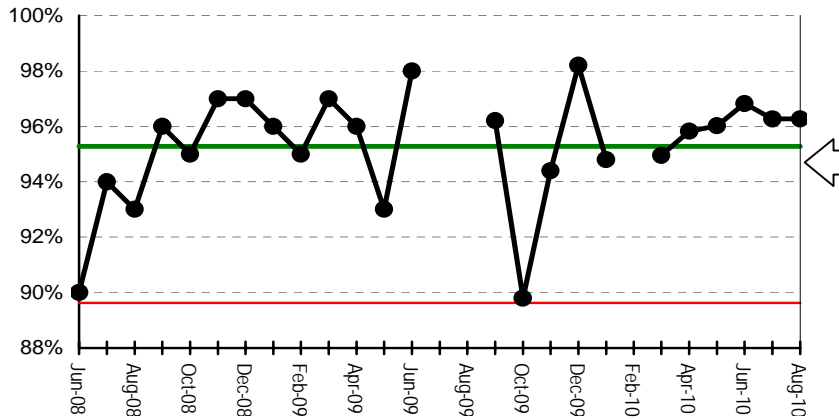


**Ward Cleanliness**

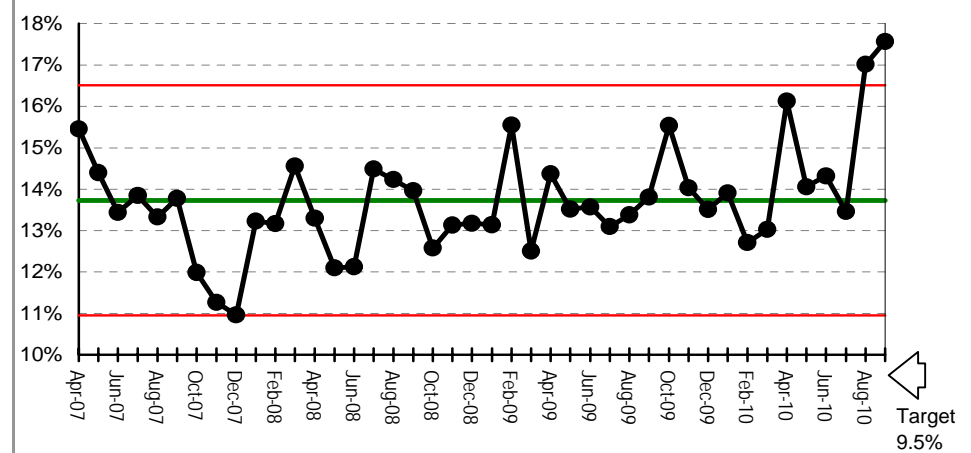
Ward Cleanliness Score



Source: Internal Whittington surveys (Maximiser)  
Standard: 95%

**Hospital Cancellations**

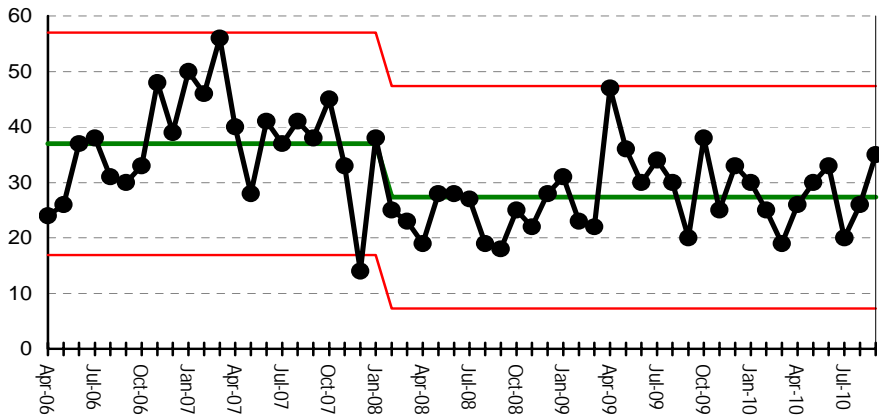
Hospital Cancellation Rate (All Outpatient Appointments)



Source: PAS data  
Standard: Target to be within normal SPC parameter AND consistent progress to 9.5%

**Complaints - numbers**

Total Formal Complaints Received



Standard: Target to be within normal SPC parameter AND progress to downward step change

