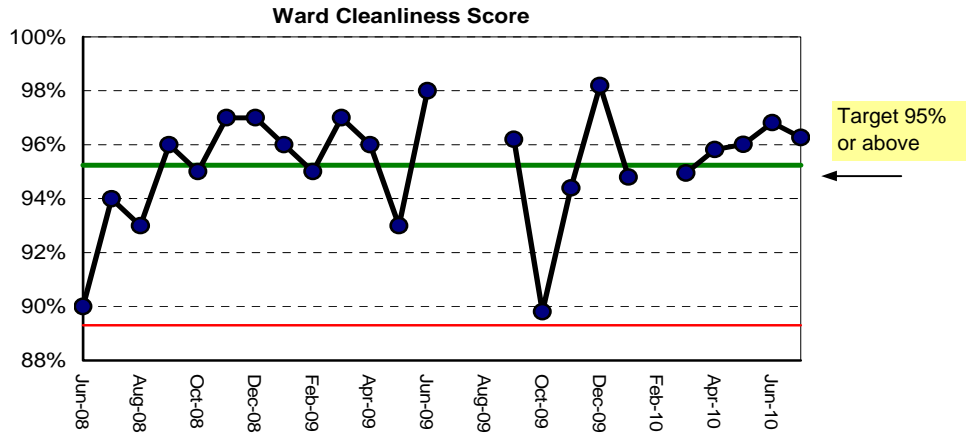


Patient Experience

Ward Cleanliness



source: internal Whittington surveys (Maximiser)

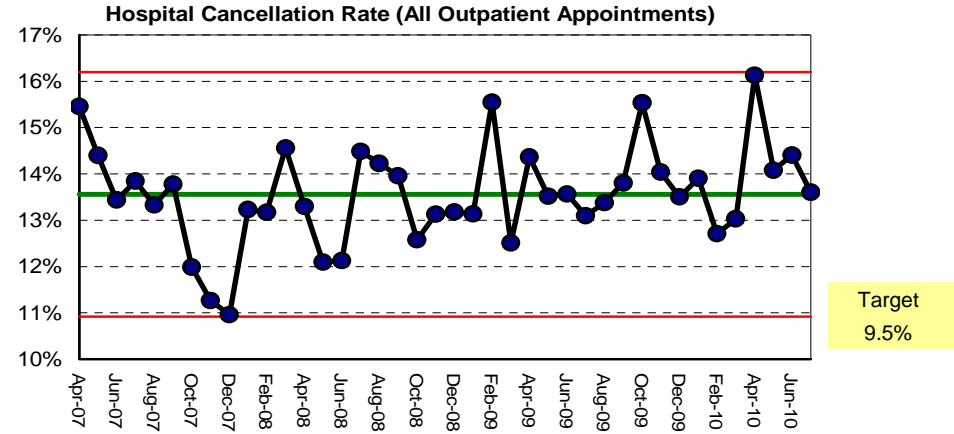
Green: within normal SPC parameter AND consistent progress to target (95%)

