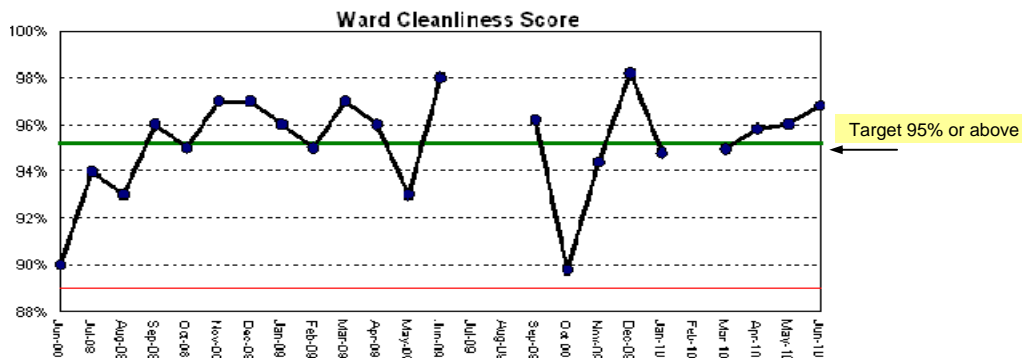


Patient Experience

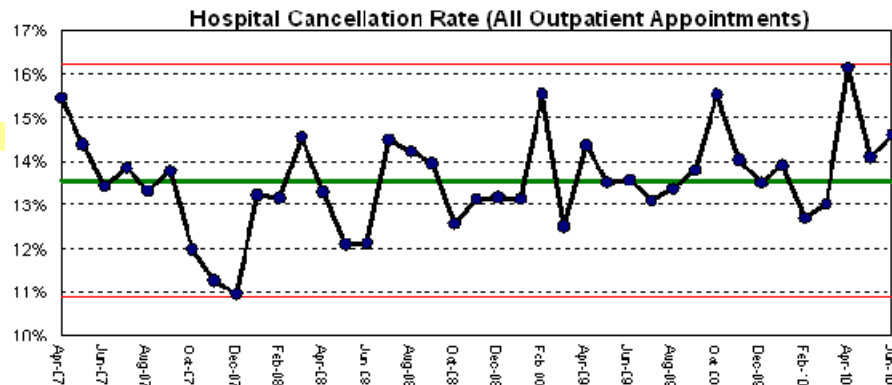
Ward Cleanliness



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

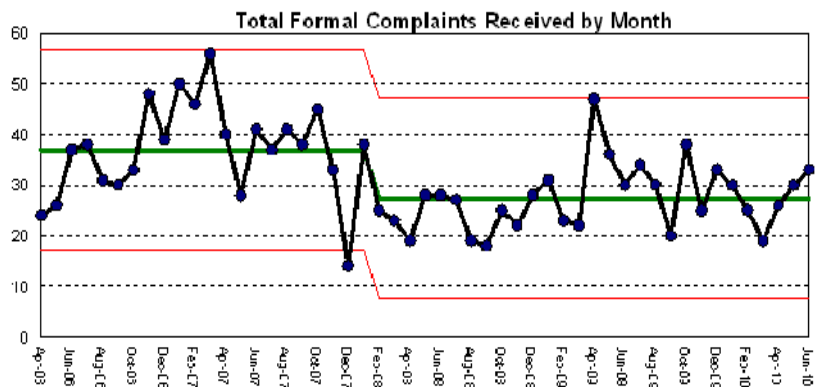
Hospital Cancellations

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

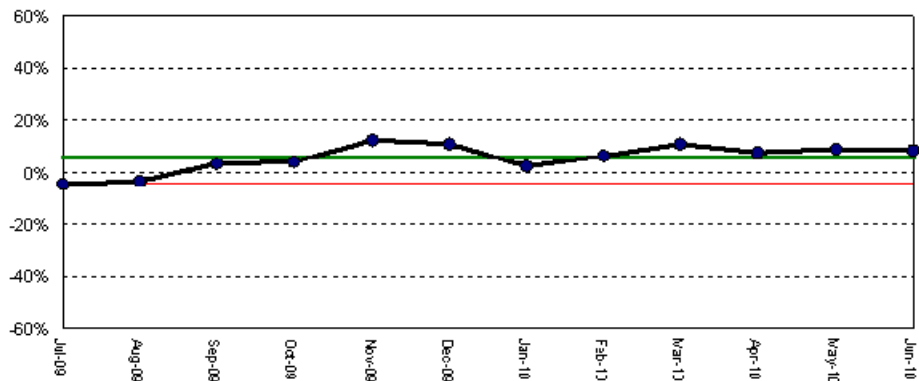
Complaints - Dissatisfied

Escalation of Complaints	2006/07	2007/08	2008/09	2009/10	2010/11 (YTD)
% Dissatisfied Complainants	8%	11%	9%	14%	6%

