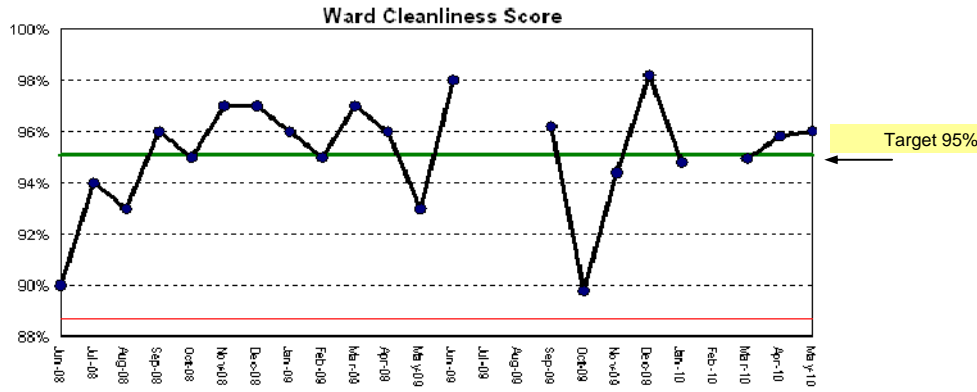


Patient Experience

Ward Cleanliness



source: internal Whittington surveys (Maximiser)

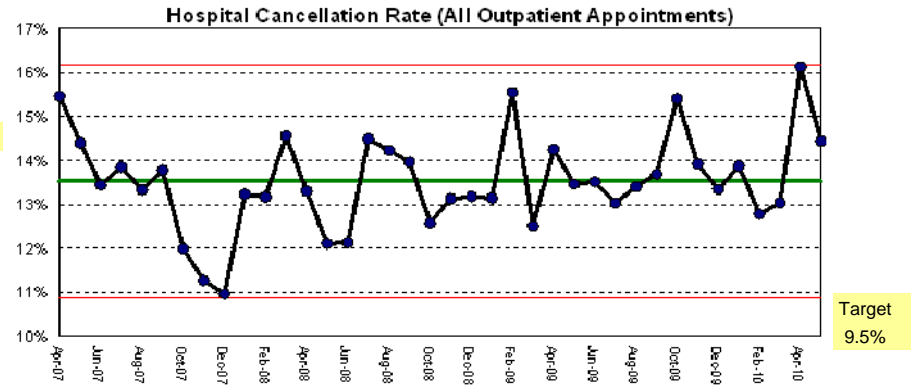
Green: within normal SPC parameter AND consistent progress to target (95%)

Amber: within normal SPC parameters and no progress to target

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

Hospital Cancellations

See Workforce & Efficiency section for DNA rates



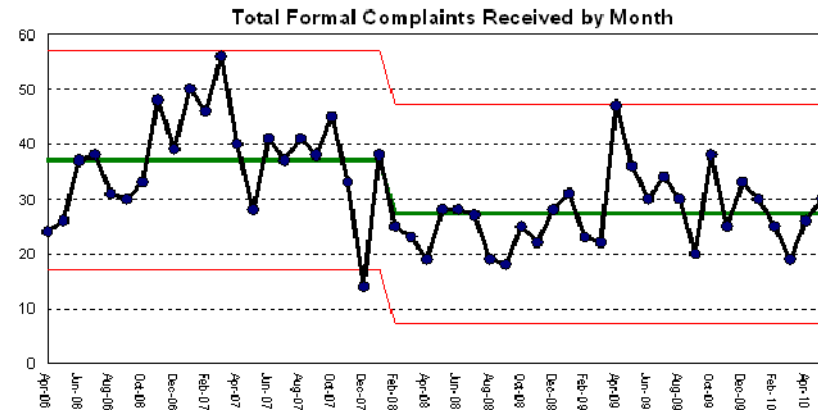
source: PAS data

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 - 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

