



Experience: hospital

NICE indicator

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www.nice.org.uk/indicators/ind290

Indicator

Patient experience of hospital care.

Indicator type

Network / system level indicator. The indicator would be appropriate to understand and report on the performance of networks or systems of providers.

This document does not represent formal NICE guidance. For a full list of NICE indicators, see our [menu of indicators](#).

To find out how to use indicators and how we develop them, see our [NICE indicator process guide](#).

Rationale

Patients' experience of the care and service they receive from healthcare services is

recognised internationally as a key measure of healthcare quality. This is an overarching indicator, which focuses on inpatients in hospitals and measuring their experiences of the care they received. The questions used to assess quality of care are consistent with [NICE's guideline on patient experience in adult NHS services](#) and [NICE's quality standard on patient experience](#).

Source guidance

[Patient experience in adult NHS services: improving the experience of care for people using adult NHS services. NICE guideline CG138 \(2012, updated 2021\)](#).

Specification

Numerator and denominator: not applicable. This is a composite indicator based on weighted average score of questions from the [Care Quality Commission's adult inpatient survey](#).

Calculation: composite indicator based on the weighted average scores (between 0 and 100) to 5 patient experience questions. The survey is weighted by age, gender and method of admission (emergency or elective).

Exclusions: survey excludes:

- under 16s
- patients whose treatment related to maternity
- patients admitted for planned termination of pregnancy
- day-case patients and private patients (non-NHS).

Data source: Adult inpatient survey.

Expected population size:

An estimated population size cannot be calculated because there is no denominator for this indicator.

The number of respondents to the survey has been consistently more than 60,000

nationally.

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