

National children and young people's survey 2014

Results from 8 to 15 year olds

Why we ran the survey

The Care Quality Commission (CQC) makes sure hospitals like this one give patients good care.

We do this through inspections, but we also use information from patients like you.

We listen to patients about their time spent in hospital so we know about the good things and the things that could be better.

This hospital will use this information to improve the care they give to patients.

When we use the name 'hospital trust' this is the name for organisations that run hospitals where patients receive care.

Who filled out the survey?

The survey was sent to over 22,000 children and young people (aged 8-15) who went to hospitals in England in August 2014.

In this report you'll see how many young patients from this hospital trust told us about the care they received.

The results

We looked at information from all of the completed surveys and gave each hospital trust a score for each question. You can see if the care for children and young people is better in this hospital than in others and where it didn't do as well.

Would you like to see more information?

You can find out more here:

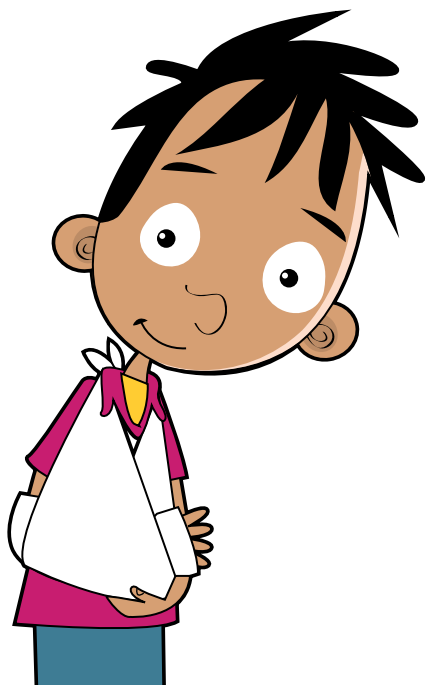
www.cqc.org.uk/yoursurvey

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The results

We looked at information from all of the completed surveys and gave each hospital trust a score for each question.

We compared the scores against other hospital trusts so you can see if this hospital is better, or not as good as many other hospitals.*

Where a trust didn't do as well as many other trusts, this means their results are lower than we would expect for that question. We have asked hospital trusts to tell patients about the work they are doing to improve in these areas.

Would you like to see more information?

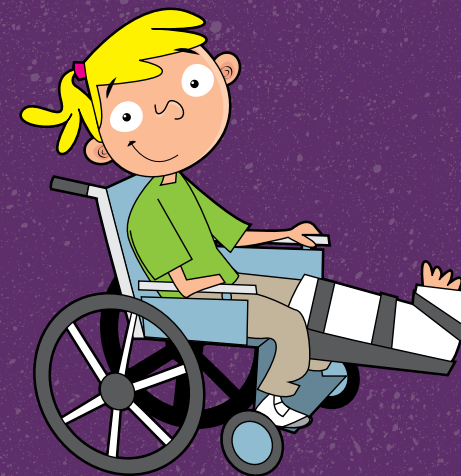
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*We have written an explanation of how we compared the scores which can be found on our children's survey webpage.

THE CHILDREN & YOUNG PEOPLE'S SURVEY 2014

Lewisham and Greenwich NHS Trust





This hospital trust did better than other hospitals for making sure:

There were no results for this section



This hospital trust did about the same as other hospitals for making sure:

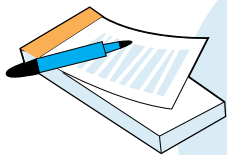
- Patients knew what would happen to them at the hospital
- Patients felt safe on the hospital ward
- People at the hospital talked to patients in a way they could understand
- Someone at the hospital talked to patients about any worries they had
- Patients had enough privacy
- Someone from the hospital explained what would happen during the operation or procedure
- Someone from the hospital explained how the operation or procedure went
- Someone from the hospital told patients who to talk to if they were worried about anything when they got home
- People looking after them listened
- The Hospital staff were friendly



This hospital didn't do as well as other hospitals for making sure:

- Patients liked the food

We have asked the hospital trust to improve in these areas.



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patients aged between 8 and 15 told us about their care at this hospital trust.