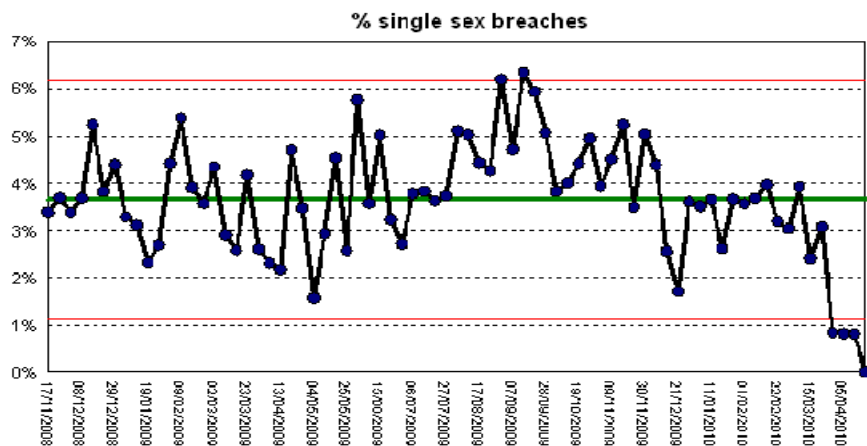
Complaints - Dissatisfied

Escalation of Complaints	2006/07	2007/08	2008/09	2009/10	2010/11 (YTD)
% Dissatisfied Complainants	8%	11%	9%	14%	2%

Patient Experience

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.

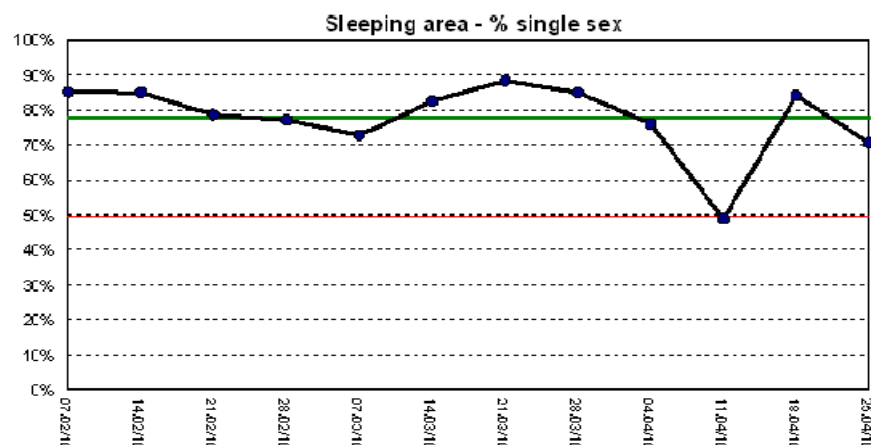
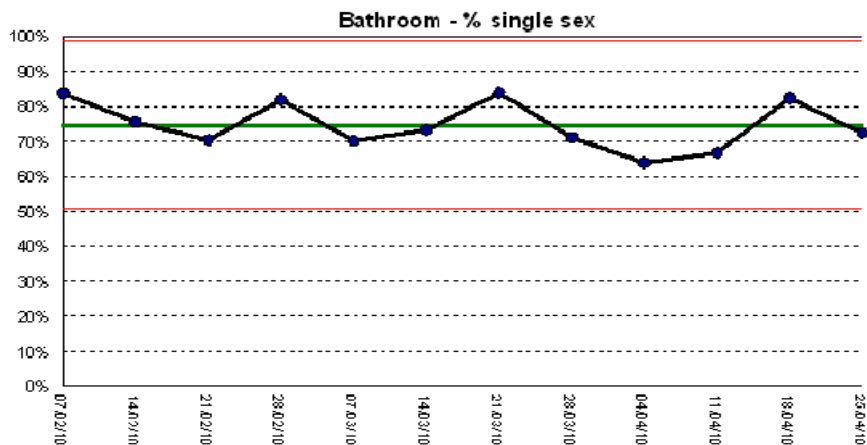


Source: Daily monitoring by bed managers
 Green: within normal SPC parameter AND consistent progress to target
 Amber: within normal SPC parameters and no progress to target
 Red: upper control limit breach or run of 8 point above the centre line

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

Single Sex Accommodation - Patient view

Percentage of inpatients surveyed answering 'No' to whether they had to share bathroom and sleeping facilities with patients of the opposite sex.
 Patients who answered 'don't know' are not included

