



## Ratings report

### About this report

This report shows summary information about a selection of stories published on Care Opinion.

It was created on **19 November 2019**.

### Which postings are included?

This report shows stories in the **Care Opinion** subscription, which includes All stories.

The report is also filtered to show only All stories about Royal Cornwall Hospitals NHS Trust submitted on or after 01/01/2019

### Frequently asked questions

What kind of data is in this report?

This report shows how story authors have answered the Friends & Family Test question, and a number of ratings questions, after they posted their story. The report also includes criticality scores, which are assigned to each story by moderators.

How is story criticality rated?

Story criticality is rated by our moderations at the time each story is moderated. It is a measure of how critical the most critical part of a story is, according to a criterion-based system. Criticality is rated in order to support our filtered email alerting system for staff, and is not intended for publication.

Why is the number of stories different to the number of ratings?

After an author submits a story, they are offered a chance to enter ratings (including the FFT question). However, this is optional, so there may be fewer ratings than stories.

Some stories are about more than one service. In that case, the author can enter ratings (and an FFT response) for each service their story is linked to, so there may equally be more ratings than stories. To add to the complexity, stories coming via NHS Choices do not have ratings, FFT or criticality scores.

Why might unexpected services appear in my report?

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

### Sharing and reuse

Contributors to Care Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

Postings submitted via Care Opinion itself can be shared subject to a [Creative Commons](#) licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit the source.

Material submitted via NHS Choices is licenced under [Crown Copyright](#).

### About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

**For more information**, contact us via: <https://www.careopinion.org.uk>

This report summarises ratings associated with **273** stories

### Rating question summary

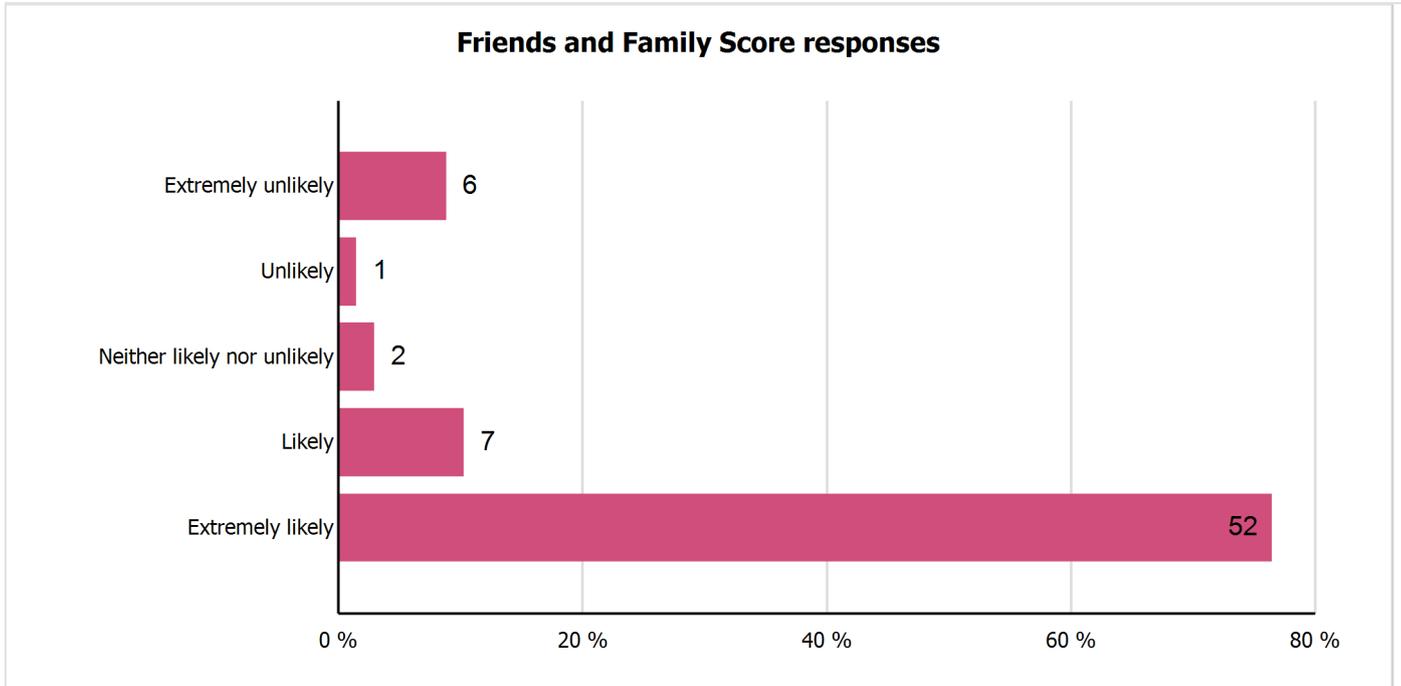
Here are the number of responses and the average for each rating question.

Question	Responses	Average
Treated with respect and dignity	128	4.36
Information and decision making shared appropriately	124	4.35
Service punctuality/timeliness	128	4.30
Clear information	126	4.43
Clean, safe, friendly place	128	4.41
Being listened to	128	4.38

## Rating question breakdown by service

A table showing the number of stories and the rating question responses for each service.

Nacs	Name	Responses	Average
REF	<b>Royal Cornwall Hospitals NHS Trust</b>		
	273 stories		
	Treated with respect and dignity	64	4.36
	Information and decision making shared appropriately	62	4.35
	Service punctuality/timeliness	64	4.30
	Clear information	63	4.43
	Clean, safe, friendly place	64	4.41
	Being listened to	64	4.38
REF12	<b>Royal Cornwall Hospital (Treliske)</b>		
	217 stories		
	Treated with respect and dignity	57	4.37
	Information and decision making shared appropriately	55	4.35
	Service punctuality/timeliness	57	4.28
	Clear information	56	4.43
	Clean, safe, friendly place	57	4.40
	Being listened to	57	4.37
REF02	<b>St Michael's Hospital</b>		
	17 stories		
	Treated with respect and dignity	3	4.33
	Information and decision making shared appropriately	3	4.33
	Service punctuality/timeliness	3	4.33
	Clear information	3	4.33
	Clean, safe, friendly place	3	4.33
	Being listened to	3	4.33
REF01	<b>West Cornwall Hospital (Penzance)</b>		
	33 stories		
	Treated with respect and dignity	4	4.25
	Information and decision making shared appropriately	4	4.50
	Service punctuality/timeliness	4	4.50
	Clear information	4	4.50
	Clean, safe, friendly place	4	4.50
	Being listened to	4	4.50



### Friends and Family Test Responses by service

A table showing the breakdown of the friends and family test responses for each service.

Nacs	Service	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
REF	Royal Cornwall Hospitals NHS Trust	52	7	2	1	6	0
REF01	West Cornwall Hospital (Penzance)	3	1	0	0	0	0
REF02	St Michael's Hospital	5	0	0	0	0	0
REF12	Royal Cornwall Hospital (Treliske)	44	6	2	1	6	0