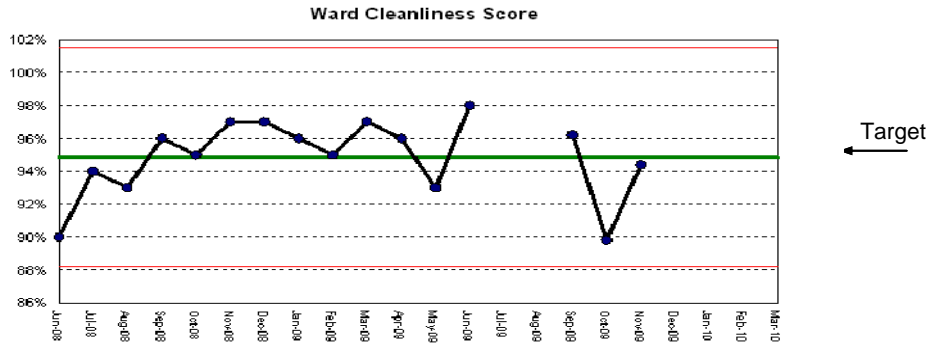


Patient Experience

Period: December 2009



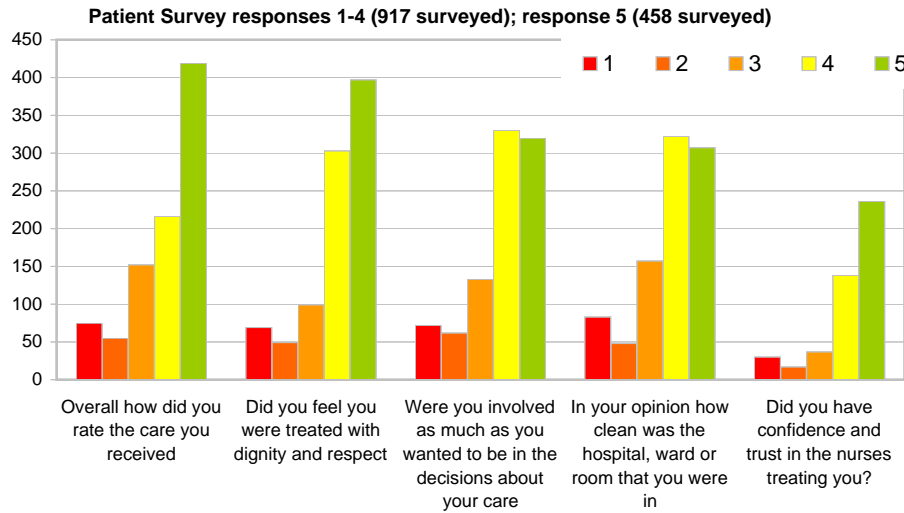
source: internal Whittington surveys (Maximiser)

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

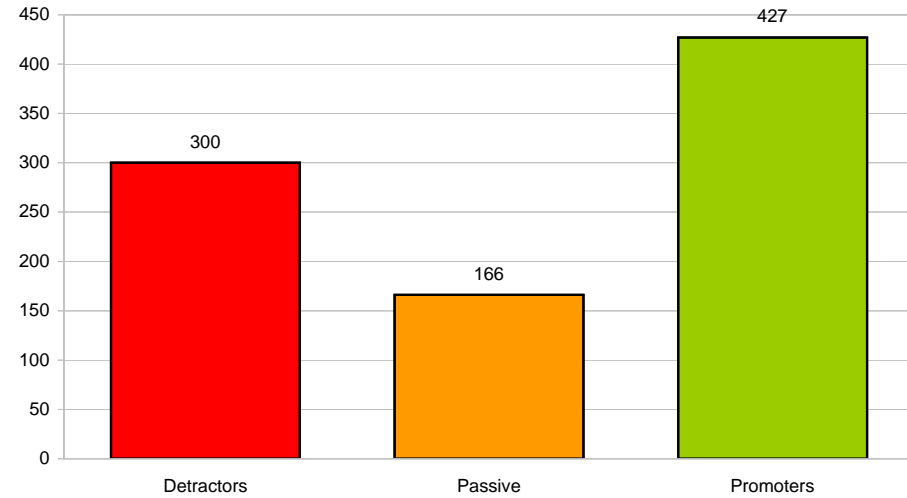
Patient Survey



source: internal Whittington surveys (Maximiser)

