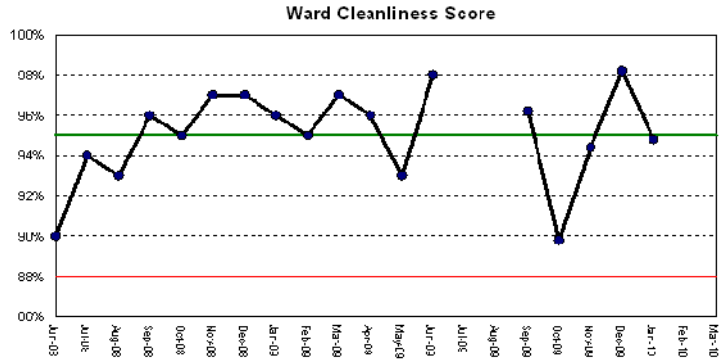


# Patient Experience

Period: February 2010



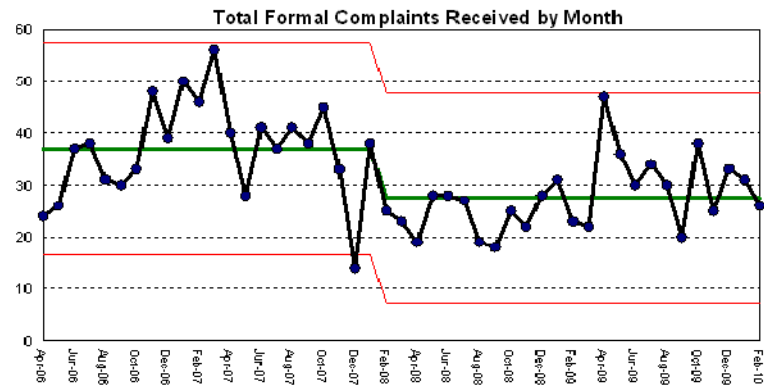
source: internal Whittington surveys (Maximiser)

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

## 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

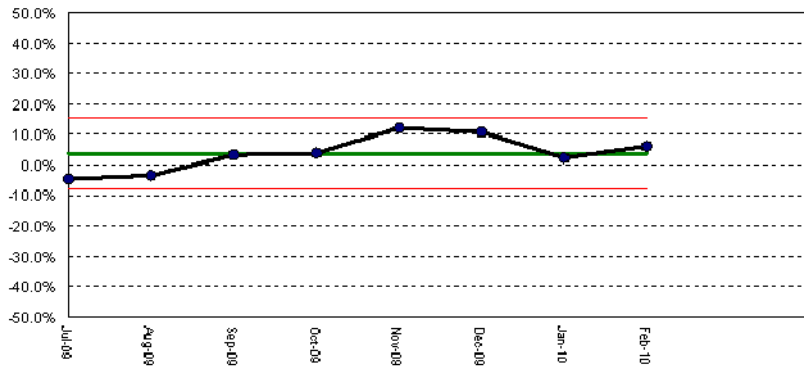
Red: upper control limit breach or run of 8 point above the centre line

## Complaints - Dissatisfied

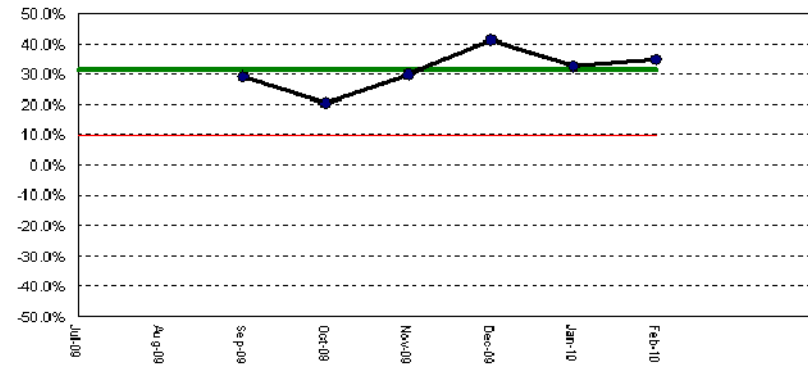
Escalation of Complaints	2006/07	2007/08	2008/09	2009/10 (YTD)
% Dissatisfied Complainants	8%	11%	9%	11%