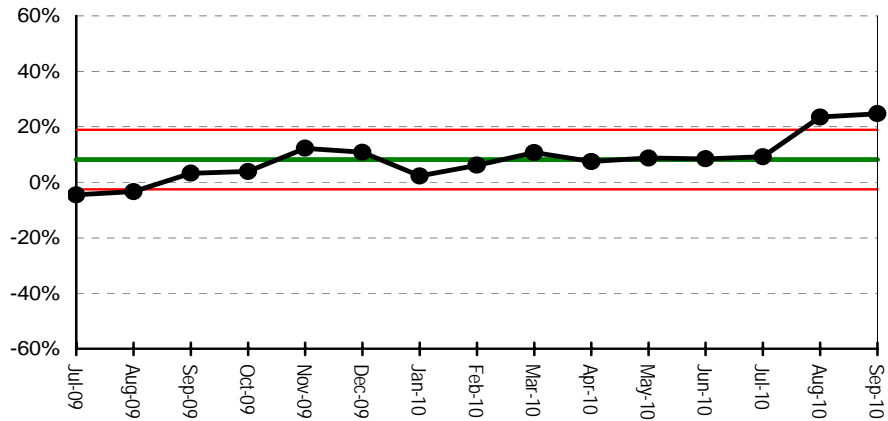
Source: Safeguard/Datix - reported quarterly

**Complaints - Dissatisfied**

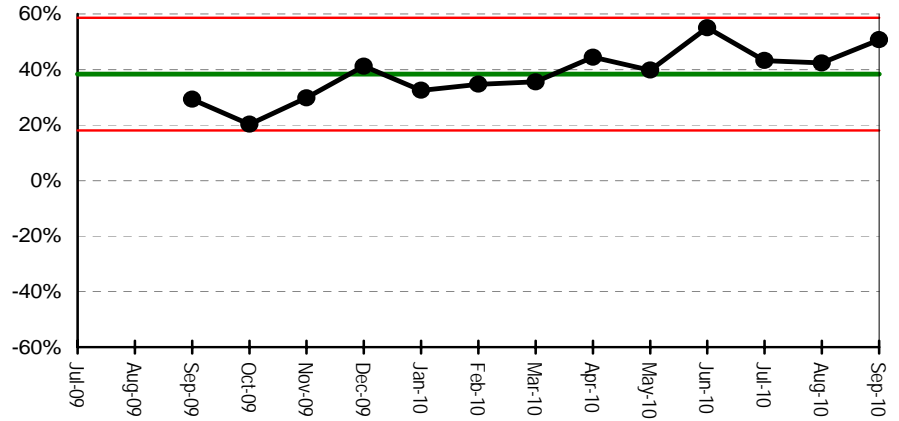
Escalation of Complaints	2007/08	2008/09	2009/10	2010/11 (YTD)
% Dissatisfied Complainants	11%	9%	14%	9%

