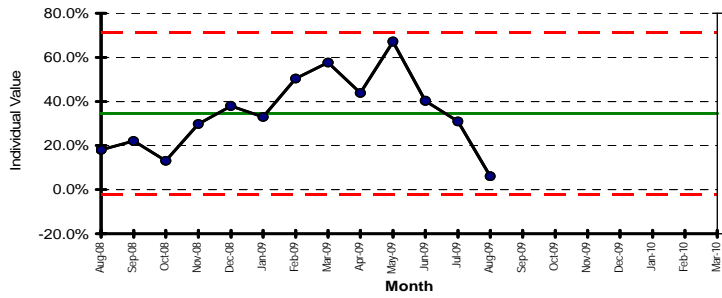


# Patient Experience

Period: July 2009

## Net Promoter Score

Net Promoter Score



source: internal Whittington surveys - target yet to be determined

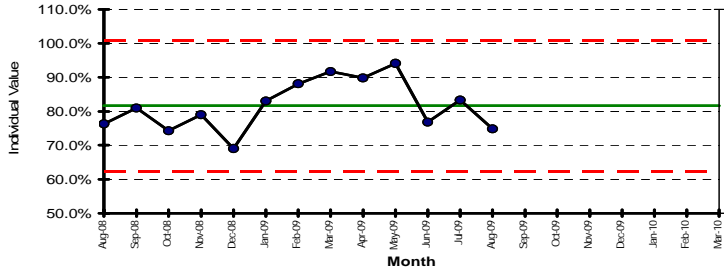
Green: within normal SPC parameter AND consistent progress to improvement target

Amber: within normal SPC parameters and no progress to target

Red: lower control limit breach or run of 8 point below the centre line

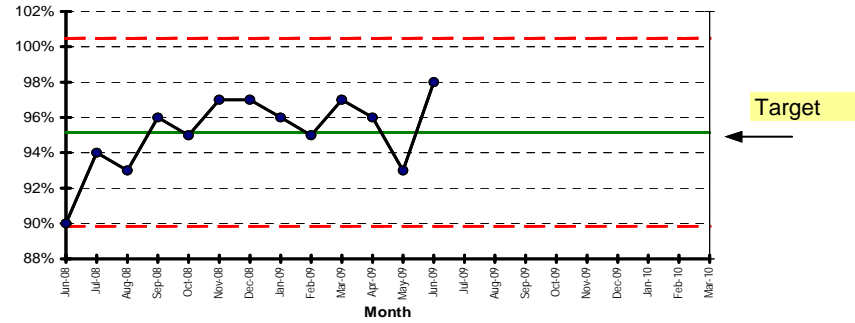
## Patient Survey

Overall how would you rate the care you received?



## Ward Cleanliness

Ward Cleanliness Score



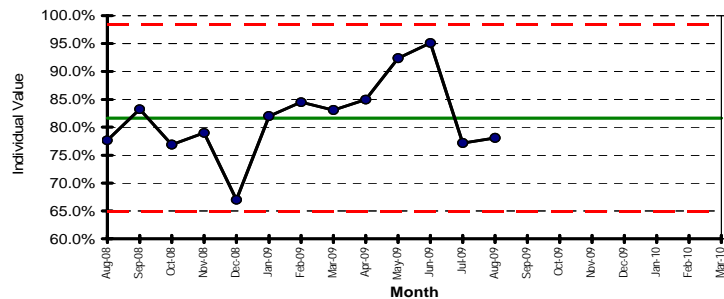
source: internal Whittington surveys (Maximiser)

Green: within normal SPC parameter AND consistent progress to target (95%)

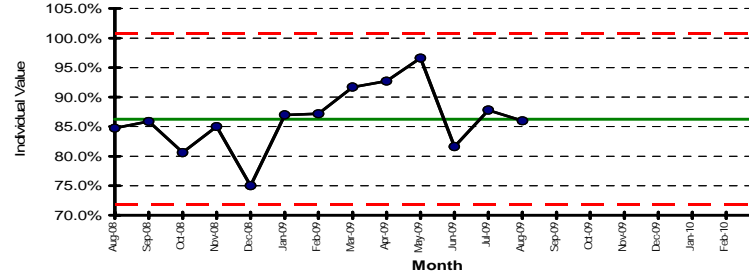
Amber: within normal SPC parameters and no progress to target

Red: lower control limit breach or run of 8 point below the centre line

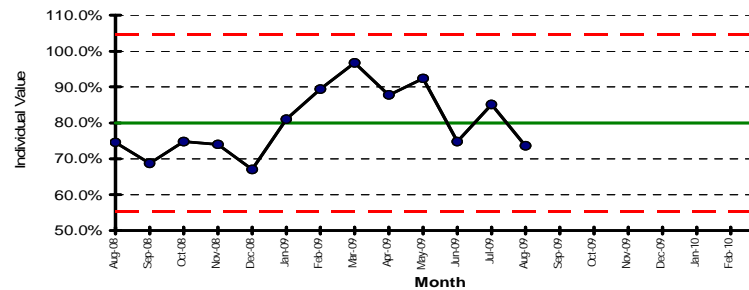
Were you involved in the decisions about your care?