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



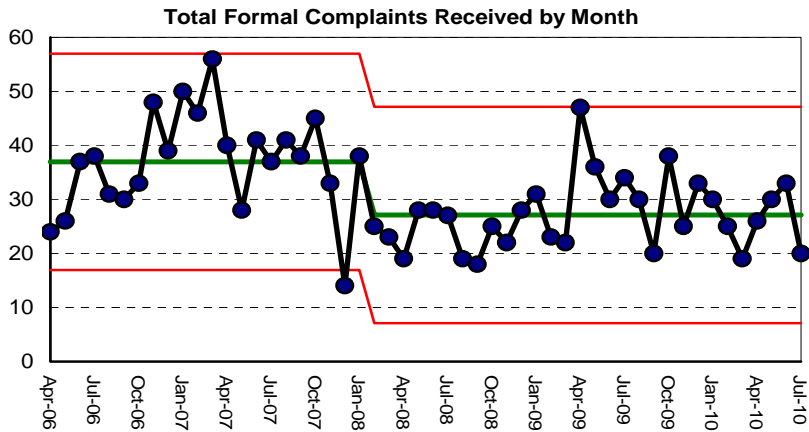
source: PAS data

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

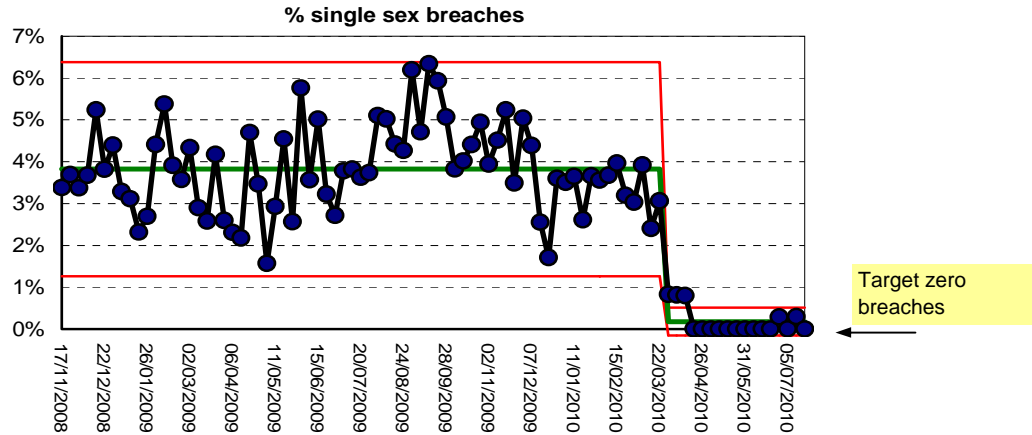
Complaints - Dissatisfied

| Escalation of Complaints | 2006/07 | 2007/08 | 2008/09 | 2009/10 | 2010/11 (YTD) |
|-----------------------------|---------|---------|---------|---------|---------------|
| % Dissatisfied Complainants | 8% | 11% | 9% | 14% | 7% |

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

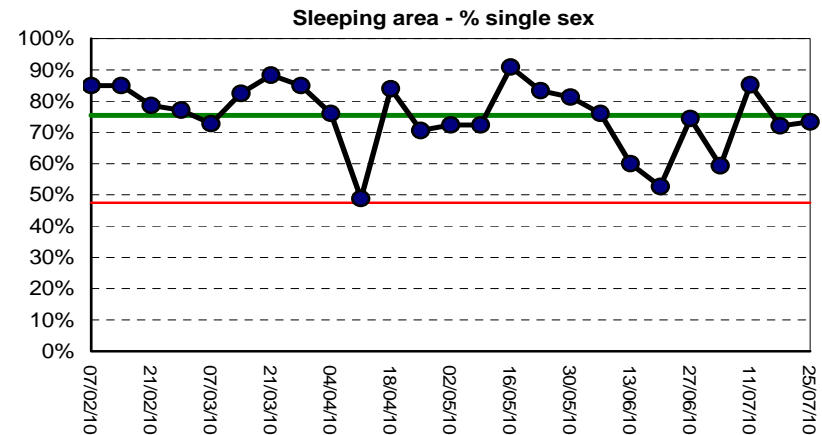
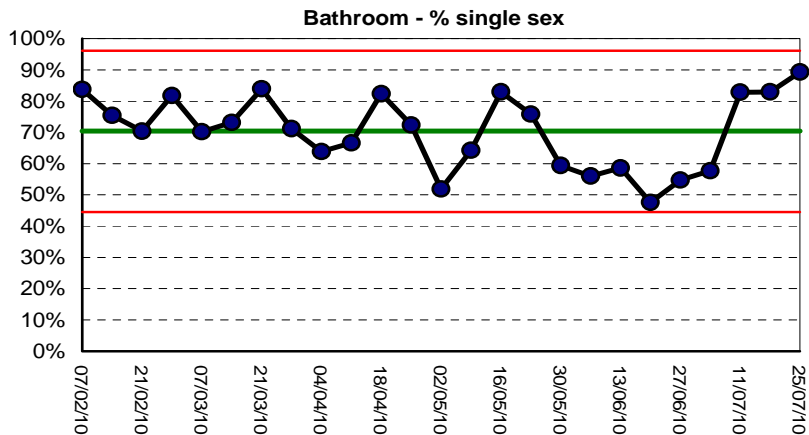
Green: within normal SPC parameter AND consistent progress to target (Zero breaches in patient areas other than critical care and ED)

