent felt that they were not always listened to	26 %	26 %
C59	Child felt that they were not always listened to	23 %	21 %
P60	Parent felt that staff were not always friendly	16 %	18 %
C61	Child felt that staff were not always friendly	11 %	12 %
P62	Parent felt that child was not always looked after well by staff	13 %	18 %
P63	Parent not always treated with respect and dignity by staff	13 %	15 %
P64+	Overall: Parent rated experience as 7/10 or less	11 %	12 %
C65+	Overall: Child rated experience as 7/10 or less	11 %	13 %

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SECTION 4

Ranked Problem Scores

where most patients report room for improvement

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Ranked Problem Scores

This section ranks your problem scores from the highest score (most respondents reporting room for improvement) to the lowest score (fewest respondents reporting room for improvement). Focusing on areas with high problem scores could potentially improve the experience for a large proportion of your patients.

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had an operation' for example. You would therefore need to use the frequency tables to check the sample size of those who responded, to establish whether each of the problem areas will be a particular area of focus for you. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Blue text = parent data
Red text = child and young person data

Please note that the question numbers here do not reflect those in the original questionnaires.

➕ scores significantly better than average		**Trust**	The problem score for your Trust
➖ scores significantly worse than average		**Average**	Average score for all Trusts

Lower scores are better

Problem scores 50%+

		Trust	Average
C15+	**Hospital staff only played or did activities with child a little, or not at all**	[79] %	73 %
C11	**Not enough age-appropriate things for child to do on the ward**	76 %	76 %
P2	**Planned admissions: not given choice of admission date**	61 %	55 %
P12+	**Child did not completely like hospital food**	55 %	64 %
C13+	**Child did not completely like hospital food**	55 %	56 %

Problem scores 40% - 49%

		Trust	Average
P31	**Staff were not fully aware of child's medical history**	40 %	38 %
P37	**Overnight facilities for parents/carers rated as fair or poor**	40 %	33 %

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Problem scores 30% - 39%

		Trust	Average
P33	Staff were not always available when child needed attention	37 %	32 %
C55	Young person not fully told what would happen after they left hospital	35 %	37 %
P18	Staff did not always communicate with child in a way that they could understand	34 %	33 %
P10	Things for child to play with on ward were not fully appropriate	34 %	30 %
P14+	Staff did not play with child but parent would have liked this	34 %	25 %
C48	Staff did not fully explain to child how their operation had gone	33 %	28 %
P32	Staff did not fully know how to care for child's individual or special needs	33 %	28 %
P54+	Parent not fully told what would happen after child left hospital	33 %	31 %
C20+	Staff did not fully talk to child about their worries	32 %	24 %
C27+	Young Person not fully involved in decisions about their care and treatment	31 %	41 %
C56	Young person not always given advice on how to look after themselves when they went home	31 %	26 %
P30	Parent told different things by different people	30 %	32 %

Problem scores 20% - 29%

		Trust	Average
P26	Parent not fully encouraged to be involved in decisions about child's care and treatment	29 %	34 %
P28	Staff did not keep parent fully informed about what was happening whilst child was in hospital	29 %	29 %
P51+	Parent not fully given advice about caring for child after they went home	26 %	25 %
P58	Parent felt that they were not always listened to	26 %	26 %
P29+	Staff did not always ask parent if they had any questions about their child's care	25 %	27 %
C53	Child not fully told what to do or who to talk to if they were worried when home	25 %	22 %
P34	Members of staff caring for child did not always work well together	25 %	25 %
P4	Hospital did not fully tell parent what would happen to their child in hospital	24 %	26 %
P52+	Parent not told what to do or who to contact if worried when home	23 %	24 %
C59	Child felt that they were not always listened to	23 %	21 %
C19	Staff did not always talk to child about their care in a way that they could understand	23 %	17 %
C23	Child not always given enough privacy when receiving care and treatment	23 %	18 %
C21	Staff talked to each other in front of young person as if they weren't there	22 %	21 %
P3	Planned admissions: hospital changed admission date at least once	21 %	19 %
C5	Hospital did not fully tell child what would happen to them in hospital	20 %	21 %
P47	Staff did not fully explain to parent how the operation had gone	20 %	18 %

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Problem scores 10% - 19%

		Trust	Average
P16	New members of staff did not always introduce themselves to parent	19 %	22 %
P40	Staff did not do everything they could to help ease their child's pain	17 %	25 %
P25	Parents did not always have confidence and trust in staff members treating child	16 %	21 %
C41	Child did not feel that staff did everything they could to help their pain	16 %	19 %
P60	Parent felt that staff were not always friendly	16 %	18 %
P35	Parent did not have access to hot drinks facilities in the hospital	16 %	13 %
P17	Staff did not always provide clear information to parent about their child's care and treatment	15 %	17 %
P22	Child not always given enough privacy when receiving care and treatment	14 %	16 %
P24	Staff did not agree a plan with parent for their child's care	14 %	10 %
P44+	Staff did not fully explain to parent what would be done during the operation/procedure	14 %	12 %
P63	Parent not always treated with respect and dignity by staff	13 %	15 %
P62	Parent felt that child was not always looked after well by staff	13 %	18 %
C9	Child did not always feel safe on the hospital ward	12 %	10 %
P64+	Overall: Parent rated experience as 7/10 or less	11 %	12 %
C65+	Overall: Child rated experience as 7/10 or less	11 %	13 %
P46+	Parent did not receive clear answers to questions before the operation or procedure	11 %	12 %
C61	Child felt that staff were not always friendly	11 %	12 %
C45	Child not fully told what would be done during operation	11 %	9 %

Problem scores 0% - 9%

		Trust	Average
P57	Parent did not receive written information but would have liked it	9 %	13 %
P50	Parent not given enough information about how child should use the medicines	8 %	8 %
P8	Parent did not feel that child was always safe on the hospital ward	7 %	10 %
P6+	Ward did not have appropriate equipment and adaptations for child	6 %	3 %
P7	Hospital room or ward not clean	3 %	3 %
P36+	Parent not able to stay overnight but wanted to	3 %	2 %

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SECTION 5

External Benchmarks

comparing results with other trusts

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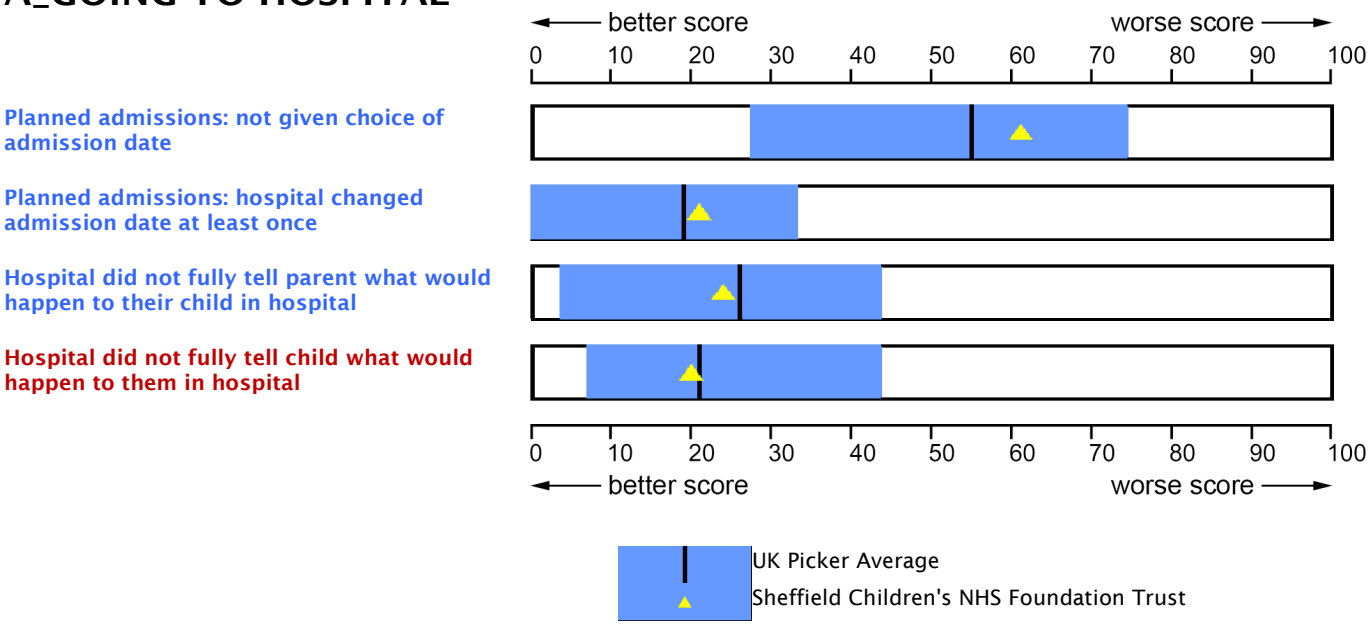
External Benchmarks

This section shows how your Trust compared to the 69 NHS trusts and 1 private provider in this survey. The range of scores is shown as a blue bar from the best/lowest score (to the left), to the worst/highest score (to the right). The average across all trusts is the black line. The score for Sheffield Children's NHS Foundation Trust is shown as the yellow triangle.