Did you feel you were treated with dignity & respect?

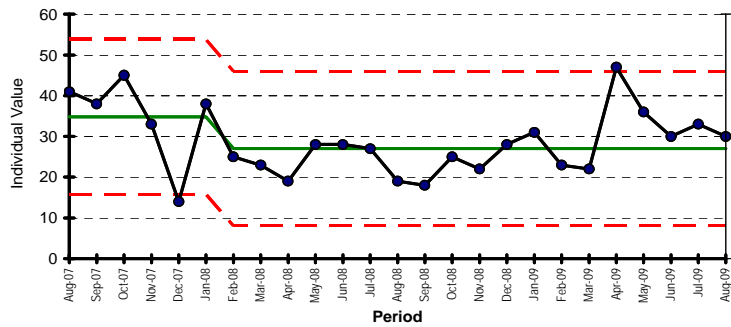


How clean was the hospital, room or ward you were in?



## Complaints - numbers

Total Complaints Received by Month



source: Safeguard - reported quarterly

Green: within normal SPC parameter AND progress to downward step change

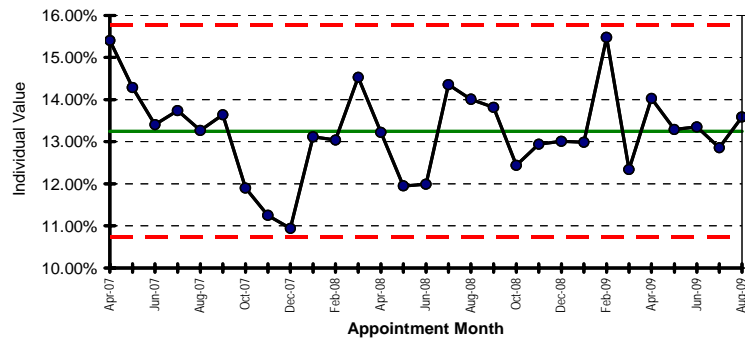
Amber: within normal SPC parameters and no progress to step change

Red: upper control limit breach or run of 8 point above the centre line

## Hospital Cancellations

see Workforce & Efficiency section for DNA rates

Hospital Cancellation Rate - all OP appointments



source: PAS data

Green: within normal SPC parameter AND consistent progress to target (9.5%)

Amber: within normal SPC parameters and no progress to target

Red: Upper control limit breach or run of 8 point above the centre line

## Complaints - Dissatisfied

Escalation of Complaints	2006/07	2007/08	2008/09	2009/10 (YTD)
% Dissatisfied Complainants	8%	11%	9%	4%

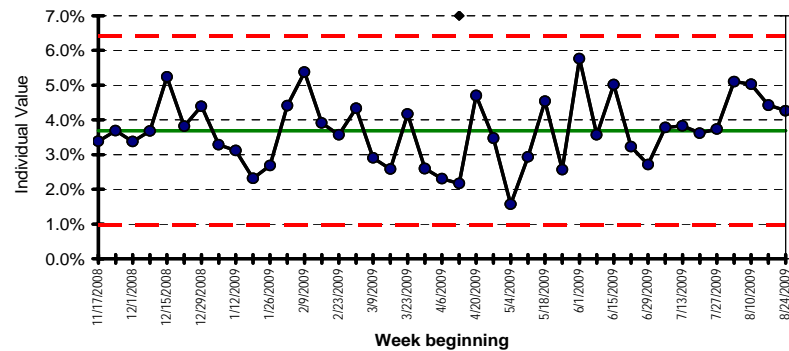
## Single sex accommodation

Each patient counts as a breach for each day that the mixed sex breach occurs

Total breach days as a Percentage of occupied bed days in week.

Data refreshed to July 2009

% single sex breaches



Source: Daily monitoring by bed managers

Green: within normal SPC parameter AND consistent progress to target

Amber: within normal SPC parameters and no progress to target

Red: upper control limit breach or run of 8 point above the centre line

Target to have zero breaches in in patient areas other than critical care and ED