**Patient Survey: Net Promoter Score**

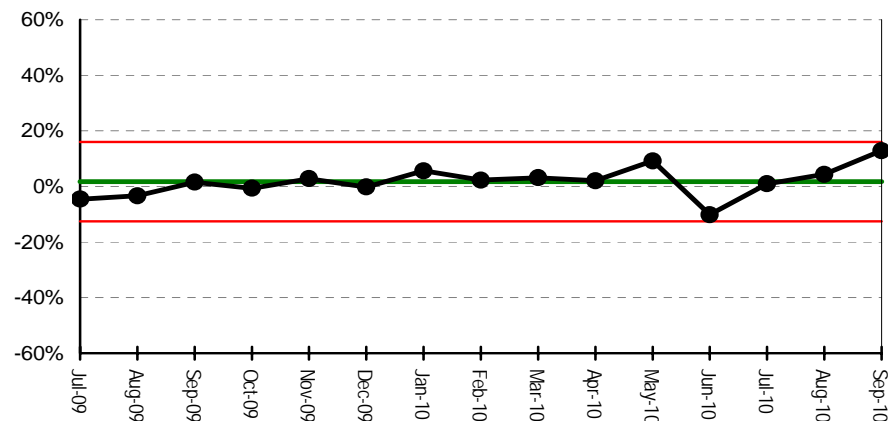
**Trust**



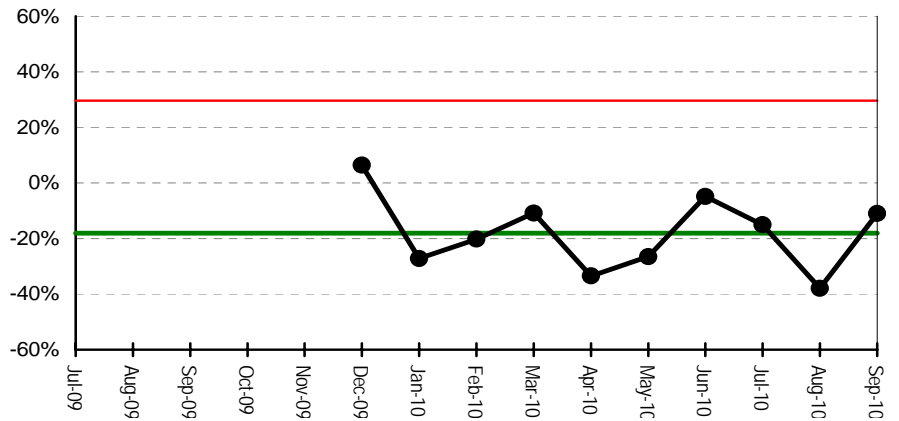
**Inpatient**



**Outpatient**



**Emergency Department**



Standard: TBA

Source: Local Whittington surveys (CRT)

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.

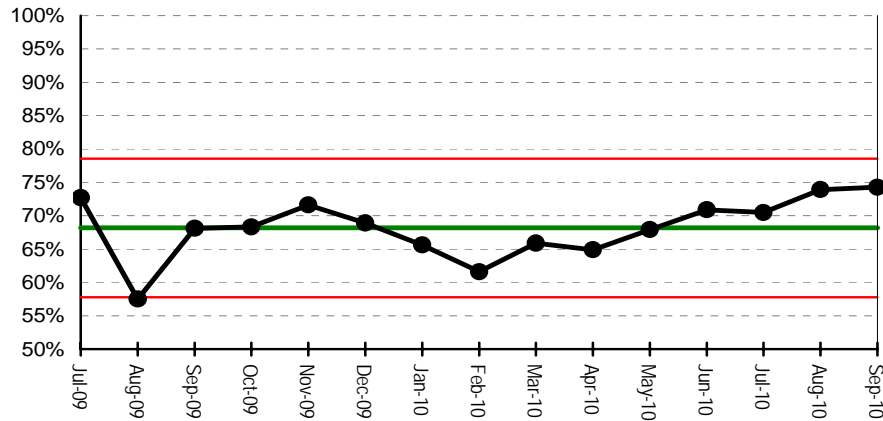
Net promoter scores range from -100% to 100%.