Blue text = parent data
Red text = child and young person data

A_GOING TO HOSPITAL



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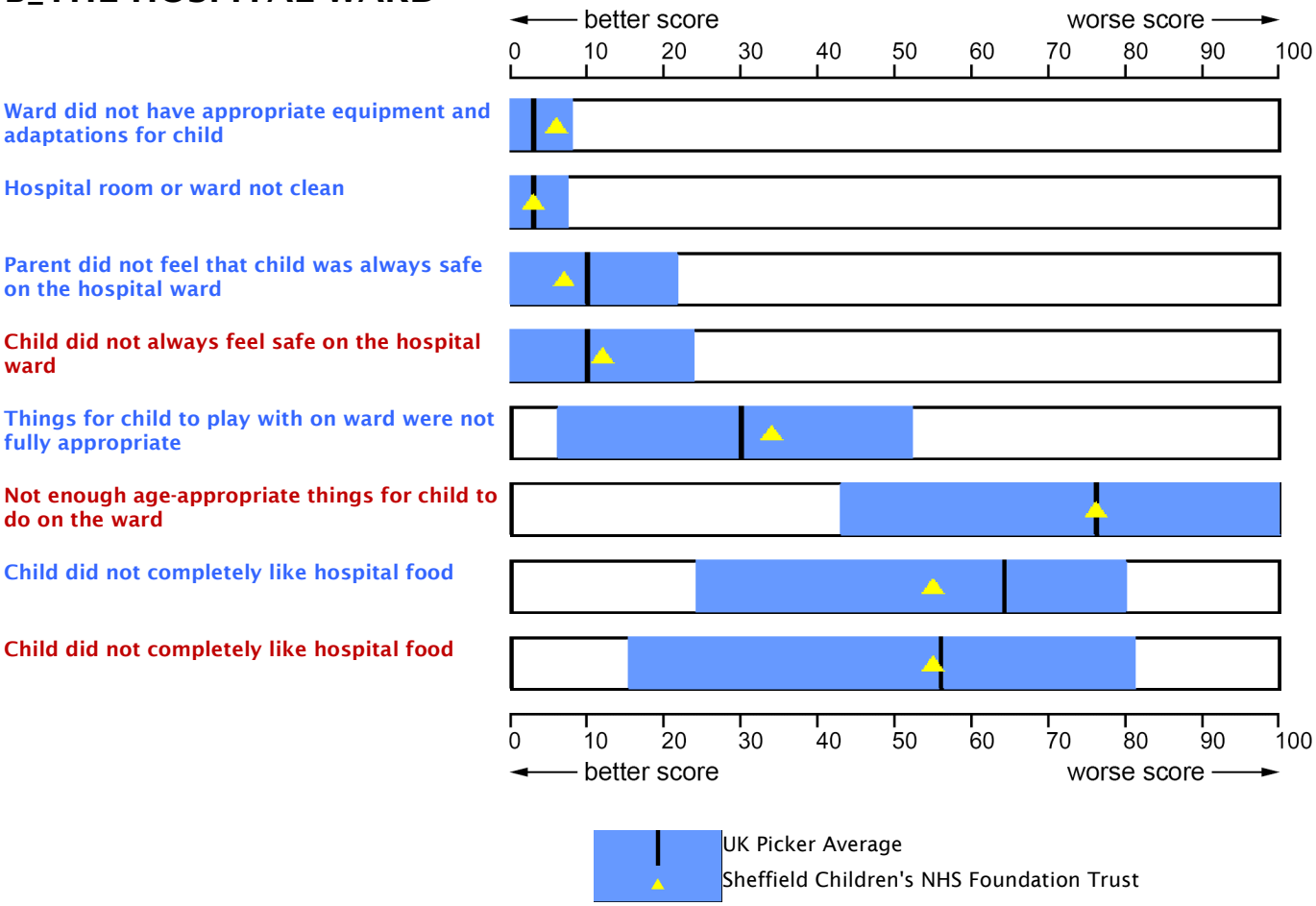
B_THE HOSPITAL WARD



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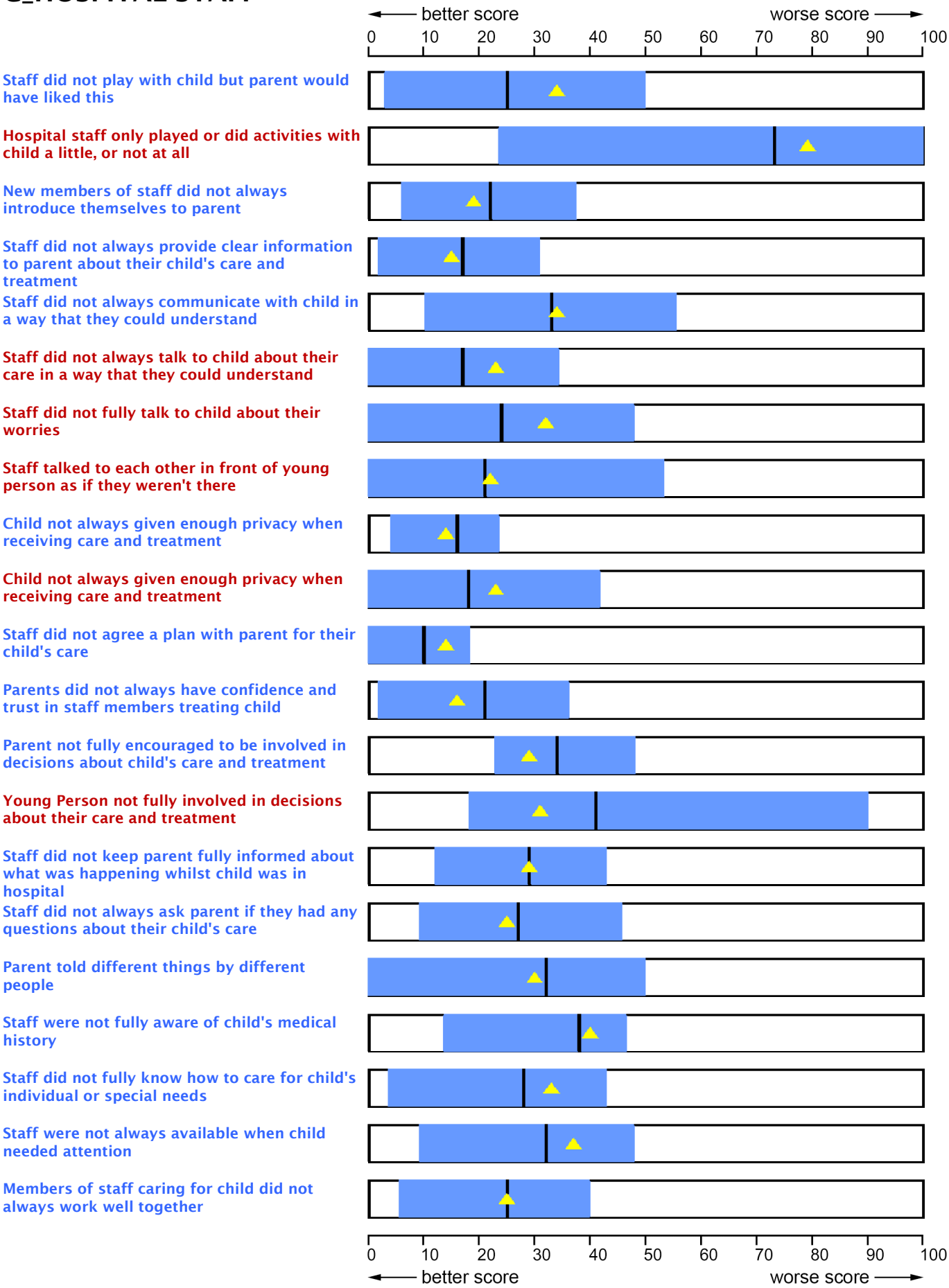
C_HOSPITAL STAFF



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D_FACILITIES FOR PARENTS & CARERS