## Patient Survey

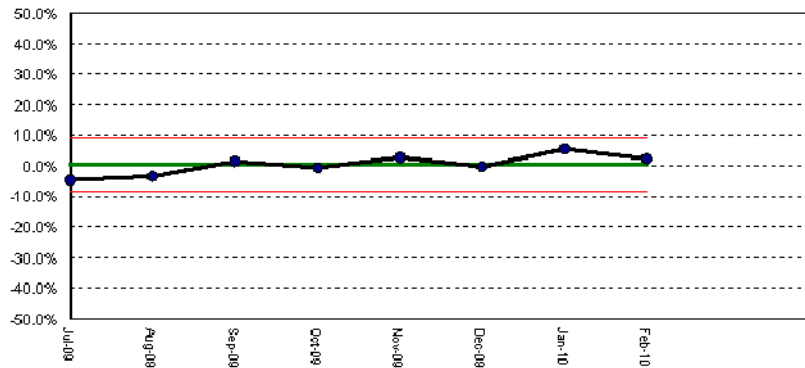
### Net Promotor Score - Trust



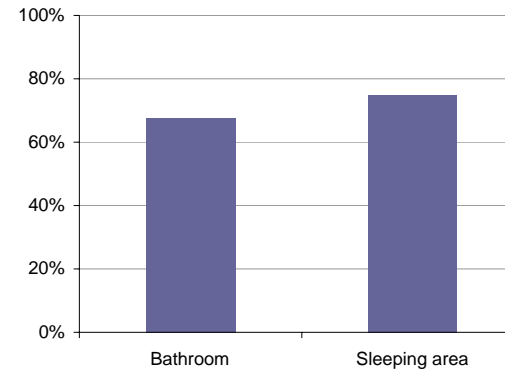
### Net Promotor Score - Inpatient



### Net Promotor Score - Outpatient



### Single Sex Accommodation - Patient view



Promoter score is graded 0-10.

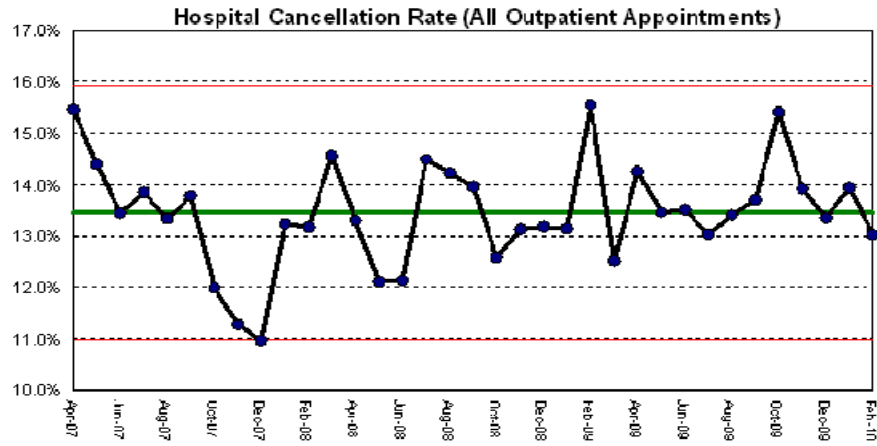
0-6 = Detractor, 7-8 = Passive, 9-10 = Promotor

NPS is calculated by minusing the number of detractors from the number of promoters, as a % of the total number of responses. This means a score from -100% to 100% is possible.

Percentage of patients answering 'No' to whether they had to share bathroom and sleeping facilities with patients of the opposite sex.