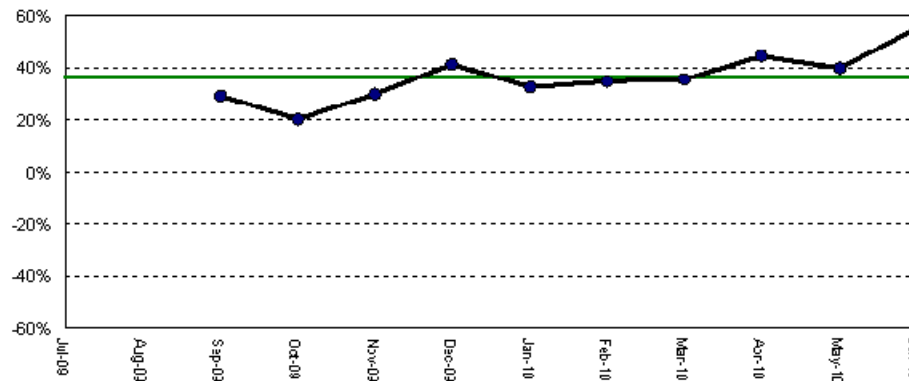
Patient Experience

Patient Survey

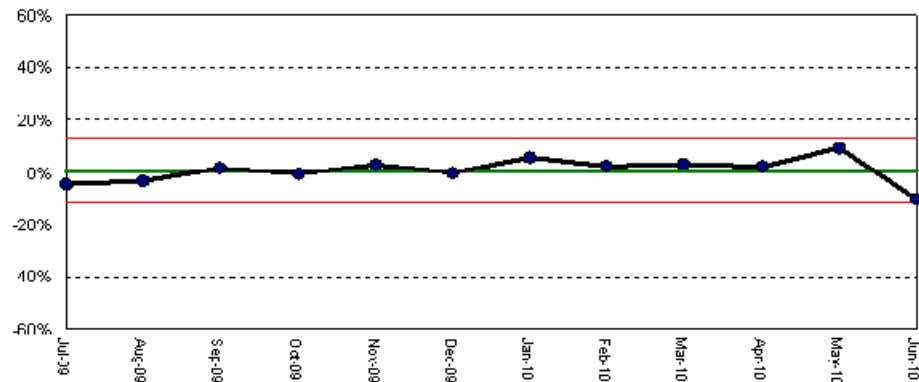
Net Promotor Score - Trust



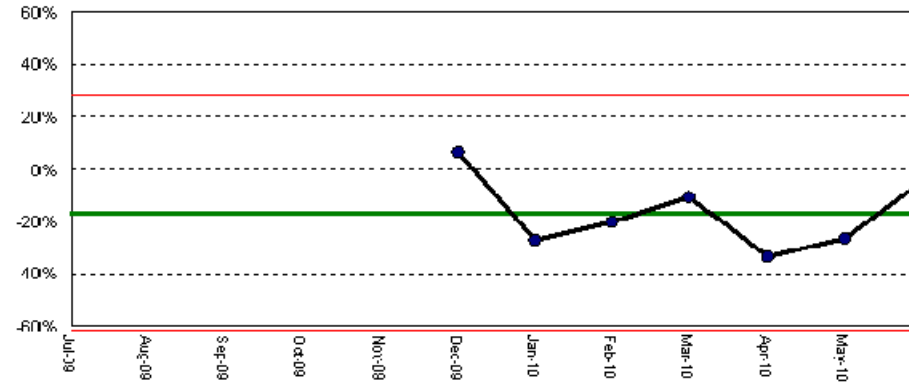
Net Promotor Score - Inpatient



Net Promotor Score - Outpatient



Net Promotor Score - ED



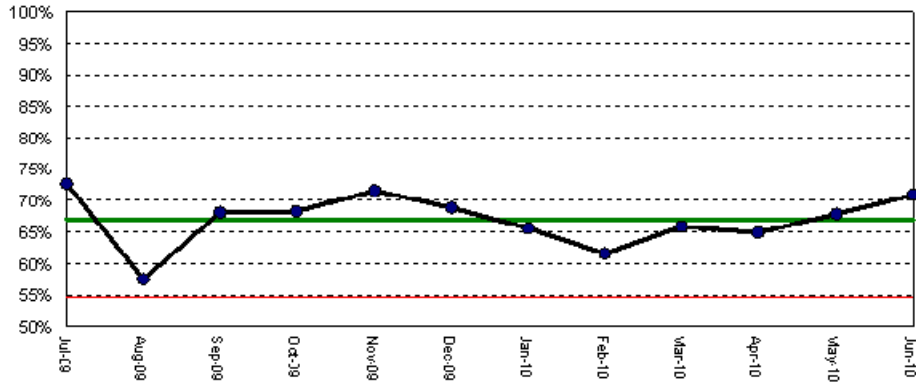
NPS (Net Promoter Score) is graded 0-10 by respondents.
 0-6 = Detractor, 7-8 = Passive, 9-10 = Promoter
 NPS is calculated by subtracting the number of detractors from the number of promoters, and showing the resulting figure as a percentage of total responses.