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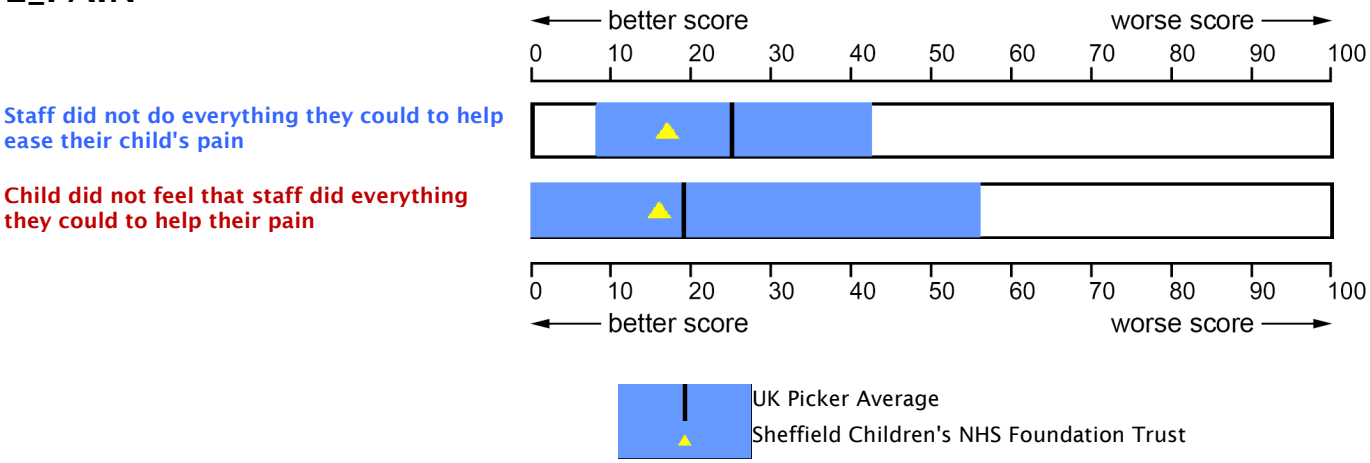
E_PAIN



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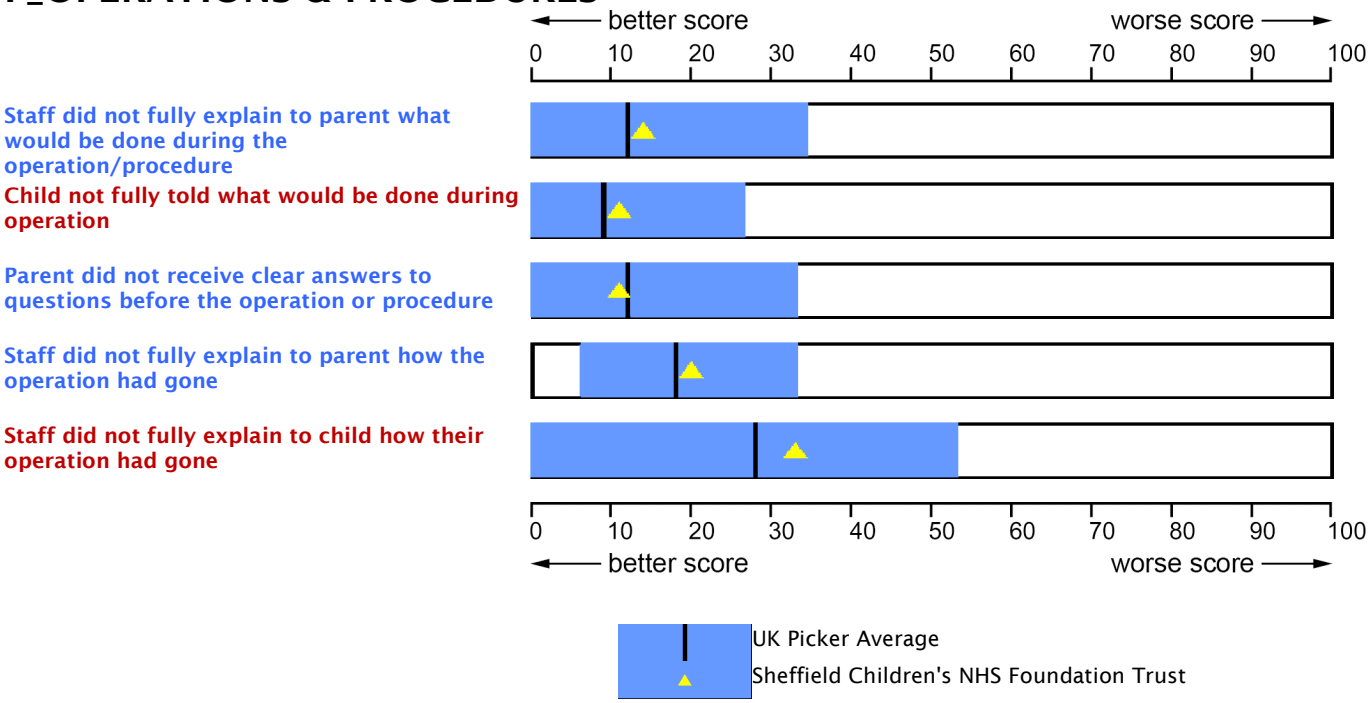
F_OPERATIONS & PROCEDURES



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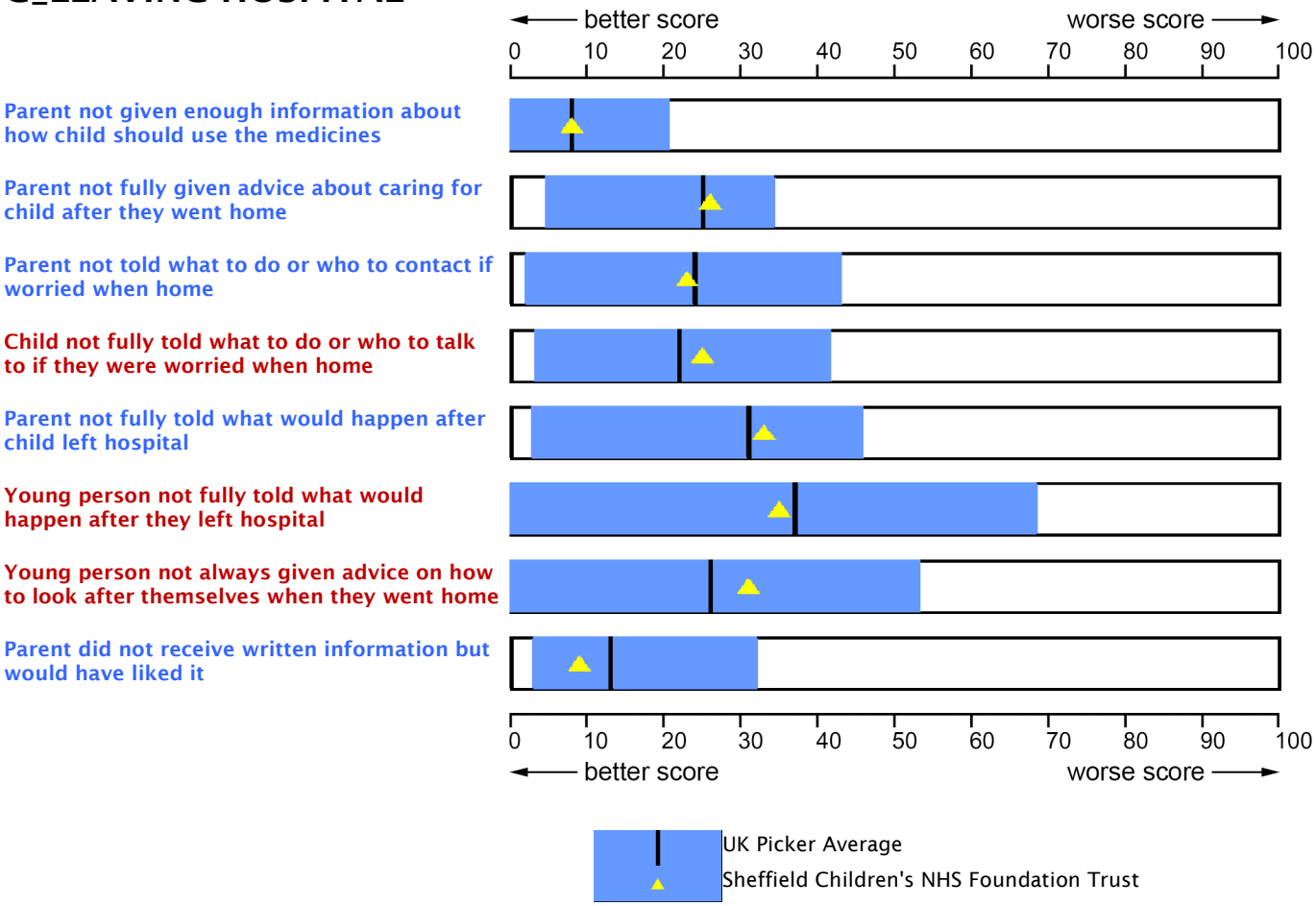
G_LEAVING HOSPITAL