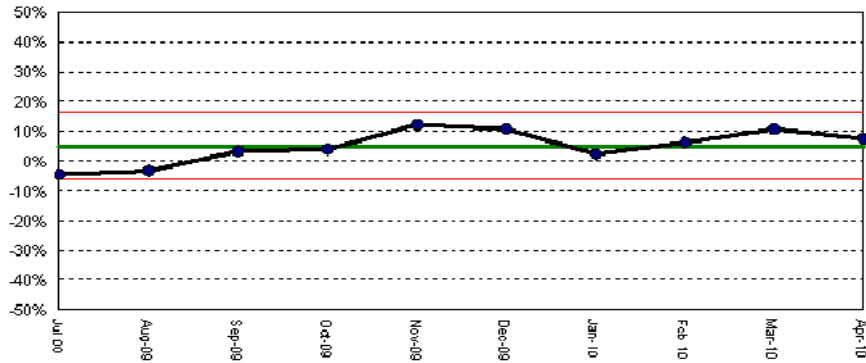


source: Local Whittington surveys (CRT)

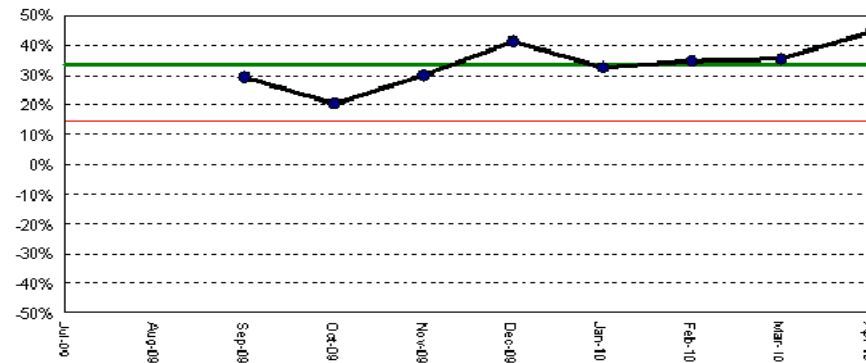
Patient Experience

Patient Survey

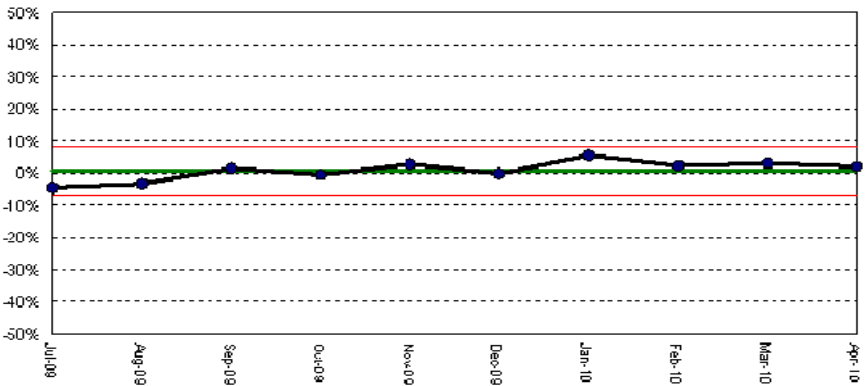
Net Promotor Score - Trust



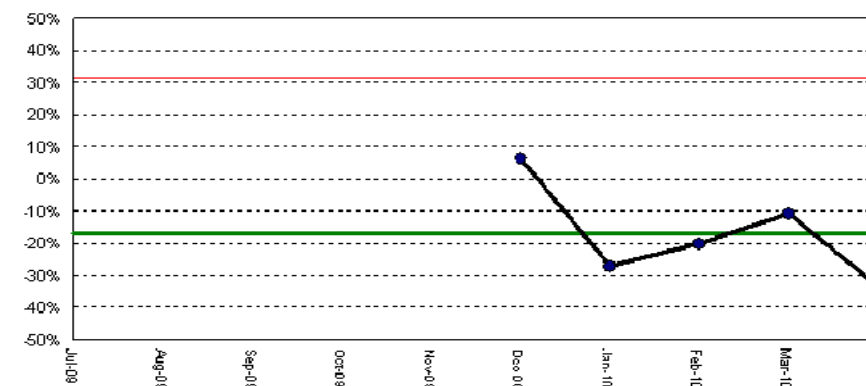
Net Promotor Score - Inpatient



Net Promotor Score - Outpatient



Net Promotor Score - ED



NPS (Net Promoter Score) is graded 0-10 by respondents.

