



Ratings report

About this report

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

It was created on **22 September 2025**.

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 United Lincolnshire Teaching Hospitals NHS Trust published between 01/08/2024 and 31/07/2025

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 **592** stories

Rating question summary

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

Question	Responses	Average
Standard of medical care	30	4.87
Standard of nursing care	30	4.47
Cleanliness	30	4.73
Parking	30	3.27
Treated with respect and dignity	649	4.67
Information and decision making shared appropriately	649	4.44
Service punctuality/timeliness	649	4.44
Clear information	619	4.47
Clean, safe, friendly place	619	4.68
Being listened to	619	4.59

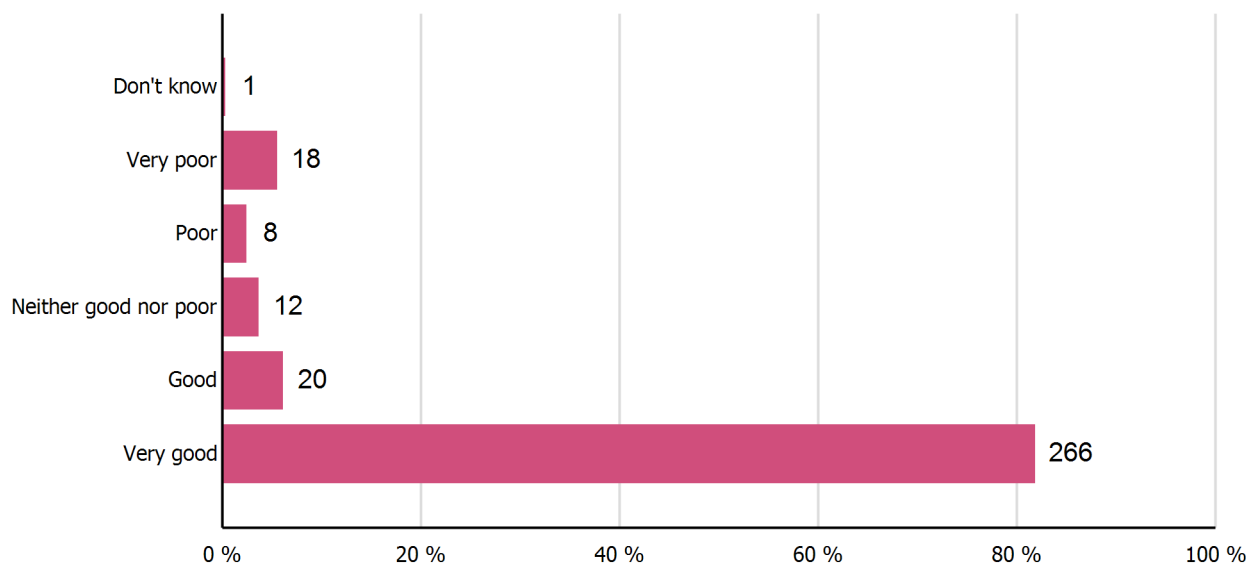
Rating question breakdown by service

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

Nacs	Name	Responses	Average
RWD	United Lincolnshire Teaching Hospitals NHS Trust		
	592 stories		
	Standard of medical care	15	4.87
	Standard of nursing care	15	4.47
	Cleanliness	15	4.73
	Parking	15	3.27
	Treated with respect and dignity	326	4.67
	Information and decision making shared appropriately	326	4.44
	Service punctuality/timeliness	326	4.44
	Clear information	311	4.48
	Clean, safe, friendly place	311	4.68
	Being listened to	311	4.59
RWDAA	County Hospital Louth		
	15 stories		
	Treated with respect and dignity	8	4.75
	Information and decision making shared appropriately	8	4.75
	Service punctuality/timeliness	8	5.00
	Clear information	8	5.00
	Clean, safe, friendly place	8	5.00
	Being listened to	8	5.00
RWDLP	Grantham & District Hospital		
	182 stories		
	Standard of medical care	4	5.00
	Standard of nursing care	4	5.00
	Cleanliness	4	5.00
	Parking	4	4.50
	Treated with respect and dignity	101	4.82
	Information and decision making shared appropriately	101	4.70
	Service punctuality/timeliness	101	4.60
	Clear information	97	4.70
	Clean, safe, friendly place	97	4.77
	Being listened to	97	4.80
RWDL	Johnson Hospital	(No ratings)	
	1 story		
RWDDA	Lincoln County Hospital		
	191 stories		

RWDDA	Standard of medical care	2	4.50
	Standard of nursing care	2	1.50
	Cleanliness	2	4.50
	Parking	2	4.00
	Treated with respect and dignity	98	4.41
	Information and decision making shared appropriately	98	4.12
	Service punctuality/timeliness	98	3.95
	Clear information	96	4.19
	Clean, safe, friendly place	96	4.43
	Being listened to	96	4.22
RWD-lcdc	Lincoln-Community Diagnostic Centre		
	35 stories		
	Treated with respect and dignity	11	4.36
	Information and decision making shared appropriately	11	2.82
	Service punctuality/timeliness	11	4.45
	Clear information	11	3.00
	Clean, safe, friendly place	11	4.45
	Being listened to	11	3.91
RWDLA	Pilgrim Hospital		
	178 stories		
	Standard of medical care	9	4.89
	Standard of nursing care	9	4.89
	Cleanliness	9	4.67
	Parking	9	2.56
	Treated with respect and dignity	104	4.78
	Information and decision making shared appropriately	104	4.66
	Service punctuality/timeliness	104	4.69
	Clear information	95	4.71
	Clean, safe, friendly place	95	4.82
	Being listened to	95	4.79
RWD-scdc	Skegness-Community Diagnostic Centre		
	2 stories		
	Treated with respect and dignity	1	5.00
	Information and decision making shared appropriately	1	(1.00)
	Service punctuality/timeliness	1	5.00
	Clear information	1	(1.00)
	Clean, safe, friendly place	1	5.00
	Being listened to	1	5.00
RWD-transitional-oncology	Transitional Oncology		(No ratings)
	2 stories		

Thinking about this service overall, how was your experience of the service?



Thinking about this service overall, how was your experience of the service?

Responses to this question by service.

Nacs	Service	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
RWD	United Lincolnshire Teaching Hospitals NHS Trust	266	20	12	8	18	1
RWDAA	County Hospital Louth	11	0	0	0	0	0
RWDDA	Lincoln County Hospital	67	10	3	7	13	0
RWDLA	Pilgrim Hospital	94	2	4	1	4	0
RWD-lcdc	Lincoln-Community Diagnostic Centre	11	1	0	0	0	1
RWDL	Johnson Hospital	0	0	0	0	0	0
RWDL	Grantham & District Hospital	80	8	5	1	1	0
RWD-scdc	Skegness-Community Diagnostic Centre	1	0	0	0	0	0
RWD-transitional-oncology	Transitional Oncology	2	0	0	0	0	0