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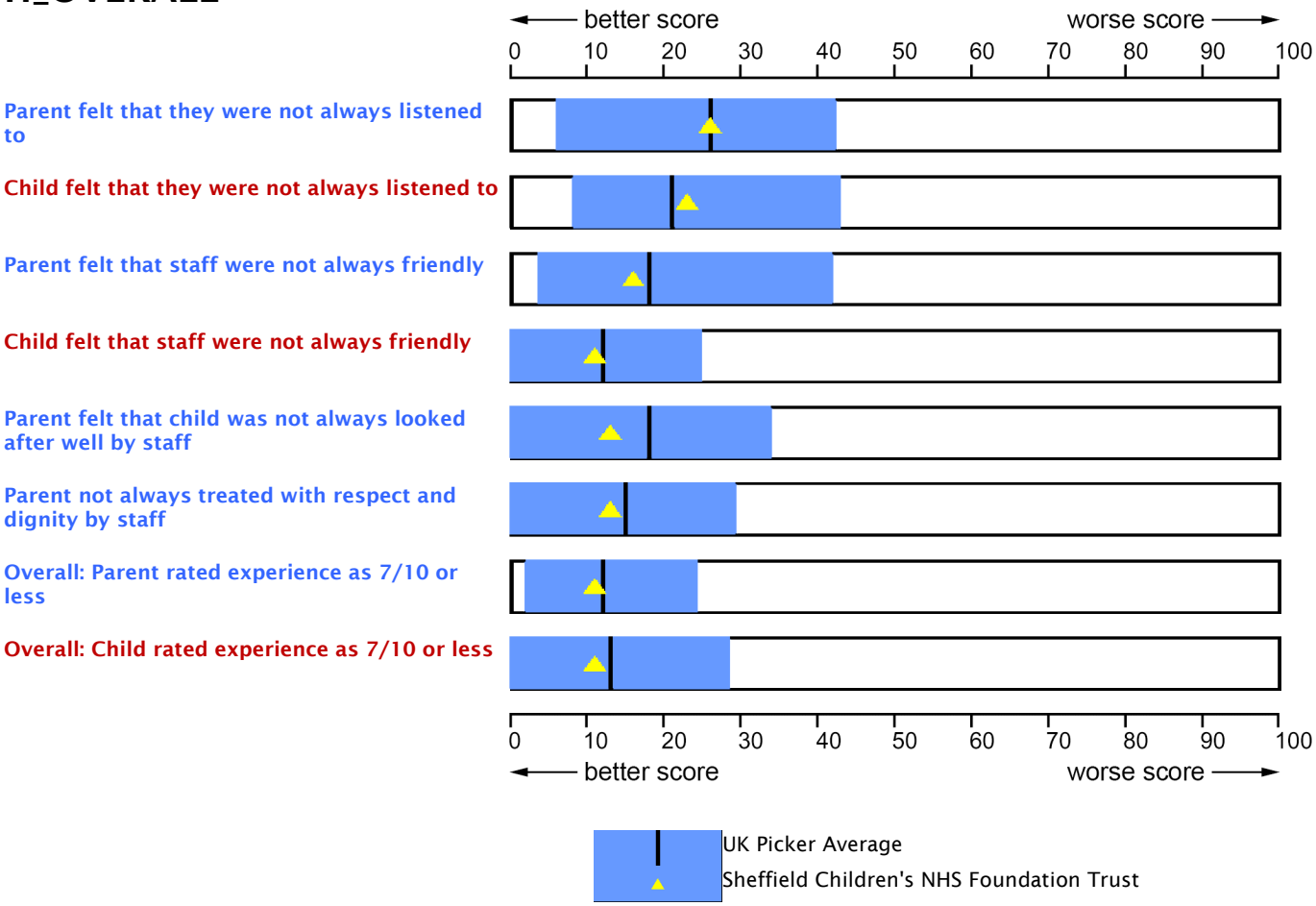
H_OVERALL



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SECTION 6

Internal Benchmarks

comparing results within the trust

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Internal Benchmarks: Respondent Type

This section compares problem scores within your trust by survey type – for children and young people. Only data for questions that were asked to *both children and young people* are displayed.

- The first column (CYP) shows the overall problem score for children and young people aged 8-15 years.
- The middle column shows the problem score for children (CH) aged 8-11 years
- The final column shows the problem score for young people (YP) aged 12-15 years

Remember that lower scores are better – a higher score indicates a greater proportion of patients reporting a problem. Data has been suppressed in the CH & YP columns where there are less than 20 respondents.

Q	Problem	CYP	CH	YP
C5	Hospital did not fully tell child what would happen to them in hospital	20	21	18
C9	Child did not always feel safe on the hospital ward	12	8	14
C13+	Child did not completely like hospital food	55	46	54
C19	Staff did not always talk to child about their care in a way that they could understand	23	21	23
C20+	Staff did not fully talk to child about their worries	32	32	27
C23	Child not always given enough privacy when receiving care and treatment	23	19	23
C41	Child did not feel that staff did everything they could to help their pain	16	13	17
C45	Child not fully told what would be done during operation	11	13	7
C48	Staff did not fully explain to child how their operation had gone	33	40	23
C53	Child not fully told what to do or who to talk to if they were worried when home	25	27	20
C59	Child felt that they were not always listened to	23	21	23
C61	Child felt that staff were not always friendly	11	8	13
C65+	Overall: Child rated experience as 7/10 or less	11	10	11

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Internal Benchmarks: Hospital Site

This section shows a breakdown of problem scores by hospital site. Please note that this breakdown will only be available if site information was supplied with your patient sample at the start of the survey, and if you have at least 20 survey responses for two or more sites.

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SECTION 7

Historical Comparisons

comparing your results with previous years

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Historical Comparisons

Your results are compared with data from the previous voluntary paediatric inpatient surveys in 2012 and or 2013 (if your trust participated). As well as highlighting areas where your trust has improved since previous survey(s), these problem scores also enable you to focus on where your performance may be slipping.

Please note that historical comparisons are intended as a guide only, because some question wording and associated response codes may differ slightly from previous years. Furthermore, the number of survey versions, the target age range of the children's questionnaire, and the sample size has changed slightly across the different survey years (see Section 1 for further details). For these reasons, historical data must be **interpreted with caution**.

Significant differences between your 2014 data and your previous survey results are indicated as follows:

+ scores significantly better than previous survey
− scores significantly worse than previous survey

2012	The problem score for your trust in 2012
2013	The problem score for your trust in 2013
2014	The problem score for your trust in 2014

Blue text = parent data
Red text = child and young person data

Lower scores are better

		2012	2013	2014	
P3	Planned admissions: hospital changed admission date at least once	15 %	13 %	21 %	
P7	Hospital room or ward not clean	3 %	7 %	3 %	
P8	Parent did not feel that child was always safe on the hospital ward	18 %	19 %	7 %	+
C9	Child did not always feel safe on the hospital ward	17 %	14 %	12 %	
P22	Child not always given enough privacy when receiving care and treatment	39 %	43 %	14 %	+
C23	Child not always given enough privacy when receiving care and treatment	23 %	31 %	23 %	
P30	Parent told different things by different people	29 %	22 %	30 %	
P36+	Parent not able to stay overnight but wanted to	3 %	4 %	3 %	
P37	Overnight facilities for parents/carers rated as fair or poor	30 %	32 %	40 %	
P40	Staff did not do everything they could to help ease their child's pain	30 %	16 %	17 %	
C41	Child did not feel that staff did everything they could to help their pain	24 %	25 %	16 %	
C45	Child not fully told what would be done during operation	19 %	18 %	11 %	
P47	Staff did not fully explain to parent how the operation had gone	21 %	22 %	20 %	
P50	Parent not given enough information about how child should use the medicines	8 %	8 %	8 %	
P57	Parent did not receive written information but would have liked it	11 %	11 %	9 %	
P58	Parent felt that they were not always listened to	31 %	24 %	26 %	
C59	Child felt that they were not always listened to	23 %	20 %	23 %	

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Section 8

Frequency Tables

a detailed breakdown of your results by question

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Frequency Tables

This section shows a breakdown of responses for each question. It also shows which groups of patients responded to each question and how the problem score was calculated. The response categories that have been combined to calculate the problem score are indicated with an asterisk.

A_GOING TO HOSPITAL

P1 - Was your child's visit to hospital planned or an emergency?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Emergency (went to A&E/ Casualty / came by ambulance etc)	71	**28.0**	4427	**46.9**
Planned visit / was on the waiting list	183	**72.0**	5014	**53.1**
	254		9441	

P2 - Did the hospital give you a choice of admission dates?

	This Trust		All trusts	
Parents (0-7 yrs) - planned admissions	n	%	n	%
Yes	33	**32.7**	1230	**38.1**
*No	62	**61.4**	1778	**55.1**
Don't know/can't remember	6	**5.9**	218	**6.8**
Problem score - This Trust 61.4% **Problem score - All trusts 55.1%**	101		3226	

P3 - Did the hospital change your child's admission date at all?