Amber: within normal SPC parameters and no progress to target

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

Patient Survey: Single Sex Accommodation

Percentage of inpatients surveyed each week, answering 'No' to whether they had to share bathroom and sleeping facilities with patients of the opposite sex.
 Exclusions: patients who answered 'don't know' or did not answer this question

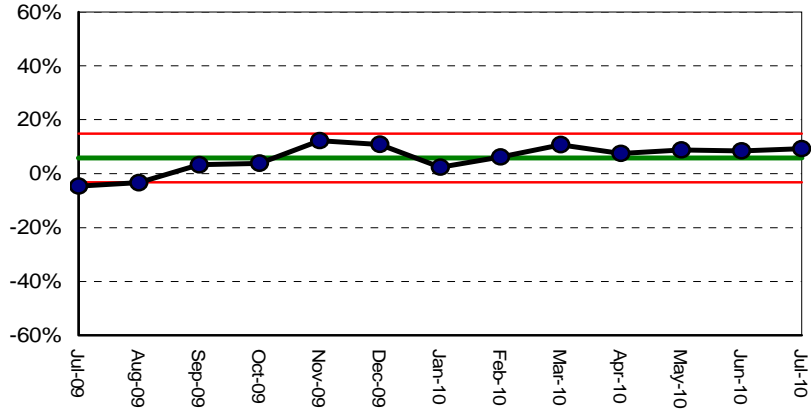


source: Local Whittington surveys (CRT)