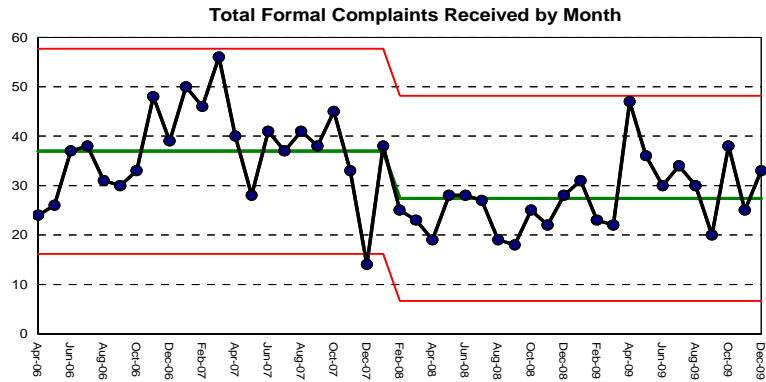
December's figures only. Graphs showing change over time will be included from March

Breakdown of Net Promotor Score: 14.2



From a score of 0-10, 0-6 = Detractor, 7-8 = Passive, 9-10 = Promotor

Complaints - numbers



source: Safeguard/Datix - reported quarterly

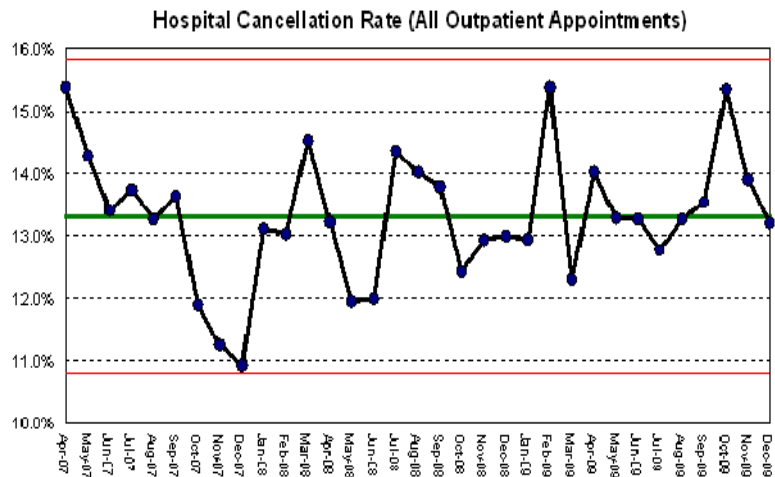
Green: within normal SPC parameter AND progress to downward step change

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



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

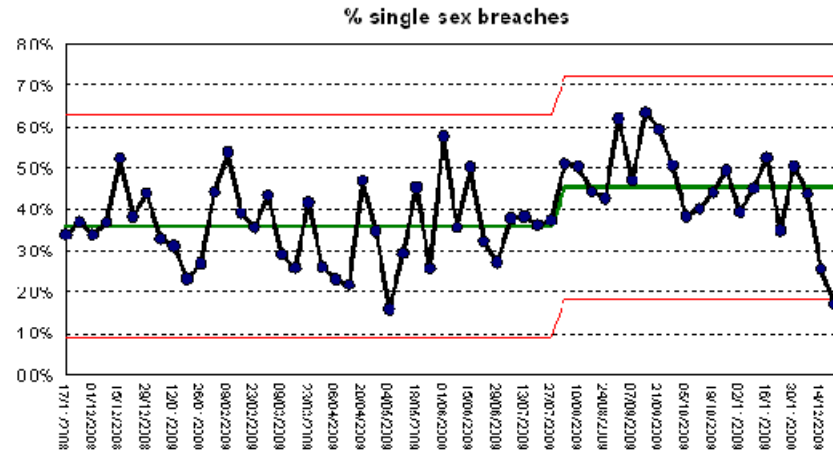
% Dissatisfied Complainants 8% 11% 9% 12%

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 December 2009



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