

Adult Inpatient Survey Results 2025



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**

50% ↑ 54%

Family involved in **discharge discussions**

73% ↑ 81%

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

75% ↑ 78%

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

78% ↑ 83%

Info while on **waiting list**



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