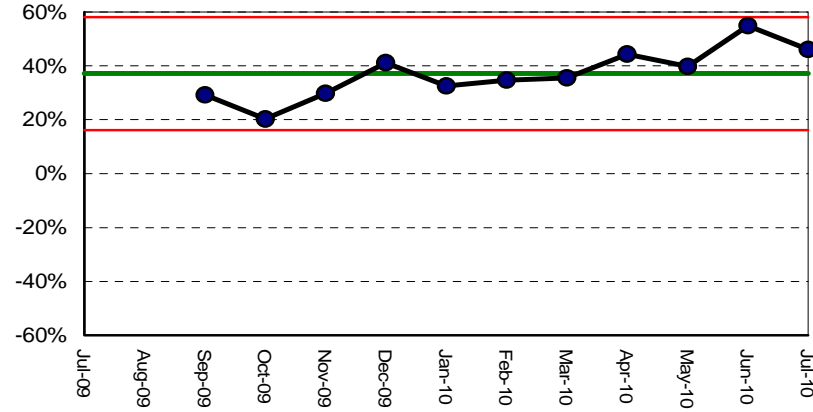
Patient Experience

Patient Survey: Net Promoter Score

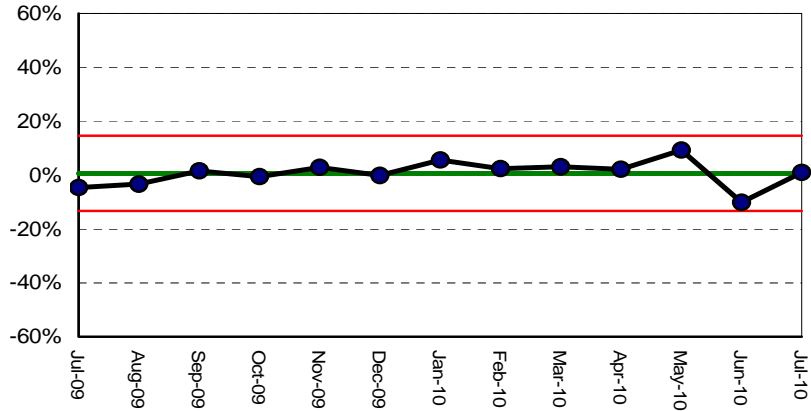
Trust



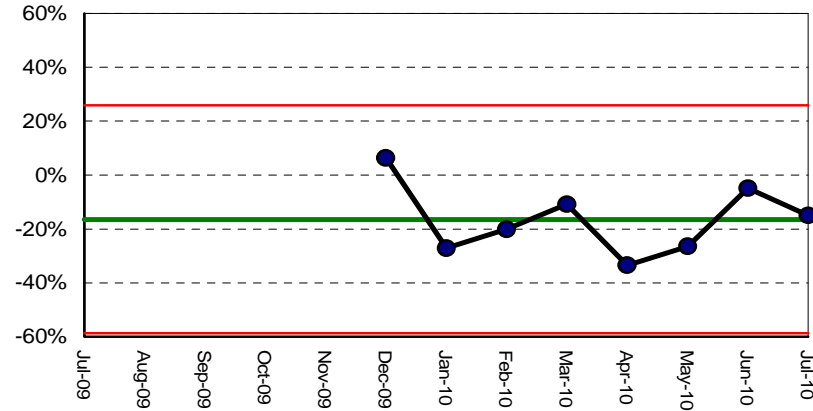
Inpatient



Outpatient



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%.

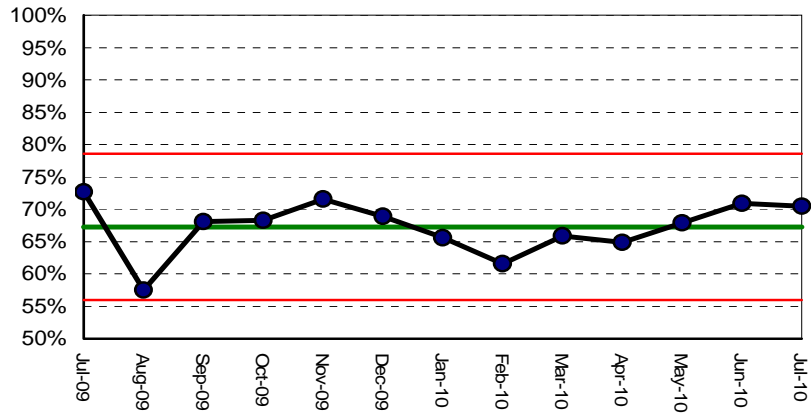
source: Local Whittington surveys (CRT)

Patient Experience

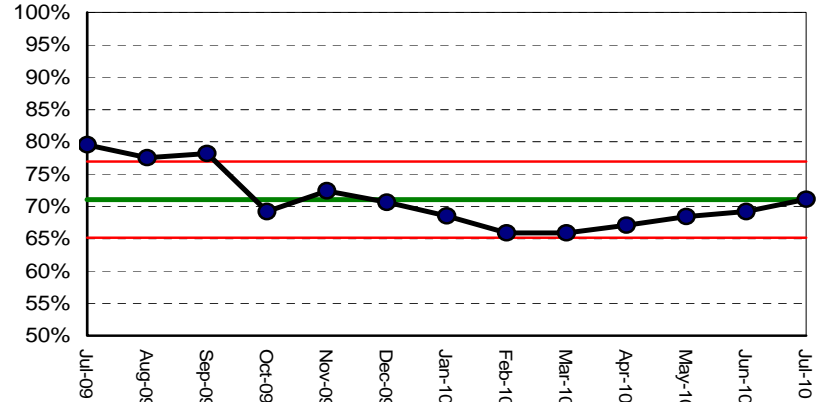
Patient Survey: Key Questions

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

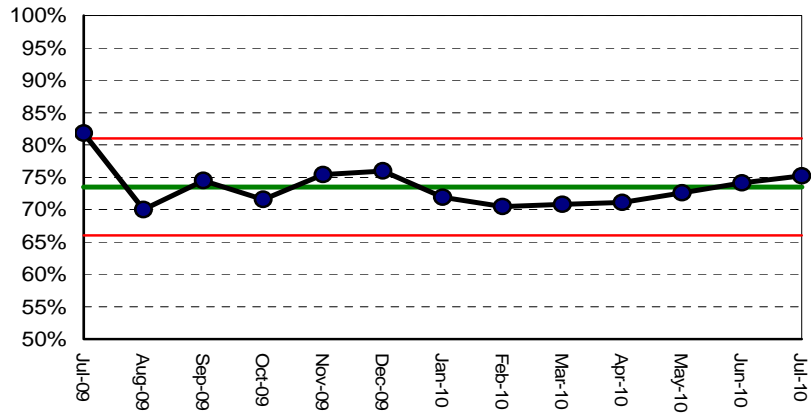
Overall how did you rate the care you received?



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