	This Trust		All trusts	
Parents (0-7 yrs) - planned admissions	n	%	n	%
No	81	**78.6**	2565	**79.5**
*Yes, once	18	**17.5**	485	**15.0**
*Yes, a few times	4	**3.9**	113	**3.5**
Don't know /Can't remember	0	**0.0**	64	**2.0**
Problem score - This Trust 21.4% **Problem score - All trusts 18.5%**	103		3227	

P4 - Did hospital staff tell you what was going to happen to your child while they were in hospital?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	192	**75.6**	7011	**73.5**
*Yes, to some extent	56	**22.0**	2185	**22.9**
*No	4	**1.6**	300	**3.1**
Don't know/can't remember	2	**0.8**	43	**0.5**
Problem score - This Trust 23.6% **Problem score - All trusts 26.1%**	254		9539	

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C5 - When you first arrived at hospital, did people working at the hospital tell you what was going to happen to you while you were there?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes	77	**74.8**	2393	**75.1**
*Sort of	16	**15.5**	538	**16.9**
*No	5	**4.9**	139	**4.4**
Don't know/can't remember	5	**4.9**	118	**3.7**
Problem score - This Trust 20.4%	103		3188	
Problem score - All trusts 21.2%				

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B_THE HOSPITAL WARD

P6 - Did the ward where your child stayed have appropriate equipment or adaptations for your child?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	170	**65.9**	6817	**71.7**
Yes, to some extent	43	**16.7**	1445	**15.2**
No	13	**5.0**	271	**2.8**
Don't know/can't remember	1	**0.4**	84	**0.9**
They did not need equipment or adaptations	31	**12.0**	895	**9.4**
	258		9512	

P6+ - Did the ward where your child stayed have appropriate equipment or adaptations for your child?

	This Trust		All trusts	
Parents (0-15 yrs) who needed it	n	%	n	%
Yes, definitely	170	**74.9**	6817	**79.1**
Yes, to some extent	43	**18.9**	1445	**16.8**
*No	13	**5.7**	271	**3.1**
Don't know/can't remember	1	**0.4**	84	**1.0**
Problem score - This Trust 5.7% **Problem score - All trusts 3.1%**	227		8617	

P7 - How clean do you think the hospital room or ward was that your child was in?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Very clean	179	**69.4**	6343	**66.5**
Quite clean	72	**27.9**	2923	**30.6**
*Not very clean	5	**1.9**	227	**2.4**
*Not at all clean	2	**0.8**	45	**0.5**
Problem score - This Trust 2.7% **Problem score - All trusts 2.9%**	258		9538	

P8 - Did you feel that your child was safe on the hospital ward?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes, all of the time	143	**93.5**	5766	**90.5**
*Yes, some of the time	9	**5.9**	521	**8.2**
*No	1	**0.7**	84	**1.3**
Problem score - This Trust 6.5% **Problem score - All trusts 9.5%**	153		6371	

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C9 - Did you feel safe on the hospital ward?

Children & young people (8-15 yrs)	This Trust n	This Trust %	All trusts n	All trusts %
Yes, all of the time	91	**88.3**	2864	**89.9**
*Yes, some of the time	9	**8.7**	287	**9.0**
*No	3	**2.9**	33	**1.0**
Problem score - This Trust 11.7% **Problem score - All trusts 10.1%**	103		3184	

P10 - Did you think there were appropriate things for your child to play with on the ward?

Parents (0-7 yrs)	This Trust n	This Trust %	All trusts n	All trusts %
Yes, definitely	84	**56.0**	3854	**61.6**
*Yes, to some extent	39	**26.0**	1408	**22.5**
*No	12	**8.0**	473	**7.6**
Can't remember/did not notice	15	**10.0**	525	**8.4**
Problem score - This Trust 34.0% **Problem score - All trusts 30.0%**	150		6260	

C11 - Were there enough things for someone of your age to do on the ward?

Young people (12-15 yrs)	This Trust n	This Trust %	All trusts n	All trusts %
Yes, a lot	13	**24.1**	390	**24.2**
*Yes, a little	23	**42.6**	700	**43.4**
*No	18	**33.3**	523	**32.4**
Problem score - This Trust 75.9% **Problem score - All trusts 75.8%**	54		1613	

P12 - Did your child like the hospital food provided?

Parents (0-7 yrs)	This Trust n	This Trust %	All trusts n	All trusts %
Yes, definitely	43	**28.5**	1284	**20.4**
Yes, to some extent	38	**25.2**	1563	**24.8**
No	15	**9.9**	705	**11.2**
My child did not have hospital food	55	**36.4**	2753	**43.7**
	151		6305	

P12+ - Did your child like the hospital food provided?

Parents (0-7 yrs) of children who had food	This Trust n	This Trust %	All trusts n	All trusts %
Yes, definitely	43	**44.8**	1284	**36.1**
*Yes, to some extent	38	**39.6**	1563	**44.0**
*No	15	**15.6**	705	**19.8**
Problem score - This Trust 55.2% **Problem score - All trusts 63.9%**	96		3552	

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C13 - Did you like the hospital food?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes	29	**28.4**	1018	**32.2**
Sort of	22	**21.6**	822	**26.0**
No	13	**12.7**	467	**14.8**
I did not have hospital food	38	**37.3**	859	**27.1**
	102		3166	

C13+ - Did you like the hospital food?

	This Trust		All trusts	
Children & young people (8-15 yrs) who had food	n	%	n	%
Yes	29	**45.3**	1018	**44.1**
*Sort of	22	**34.4**	822	**35.6**
*No	13	**20.3**	467	**20.2**
Problem score - This Trust 54.7% **Problem score - All trusts 55.9%**	64		2307	

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C_HOSPITAL STAFF

P14 - Did staff play with your child at all while they were in hospital?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes	51	**33.8**	2504	**39.8**
No, but I would have liked this	29	**19.2**	892	**14.2**
No, but I didn't want/need them to do this	65	**43.0**	2686	**42.7**
Don't know/can't remember	6	**4.0**	211	**3.4**
	151		6293	

P14+ - Did staff play with your child at all while they were in hospital?

	This Trust		All trusts	
Parents (0-7 yrs) who wanted or needed this	n	%	n	%
Yes	51	**59.3**	2504	**69.4**
*No, but I would have liked this	29	**33.7**	892	**24.7**
Don't know/can't remember	6	**7.0**	211	**5.8**
Problem score - This Trust 33.7%	86		3607	
Problem score - All trusts 24.7%				

C15 - Did the hospital staff play with you or do any activities with you while you were in hospital?

	This Trust		All trusts	
Children (8-11 yrs)	n	%	n	%
Yes, a lot	7	**14.6**	318	**20.8**
Yes, a little	5	**10.4**	395	**25.8**
No	22	**45.8**	443	**28.9**
I did not want or need them to	14	**29.2**	376	**24.5**
	48		1532	

C15+ - Did the hospital staff play with you or do any activities with you while you were in hospital?

	This Trust		All trusts	
Children (8-11 yrs) who wanted/needed this	n	%	n	%
Yes, a lot	7	**20.6**	318	**27.5**
*Yes, a little	5	**14.7**	395	**34.2**
*No	22	**64.7**	443	**38.3**
Problem score - This Trust 79.4%	34		1156	
Problem score - All trusts 72.5%				

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P16 - Did new members of staff treating your child introduce themselves?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes, always	122	**80.8**	4966	**77.9**
*Yes, sometimes	28	**18.5**	1197	**18.8**
*No	1	**0.7**	212	**3.3**
Problem score - This Trust 19.2%	151		6375	
Problem score - All trusts 22.1%				

P17 - Did members of staff treating your child, give you information about their care and treatment in a way you could understand?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	219	**85.2**	7901	**82.6**
*Yes, to some extent	37	**14.4**	1507	**15.8**
*No	1	**0.4**	160	**1.7**
Problem score - This Trust 14.8%	257		9568	
Problem score - All trusts 17.4%				

P18 - Did members of staff treating your child communicate with them in a way that your child could understand?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes, definitely	97	**66.0**	4026	**66.7**
*Yes, to some extent	43	**29.3**	1498	**24.8**
*No	7	**4.8**	510	**8.5**
Problem score - This Trust 34.0%	147		6034	
Problem score - All trusts 33.3%				

C19 - Did hospital staff talk to you about how they were going to care for you in a way that you could understand?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes	77	**74.0**	2537	**79.7**
*Sometimes	19	**18.3**	454	**14.3**
*No	5	**4.8**	94	**3.0**
Don't know/can't remember	3	**2.9**	99	**3.1**
Problem score - This Trust 23.1%	104		3184	
Problem score - All trusts 17.2%				

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C20 - If you had any worries, did someone at the hospital talk with you about them?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes	50	**48.5**	1798	**56.6**
Sort of	17	**16.5**	418	**13.2**
No	6	**5.8**	146	**4.6**
I did not have any worries	30	**29.1**	814	**25.6**
	103		3176	

C20+ - If you had any worries, did someone at the hospital talk with you about them?

	This Trust		All trusts	
Children & young people (8-15 yrs) who had worries	n	%	n	%
Yes	50	**68.5**	1798	**76.1**
*Sort of	17	**23.3**	418	**17.7**
*No	6	**8.2**	146	**6.2**
Problem score - This Trust 31.5% **Problem score - All trusts 23.9%**	73		2362	

C21 - Did staff talk to each other about you as if you weren't there?

