

Adult Inpatient Survey Results 2025

NHS

**Lancashire Teaching
Hospitals**

NHS Foundation Trust

• **38% (450)** completed the survey • **1250 invited /1200 eligible**. Lancashire Teaching Hospitals is now ranked 57th out of the 61 Trusts surveyed by Picker.

Overall Experience

76% ↑ 83%

Overall experience
rated **7/10 or more**



96% ↑ 98%.

Treated with **kindness
and compassion**



Biggest Improvements

75% ↑ 83%.

Reasons for **changing
wards explained**

73% ↑ 81%

Info on **risks/benefits**
of virtual ward

78% ↑ 83%

Info while on **waiting list**

50% ↑ 54%

Family involved in
discharge discussions

75% ↑ 78%

Need for **extra health/
social care** discussed



Areas to Improve



98% ↓ 94%

Pain control

93% ↓ 81%

Info on virtual ward care

84% ↓ 79%

Help with eating meals

66% ↓ 63%

Waiting for a bed

63% ↓ 60%

Staff communication

79% ↓ 65%

Dietary needs

84% ↓ 75%

Accessibility needs