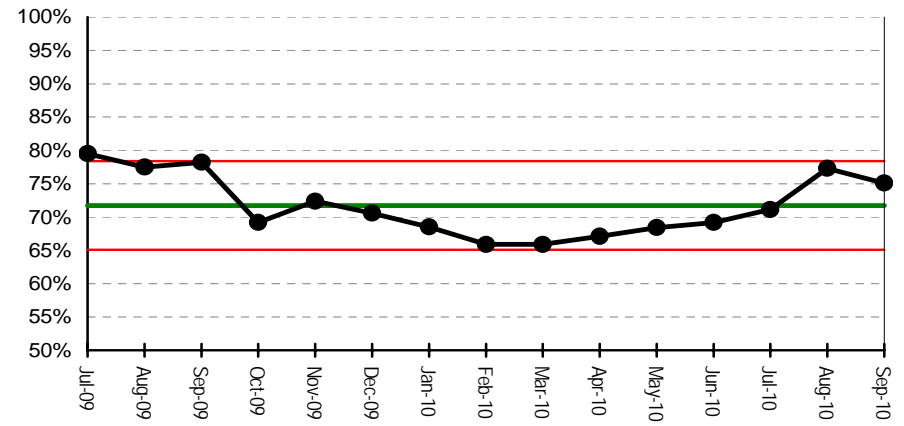
## Patient Survey: Key Questions

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

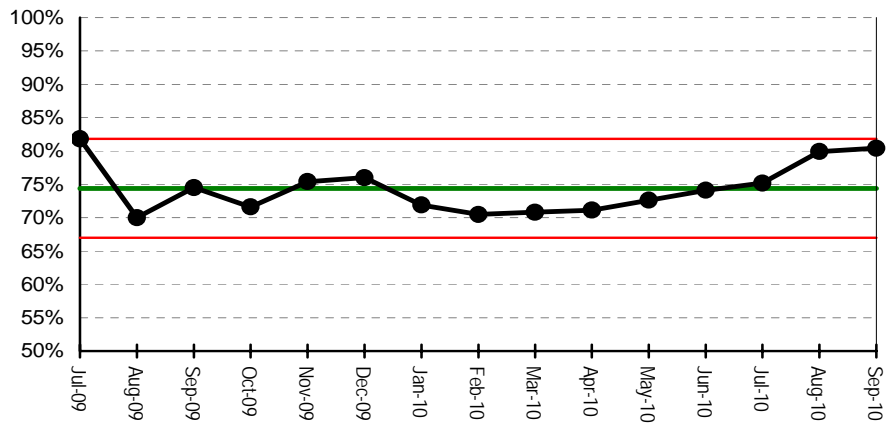
**Overall how did you rate the care you received?**



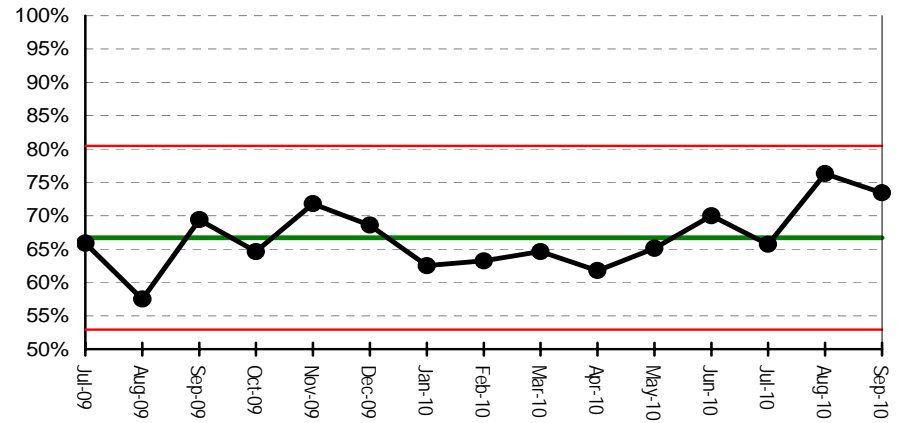
**Were you involved as much as you wanted to be in the decisions about your care?**



**Did you feel you were treated with dignity and respect?**



**Please rate the cleanliness of the hospital**



Source: Local Whittington surveys (CRT)

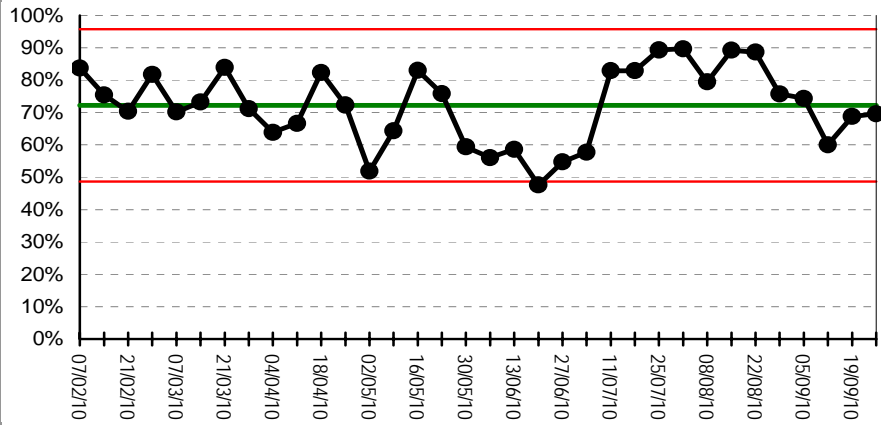
Standard: TBA

**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.

Questions: Whilst in the ward where you are currently, have you ever had to use the same toilet or shower as patients of the opposite sex?  
 Whilst in the ward/bay where you currently are, have you ever had share the sleeping area with patients of the opposite sex?

**Bathroom facilities**



Source: Local Whittington surveys (CRT)

Standard: TBA

**Sleeping Area**