 Net promoter scores range from -100% to 100%.

Patient Experience

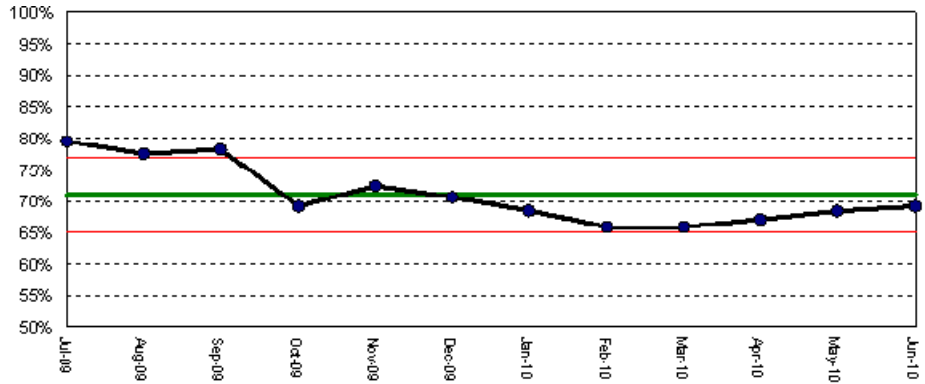
Patient Survey

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

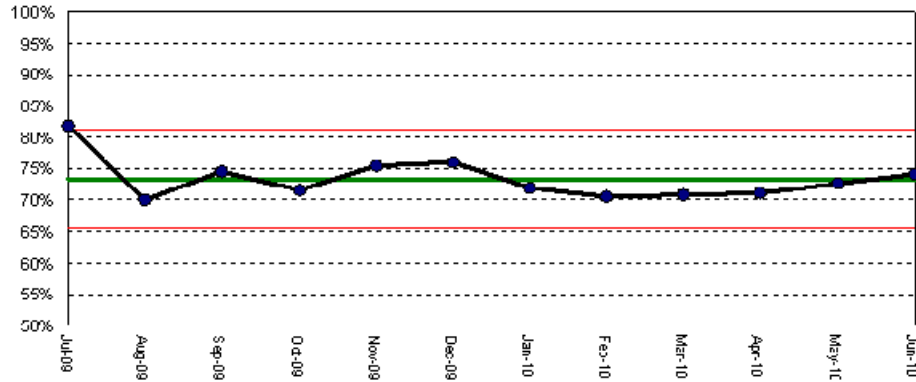
Overall how did you rate the care you received?



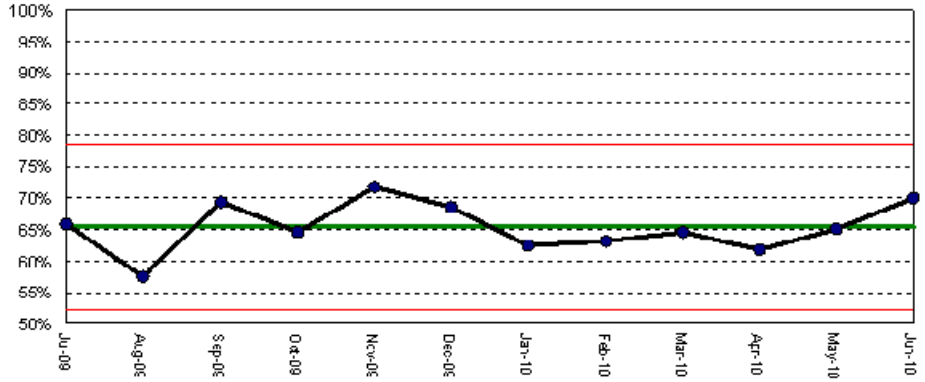
Were you involved as much as you wanted to be in the decisions about your care?



Did you feel you were treated with dignity and respect?



Please rate the cleanliness of the hospital



source: Local Whittington surveys (CRT)