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

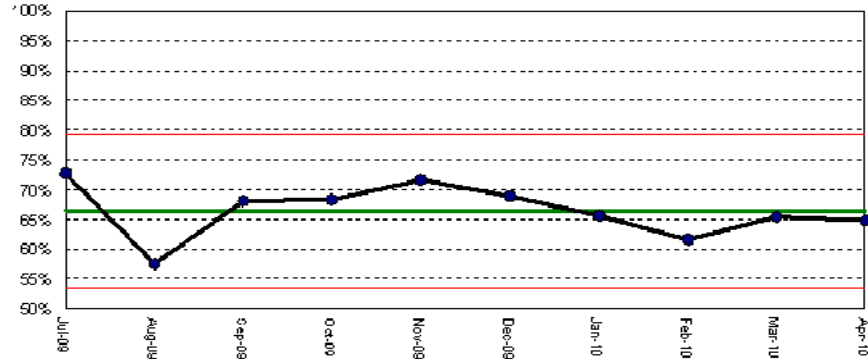
NPS is calculated by minusing the number of detractors from the number of promoters, as a % of total responses. This means a score from -100% to 100% is possible.

Patient Experience

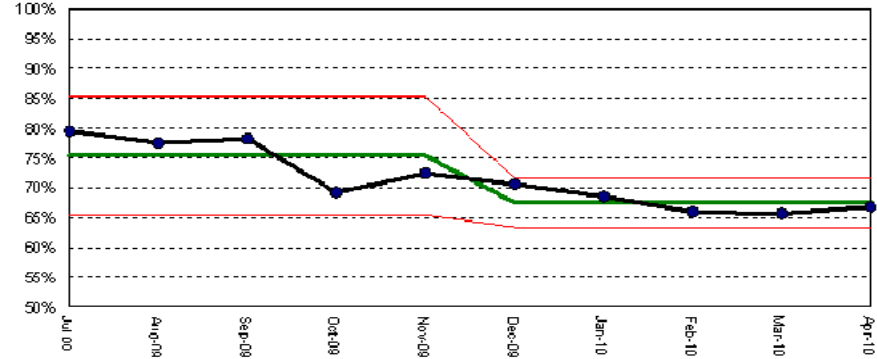
Patient Survey

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

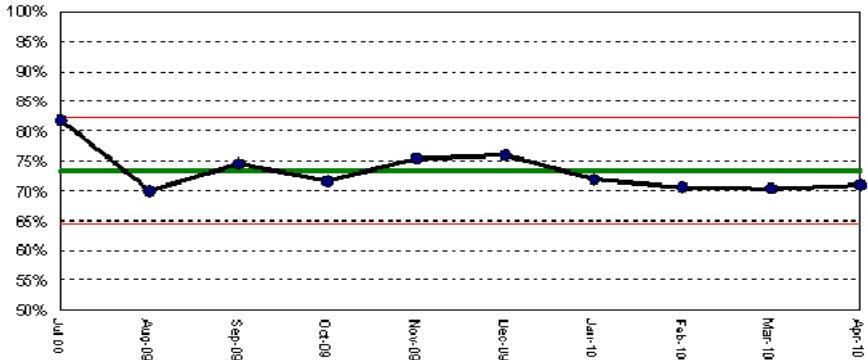
Overall how did you rate the care you received?



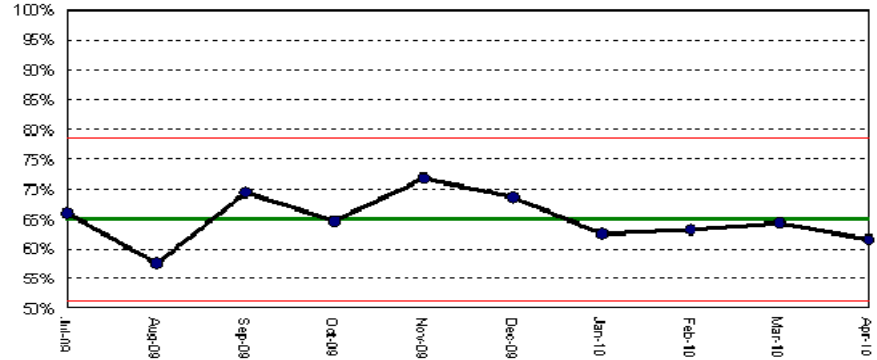
Were you involved as much as you wanted to be in the decisions about your care?



Did you feel you were treated with dignity and respect?



Please rate the cleanliness of the hospital



Patients were asked to rate different elements of their care from 1 - 5
 source: Local Whittington surveys (CRT)