	This Trust		All trusts	
Young people (12-15 yrs)	n	%	n	%
*Yes, definitely	3	**5.6**	121	**7.5**
*Sort of	9	**16.7**	214	**13.3**
No	42	**77.8**	1276	**79.2**
Problem score - This Trust 22.2% **Problem score - All trusts 20.8%**	54		1611	

P22 - Was your child given enough privacy when receiving care and treatment?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes, always	132	**86.3**	5365	**84.3**
*Yes, sometimes	16	**10.5**	843	**13.2**
*No	5	**3.3**	158	**2.5**
Problem score - This Trust 13.7% **Problem score - All trusts 15.7%**	153		6366	

C23 - Were you given enough privacy when you were receiving care and treatment?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes, always	79	**77.5**	2584	**81.6**
*Yes, sometimes	22	**21.6**	506	**16.0**
*No	1	**1.0**	77	**2.4**
Problem score - This Trust 22.5% **Problem score - All trusts 18.4%**	102		3167	

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P24 - Did a member of staff agree a plan for your child's care with you?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes	205	**80.1**	7750	**81.5**
*No	35	**13.7**	981	**10.3**
Don't know/can't remember	16	**6.2**	777	**8.2**
Problem score - This Trust 13.7% **Problem score - All trusts 10.3%**	256		9508	

P25 - Did you have confidence and trust in the members of staff treating your child?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, always	215	**83.7**	7585	**79.4**
*Yes, sometimes	39	**15.2**	1716	**18.0**
*No	3	**1.2**	254	**2.7**
Problem score - This Trust 16.3% **Problem score - All trusts 20.6%**	257		9555	

P26 - Were you encouraged to be involved in decisions about your child's care and treatment?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	181	**70.7**	6276	**66.0**
*Yes, to some extent	59	**23.0**	2562	**26.9**
*No	16	**6.2**	671	**7.1**
Problem score - This Trust 29.3% **Problem score - All trusts 34.0%**	256		9509	

C27 - Were you involved in decisions about your care and treatment?

	This Trust		All trusts	
Young people (12-15 yrs)	n	%	n	%
Yes	35	**63.6**	921	**56.6**
A little bit	11	**20.0**	469	**28.8**
No	5	**9.1**	181	**11.1**
I did not want to be involved	4	**7.3**	55	**3.4**
	55		1626	

C27+ - Were you involved in decisions about your care and treatment?

	This Trust		All trusts	
Young people (12-15 yrs) who wanted to be involved	n	%	n	%
Yes	35	**68.6**	921	**58.6**
*A little bit	11	**21.6**	469	**29.9**
*No	5	**9.8**	181	**11.5**
Problem score - This Trust 31.4% **Problem score - All trusts 41.4%**	51		1571	

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P28 - Did hospital staff keep you informed about what was happening whilst your child was in hospital?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	182	**70.8**	6786	**71.1**
*Yes, to some extent	61	**23.7**	2295	**24.0**
*No	14	**5.4**	425	**4.5**
Don't know/can't remember	0	**0.0**	37	**0.4**
Problem score - This Trust 29.2%	257		9543	
Problem score - All trusts 28.5%				

P29 - Did staff ask you if you had any questions about your child's care?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	186	**71.8**	6672	**69.8**
Yes, to some extent	52	**20.1**	1885	**19.7**
No	12	**4.6**	610	**6.4**
I did not want/need to ask any questions	6	**2.3**	167	**1.7**
Don't know / Can't remember	3	**1.2**	226	**2.4**
	259		9560	

P29+ - Did staff ask you if you had any questions about your child's care?

	This Trust		All trusts	
Parents (0-15 yrs) that had questions to ask	n	%	n	%
Yes, definitely	186	**73.5**	6672	**71.0**
*Yes, to some extent	52	**20.6**	1885	**20.1**
*No	12	**4.7**	610	**6.5**
Don't know / Can't remember	3	**1.2**	226	**2.4**
Problem score - This Trust 25.3%	253		9393	
Problem score - All trusts 26.6%				

P30 - Were you told different things by different people, which left you feeling confused?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
*Yes, a lot	6	**4.0**	427	**6.7**
*Yes, sometimes	39	**25.8**	1611	**25.3**
No, never	106	**70.2**	4323	**68.0**
Problem score - This Trust 29.8%	151		6361	
Problem score - All trusts 32.0%				

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P31 - Were the different members of staff caring for and treating your child aware of their medical history?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	129	**50.4**	5114	**53.7**
*Yes, to some extent	80	**31.2**	2901	**30.5**
*No	23	**9.0**	706	**7.4**
Don't know	24	**9.4**	799	**8.4**
Problem score - This Trust 40.2%	256		9520	
Problem score - All trusts 37.9%				

P32 - Did you feel that staff looking after your child knew how to care for their individual or special needs?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	166	**64.8**	6504	**68.5**
*Yes, to some extent	71	**27.7**	2280	**24.0**
*No	13	**5.1**	415	**4.4**
Don't know/can't remember	6	**2.3**	296	**3.1**
Problem score - This Trust 32.8%	256		9495	
Problem score - All trusts 28.4%				

P33 - Were members of staff available when your child needed attention?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, always	162	**63.5**	6452	**67.9**
*Yes, sometimes	81	**31.8**	2680	**28.2**
*No	12	**4.7**	375	**3.9**
Problem score - This Trust 36.5%	255		9507	
Problem score - All trusts 32.1%				

P34 - Did the members of staff caring for your child work well together?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	189	**73.5**	6937	**72.8**
*Yes, to some extent	55	**21.4**	2018	**21.2**
*No	8	**3.1**	321	**3.4**
Don't know/can't remember	5	**1.9**	247	**2.6**
Problem score - This Trust 24.5%	257		9523	
Problem score - All trusts 24.6%				

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D_FACILITIES FOR PARENTS & CARERS

P35 - Did you have access to hot drinks facilities in the hospital? (Select ALL that apply)

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, I used a kitchen area/parents room attached to the ward	93	**36.6**	5266	**56.2**
Yes, I used a hospital café/vending machine	159	**62.6**	3948	**42.1**
I was allowed to use the staff room	3	**1.2**	168	**1.8**
I was offered drinks by members of staff	36	**14.2**	2005	**21.4**
*No	40	**15.7**	1188	**12.7**
Problem score - This Trust 15.7% **Problem score - All trusts 12.7%**	254		9374	

P36 - Did you ever stay overnight in hospital with your child?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes	130	**51.2**	5069	**53.6**
No, but I wanted to	4	**1.6**	132	**1.4**
No, but I did not want or need to	19	**7.5**	810	**8.6**
My child did not stay overnight	101	**39.8**	3444	**36.4**
	254		9455	

P36+ - Did you ever stay overnight in hospital with your child?

	This Trust		All trusts	
Parents of children (0-15 yrs) who stayed overnight	n	%	n	%
Yes	130	**85.0**	5069	**84.3**
*No, but I wanted to	4	**2.6**	132	**2.2**
No, but I did not want or need to	19	**12.4**	810	**13.5**
Problem score - This Trust 2.6% **Problem score - All trusts 2.2%**	153		6011	

P37 - How would you rate the facilities for parents or carers staying overnight?

	This Trust		All trusts	
Parents (0-15 yrs) who stayed overnight with their child	n	%	n	%
Very good	37	**28.2**	1550	**30.6**
Good	42	**32.1**	1866	**36.8**
*Fair	43	**32.8**	1211	**23.9**
*Poor	7	**5.3**	295	**5.8**
*Very poor	2	**1.5**	143	**2.8**
Problem score - This Trust 39.7% **Problem score - All trusts 32.6%**	131		5065	

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E_PAIN

P38 - Did your child's condition cause them any pain while they were in hospital?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes	151	**58.5**	5263	**55.7**
No	107	**41.5**	4184	**44.3**
	258		9447	

C39 - Did your condition ever cause you pain while you were in hospital?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes	56	**53.8**	1964	**62.4**
No	48	**46.2**	1185	**37.6**
	104		3149	

P40 - Do you think the hospital staff did everything they could to help ease your child's pain?

	This Trust		All trusts	
Parents of children (0-15 yrs) who experienced pain	n	%	n	%
Yes, definitely	124	**82.7**	4019	**75.4**
*Yes, to some extent	21	**14.0**	1032	**19.4**
*No	5	**3.3**	277	**5.2**
Problem score - This Trust 17.3% **Problem score - All trusts 24.6%**	150		5328	

C41 - Do you think the hospital staff did everything they could to help your pain?