## Hospital Cancellations

See Workforce & Efficiency section for DNA rates



source: PAS data

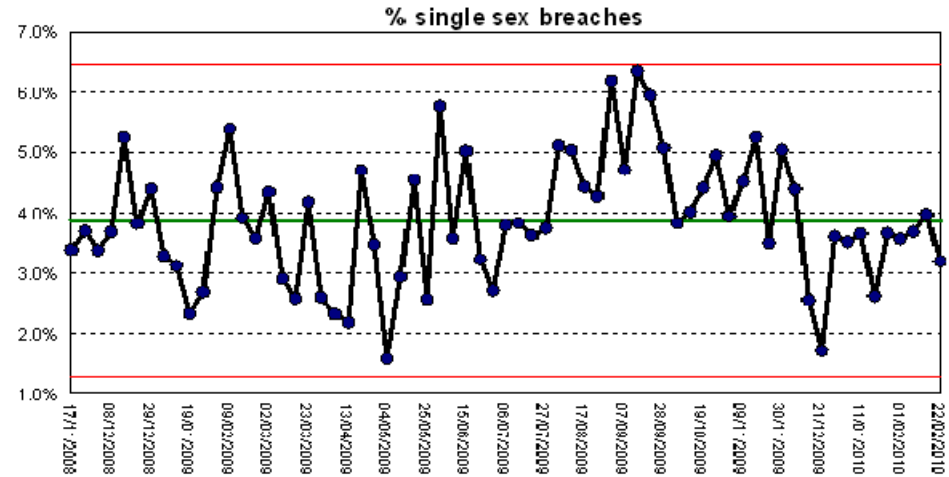
Green: within normal SPC parameter AND consistent progress to target (9.5%)

Amber: within normal SPC parameters and no progress to target

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

## 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.



Source: Daily monitoring by bed managers of all in-patient areas

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

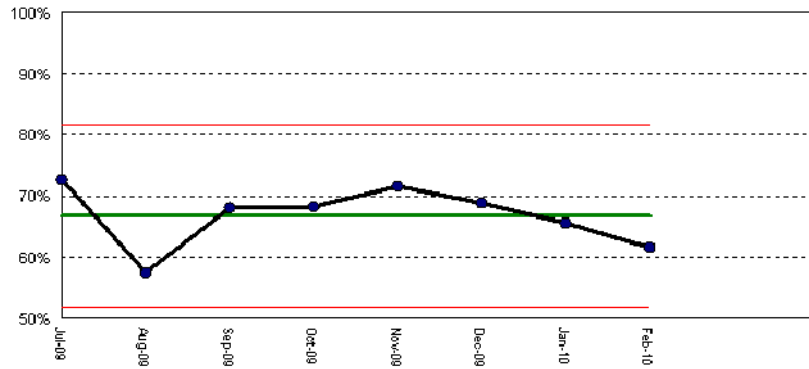


% single sex  
Bathroom 67.63%  
Sleeping a 74.85%

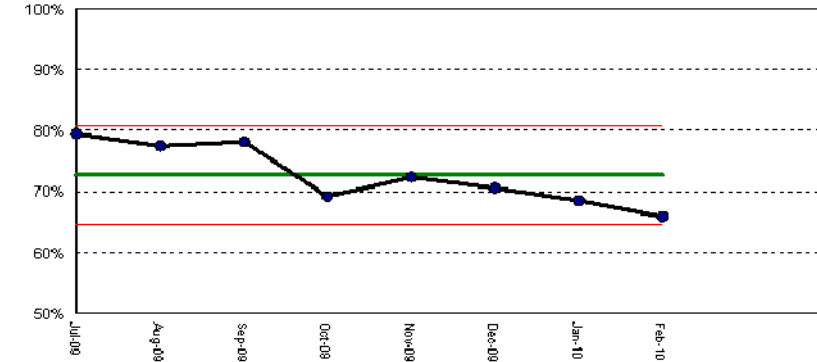
## Patient Survey

Percentage of patients who rated their care in the top two categories for the following questions:

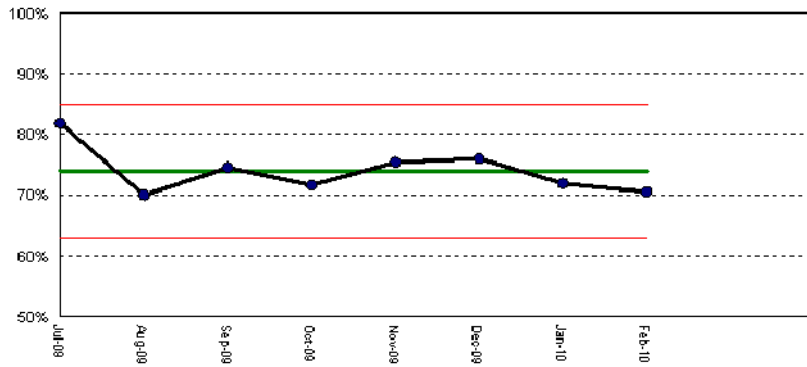
Overall how did you rate the care you received?



Were you involved as much as you wanted to be in the decisions about your care?



Did you feel you were treated with dignity and respect?



Please rate the cleanliness of the hospital

