

# **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:

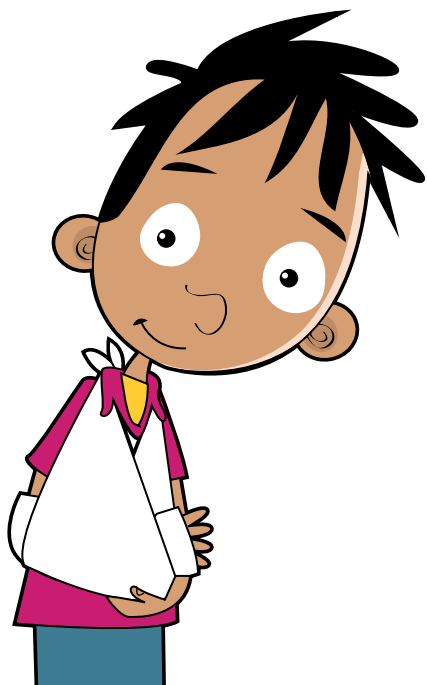
[www.cqc.org.uk/yoursurvey](http://www.cqc.org.uk/yoursurvey)

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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?

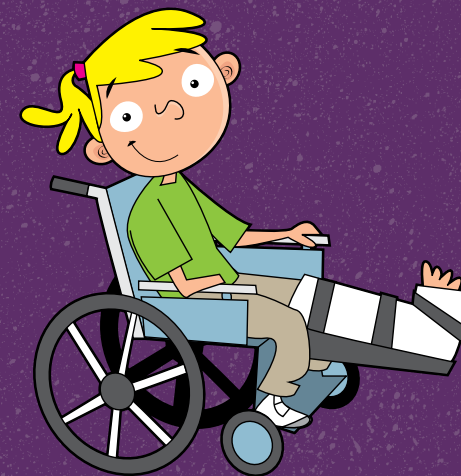
You can find out more here:

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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

Mid Essex Hospital  
Services NHS Trust





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

- Someone at the hospital talked to patients about any worries they had
- Hospital staff helped patients with any pain they had
- Patients were told what would happen after leaving hospital (For those aged 12-15 only)



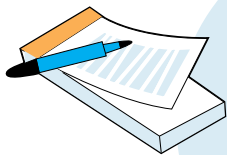
**This hospital trust did  
about the same as other  
hospitals for making sure:**

- Patients knew what would happen to them at the hospital
- Patients felt safe on the hospital ward
- There were enough things to do on the ward
- Patients liked the food
- People at the hospital talked to patients in a way they could understand
- Patients were involved in decisions about their care (answered by young patients aged 12-15 only)
- Staff didn't talk in front of patients as if they weren't there (answered by young patients aged 12-15 only)
- 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
- Patients had advice on how to care for themselves when going home
- People looking after them listened
- The Hospital staff were friendly



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

There were no results for this section



**54**

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