	This Trust		All trusts	
Children & young people (8-15 yrs) who experienced pain	n	%	n	%
Yes	47	**83.9**	1595	**80.7**
*Sort of	5	**8.9**	300	**15.2**
*No	4	**7.1**	81	**4.1**
Problem score - This Trust 16.1% **Problem score - All trusts 19.3%**	56		1976	

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F_OPERATIONS & PROCEDURES

P42 - During their stay in hospital, did your child have an operation or procedure?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes	190	**74.5**	5631	**59.4**
No	65	**25.5**	3842	**40.6**
	255		9473	

C43 - During your time in hospital, did you have an operation or procedure (such as having your tonsils taken out)?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes	76	**73.8**	2033	**64.6**
No	27	**26.2**	1115	**35.4**
	103		3148	

P44 - Before the operation or procedure, did a member of staff explain to you what would be done during the operation/procedure?

	This Trust		All trusts	
Parents of children (0-15 yrs) who had an operation or procedure	n	%	n	%
Yes, completely	164	**86.3**	4960	**87.8**
Yes, to some extent	25	**13.2**	618	**10.9**
No	1	**0.5**	61	**1.1**
I did not want an explanation	0	**0.0**	12	**0.2**
	190		5651	

P44+ - Before the operation or procedure, did a member of staff explain to you what would be done during the operation/ procedure?

	This Trust		All trusts	
Parents of children (0-15 yrs) who had an operation or procedure and wanted an explanation	n	%	n	%
Yes, completely	164	**86.3**	4960	**88.0**
*Yes, to some extent	25	**13.2**	618	**11.0**
*No	1	**0.5**	61	**1.1**
Problem score - This Trust 13.7% **Problem score - All trusts 12.0%**	190		5639	

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C45 - Before the operation or procedure, did hospital staff tell you what would be done?

Children & young people (8-15 yrs) who had an operation or procedure	This Trust n	This Trust %	All trusts n	All trusts %
Yes	68	**89.5**	1864	**91.1**
*Sort of	5	**6.6**	147	**7.2**
*No	3	**3.9**	36	**1.8**
Problem score - This Trust 10.5%	76		2047	
Problem score - All trusts 8.9%				

P46 - Before the operation or procedure, did a member of staff answer your questions about the operation or procedure in a way you could understand?

Parents of children (0-15 yrs) who had an operation or procedure	This Trust n	This Trust %	All trusts n	All trusts %
Yes, completely	163	**85.8**	4830	**85.5**
Yes, to some extent	20	**10.5**	579	**10.2**
No	0	**0.0**	64	**1.1**
I did not have any questions	7	**3.7**	178	**3.1**
	190		5651	

P46+ - Before the operation or procedure, did a member of staff answer your questions about the operation or procedure in a way you could understand?

Parents (0-15 yrs) who had questions about their child's operation/procedure	This Trust n	This Trust %	All trusts n	All trusts %
Yes, completely	163	**89.1**	4830	**88.3**
*Yes, to some extent	20	**10.9**	579	**10.6**
*No	0	**0.0**	64	**1.2**
Problem score - This Trust 10.9%	183		5473	
Problem score - All trusts 11.7%				

P47 - After the operation or procedure, did someone explain to you how the operation or procedure had gone in a way you could understand?

Parents of children (0-15 yrs) who had an operation or procedure	This Trust n	This Trust %	All trusts n	All trusts %
Yes, completely	152	**80.0**	4642	**82.2**
*Yes, to some extent	25	**13.2**	753	**13.3**
*No	13	**6.8**	250	**4.4**
Problem score - This Trust 20.0%	190		5645	
Problem score - All trusts 17.8%				

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C48 - Afterwards, did someone from the hospital explain to you how the operation or procedure had gone in a way you could understand?

	This Trust		All trusts	
Children & young people (8-15 yrs) who had an operation or procedure	n	%	n	%
Yes	51	**67.1**	1482	**72.5**
*Sort of	11	**14.5**	359	**17.6**
*No	14	**18.4**	202	**9.9**
Problem score - This Trust 32.9% **Problem score - All trusts 27.5%**	76		2043	

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G_LEAVING HOSPITAL

P49 - Were you given any new medicines to take home with you for your child that they had not had before (including tablets and creams)?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes	109	**42.4**	3878	**40.8**
No	148	**57.6**	5636	**59.2**
	257		9514	

P50 - Were you given enough information about how your child should use the medicine(s) (e.g. when to take it, or whether it should be taken with food)?

	This Trust		All trusts	
Parents of children (0-15 yrs) prescribed new medication(s)	n	%	n	%
Yes, enough information	101	**91.8**	3579	**92.0**
*Some, but not enough	8	**7.3**	279	**7.2**
*No information at all	1	**0.9**	33	**0.8**
Problem score - This Trust 8.2% **Problem score - All trusts 8.0%**	110		3891	

P51 - Did a member of staff give you advice about caring for your child after you went home?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	176	**68.2**	6587	**69.1**
Yes, to some extent	50	**19.4**	1788	**18.7**
No	11	**4.3**	438	**4.6**
It was not necessary	21	**8.1**	677	**7.1**
Don't know/can't remember	0	**0.0**	47	**0.5**
	258		9537	

P51+ - Did a member of staff give you advice about caring for your child after you went home?

	This Trust		All trusts	
Parents of children (0-15 yrs) for whom it was necessary	n	%	n	%
Yes, definitely	176	**74.3**	6587	**74.3**
*Yes, to some extent	50	**21.1**	1788	**20.2**
*No	11	**4.6**	438	**4.9**
Don't know/can't remember	0	**0.0**	47	**0.5**
Problem score - This Trust 25.7% **Problem score - All trusts 25.1%**	237		8860	

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P52 - Did a member of staff tell you what to do or who to talk to if you were worried about your child when you got home?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes, definitely	111	**73.0**	4477	**70.3**
Yes, to some extent	26	**17.1**	1070	**16.8**
No	8	**5.3**	390	**6.1**
It was not necessary	7	**4.6**	330	**5.2**
Don't know/can't remember	0	**0.0**	97	**1.5**
	152		6364	

P52+ - Did a member of staff tell you what to do or who to talk to if you were worried about your child when you got home?

	This Trust		All trusts	
Parents of children (0-7 yrs) for whom it was necessary	n	%	n	%
Yes, definitely	111	**76.6**	4477	**74.2**
*Yes, to some extent	26	**17.9**	1070	**17.7**
*No	8	**5.5**	390	**6.5**
Don't know/can't remember	0	**0.0**	97	**1.6**
Problem score - This Trust 23.4% **Problem score - All trusts 24.2%**	145		6034	

C53 - Did someone from the hospital tell you what to do or who to talk to if you were worried about anything when you got home?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes	72	**70.6**	2169	**68.5**
*Sort of	8	**7.8**	358	**11.3**
*No	17	**16.7**	333	**10.5**
Don't know/can't remember	5	**4.9**	305	**9.6**
Problem score - This Trust 24.5% **Problem score - All trusts 21.8%**	102		3165	

P54 - Did a member of staff tell you what would happen next after your child left hospital?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes, definitely	161	**62.4**	5871	**61.7**
Yes, to some extent	65	**25.2**	2012	**21.2**
No	14	**5.4**	713	**7.5**
It was not necessary	17	**6.6**	812	**8.5**
Don't know/can't remember	1	**0.4**	101	**1.1**
	258		9509	

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P54+ - Did a member of staff tell you what would happen next after your child left hospital?

	This Trust		All trusts	
Parents of children (0-15 yrs) for whom it was necessary	n	%	n	%
Yes, definitely	161	**66.8**	5871	**67.5**
*Yes, to some extent	65	**27.0**	2012	**23.1**
*No	14	**5.8**	713	**8.2**
Don't know/can't remember	1	**0.4**	101	**1.2**
Problem score - This Trust 32.8%	241		8697	
Problem score - All trusts 31.3%				

C55 - Did a member of staff tell you what would happen after you left hospital?

	This Trust		All trusts	
Young people (12-15 yrs)	n	%	n	%
Yes, completely	36	**65.5**	1025	**63.2**
*Sort of	18	**32.7**	408	**25.1**
*No	1	**1.8**	190	**11.7**
Problem score - This Trust 34.5%	55		1623	
Problem score - All trusts 36.8%				

C56 - Did a member of staff give you advice on how to look after yourself after you went home?

	This Trust		All trusts	
Young people (12-15 yrs)	n	%	n	%
Yes, definitely	38	**69.1**	1202	**74.5**
*Sort of	9	**16.4**	266	**16.5**
*No	8	**14.5**	145	**9.0**
Problem score - This Trust 30.9%	55		1613	
Problem score - All trusts 25.5%				

P57 - Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Yes	149	**57.8**	4927	**51.9**
*No, but I would have liked it	22	**8.5**	1241	**13.1**
No, but I did not need it	87	**33.7**	3326	**35.0**
Problem score - This Trust 8.5%	258		9494	
Problem score - All trusts 13.1%				

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H_OVERALL

P58 - Do you feel that the people looking after your child listened to you?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes, always	113	**74.3**	4732	**74.3**
*Yes, sometimes	33	**21.7**	1436	**22.6**
*No	6	**3.9**	199	**3.1**
Problem score - This Trust 25.7%	152		6367	
Problem score - All trusts 25.7%				

C59 - Do you feel that the people looking after you listened to you?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes, always	79	**76.7**	2492	**78.6**
*Yes, sometimes	20	**19.4**	591	**18.6**
*No	4	**3.9**	86	**2.7**
Problem score - This Trust 23.3%	103		3169	
Problem score - All trusts 21.4%				

P60 - Do you feel that the people looking after your child were friendly?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes, always	128	**84.2**	5232	**82.2**
*Yes, sometimes	23	**15.1**	1060	**16.7**
*No	1	**0.7**	71	**1.1**
Problem score - This Trust 15.8%	152		6363	
Problem score - All trusts 17.8%				

C61 - Do you feel that the people looking after you were friendly?

	This Trust		All trusts	
Children & young people (8-15 yrs)	n	%	n	%
Yes, always	92	**89.3**	2815	**88.4**
*Yes, sometimes	9	**8.7**	343	**10.8**
*No	2	**1.9**	25	**0.8**
Problem score - This Trust 10.7%	103		3183	
Problem score - All trusts 11.6%				

P62 - Do you feel that your child was well looked after by the hospital staff?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes, always	133	**87.5**	5243	**82.5**
*Yes, sometimes	17	**11.2**	966	**15.2**
*No	2	**1.3**	144	**2.3**
Problem score - This Trust 12.5%	152		6353	
Problem score - All trusts 17.5%				

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P63 - Were you treated with dignity and respect by the people looking after your child?

	This Trust		All trusts	
Parents (0-7 yrs)	n	%	n	%
Yes, always	132	**86.8**	5415	**85.2**
*Yes, sometimes	18	**11.8**	811	**12.8**
*No	2	**1.3**	126	**2.0**
Problem score - This Trust 13.2% **Problem score - All trusts 14.8%**	152		6352	

P64 - Overall...

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
0=I had a very poor experience	1	**0.4**	59	**0.6**
1	1	**0.4**	60	**0.6**
2	1	**0.4**	75	**0.8**
3	3	**1.2**	98	**1.0**
4	3	**1.2**	125	**1.3**
5	7	**2.8**	317	**3.4**
6	12	**4.8**	366	**3.9**
7	24	**9.5**	820	**8.7**
8	51	**20.2**	1946	**20.7**
9	58	**23.0**	2315	**24.6**
10=I had a very good experience	86	**34.1**	3080	**32.8**
98	5	**2.0**	139	**1.5**
	252		9400	

P64+ - Overall...

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
*0=I had a very poor experience	1	**0.4**	59	**0.6**
*1	1	**0.4**	60	**0.6**
*2	1	**0.4**	75	**0.8**
*3	3	**1.2**	98	**1.1**
*4	3	**1.2**	125	**1.3**
*5	7	**2.8**	317	**3.4**
*6	12	**4.9**	366	**4.0**
7	24	**9.7**	820	**8.9**
8	51	**20.6**	1946	**21.0**
9	58	**23.5**	2315	**25.0**
10=I had a very good experience	86	**34.8**	3080	**33.3**
Problem score - This Trust 11.3% **Problem score - All trusts 11.9%**	247		9261	

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C65 - Overall...

Children & young people (8-15 yrs)	This Trust n	This Trust %	All trusts n	All trusts %
0=I had a very poor experience	1	**1.0**	19	**0.6**
1	0	**0.0**	16	**0.5**
2	0	**0.0**	20	**0.6**
3	2	**2.0**	31	**1.0**
4	3	**2.9**	42	**1.3**
5	2	**2.0**	133	**4.2**
6	3	**2.9**	124	**3.9**
7	11	**10.8**	306	**9.7**
8	23	**22.5**	636	**20.2**
9	23	**22.5**	717	**22.7**
10=I had a very good experience	30	**29.4**	1043	**33.0**
98	4	**3.9**	69	**2.2**
	102		3156	

C65+ - Overall...

Children & young people (8-15 yrs)	This Trust n	This Trust %	All trusts n	All trusts %
*0=I had a very poor experience	1	**1.0**	19	**0.6**
*1	0	**0.0**	16	**0.5**
*2	0	**0.0**	20	**0.6**
*3	2	**2.0**	31	**1.0**
*4	3	**3.1**	42	**1.4**
*5	2	**2.0**	133	**4.3**
*6	3	**3.1**	124	**4.0**
7	11	**11.2**	306	**9.9**
8	23	**23.5**	636	**20.6**
9	23	**23.5**	717	**23.2**
10=I had a very good experience	30	**30.6**	1043	**33.8**
Problem score - This Trust 11.2%	98		3087	
Problem score - All trusts 12.5%				

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I_ABOUT YOU/ YOUR CHILD

D66 - Is child male or female?

	This Trust		All trusts	
All	n	%	n	%
Male	143	**56.1**	5388	**56.4**
Female	112	**43.9**	4173	**43.6**
	255		9561	

D67 - Who was the main person who answered the questions in the children's section of the questionnaire?

	This Trust		All trusts	
Parents (8-15 yrs)	n	%	n	%
My child/young person	58	**56.9**	1682	**54.5**
Me, the parent or carer	25	**24.5**	462	**15.0**
Both young person and parent or carer together	19	**18.6**	940	**30.5**
	102		3084	

D68 - For the most of their stay in hospital what type of ward did your child stay on?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
A children's ward	241	**97.2**	8983	**96.6**
An adult's ward	0	**0.0**	124	**1.3**
A teenage/adolescent ward	7	**2.8**	195	**2.1**
	248		9302	

D69 - Age of child

	This Trust		All trusts	
All	n	%	n	%
0-2 years old	58	**23.8**	2991	**32.5**
3-5 years old	60	**24.6**	2087	**22.7**
6-7 years old	26	**10.7**	1098	**11.9**
8-9 years old	20	**8.2**	697	**7.6**
10-11 years old	29	**11.9**	725	**7.9**
12-13 years old	21	**8.6**	669	**7.3**
14-15 years old	30	**12.3**	922	**10.0**
	244		9189	

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D70 - Including this visit, how many times has your child stayed in hospital on a ward in the past six months?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Once	154	**62.3**	6386	**69.9**
Two or three times	66	**26.7**	1962	**21.5**
Four times or more	27	**10.9**	792	**8.7**
	247		9140	

D71 - Does your child have any of the following long- standing conditions?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
Deafness or severe hearing impairment	8	**3.6**	233	**2.9**
Blindness or partially sighted	11	**5.0**	196	**2.4**
Any other long-standing physical disability	42	**19.0**	629	**7.7**
A learning disability	31	**14.0**	615	**7.5**
A mental health condition	13	**5.9**	153	**1.9**
Another long-standing condition (e.g. cancer, diabetes, epilepsy) please write in box:	53	**24.0**	1440	**17.7**
No long-standing condition	116	**52.5**	5739	**70.3**
	221		8158	

D72 - Does this condition(s) cause your child difficulty with any of the following?

	This Trust		All trusts	
Parents of children (0-15 yrs) with a long-standing condition	n	%	n	%
Everyday activities that people his/her age can usually do	62	**62.6**	1351	**58.7**
In education or training	50	**50.5**	1014	**44.0**
Access to buildings, streets or vehicles	37	**37.4**	458	**19.9**
Reading or writing	34	**34.3**	676	**29.4**
People's attitude to your child because of his/her condition	39	**39.4**	737	**32.0**
Communicating, mixing with others or socialising	45	**45.5**	909	**39.5**
Any other activity	35	**35.4**	552	**24.0**
No difficulty with any of these	21	**21.2**	579	**25.1**
	99		2303	

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D73 - To which of these ethnic groups would you say your child belongs?

	This Trust		All trusts	
Parents (0-15 yrs)	n	%	n	%
English/Welsh/Scottish/Northern Irish/British	209	**84.6**	6660	**73.7**
Irish	1	**0.4**	27	**0.3**
Gypsy or Irish Traveller	0	**0.0**	9	**0.1**
Any other White background	7	**2.8**	485	**5.4**
White and Black Caribbean	2	**0.8**	114	**1.3**
White and Black African	0	**0.0**	87	**1.0**
White and Asian	2	**0.8**	160	**1.8**
Any other Mixed/multiple ethnic background	1	**0.4**	101	**1.1**
Indian	3	**1.2**	315	**3.5**
Pakistani	10	**4.0**	292	**3.2**
Bangladeshi	1	**0.4**	104	**1.2**
Chinese	1	**0.4**	60	**0.7**
Any other Asian background	2	**0.8**	124	**1.4**
African	1	**0.4**	335	**3.7**
Caribbean	0	**0.0**	58	**0.6**
Any other Black/African/Caribbean background	1	**0.4**	27	**0.3**
Arab	6	**2.4**	50	**0.6**
Any other ethnic group	0	**0.0**	27	**0.3**
	247		9035	

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