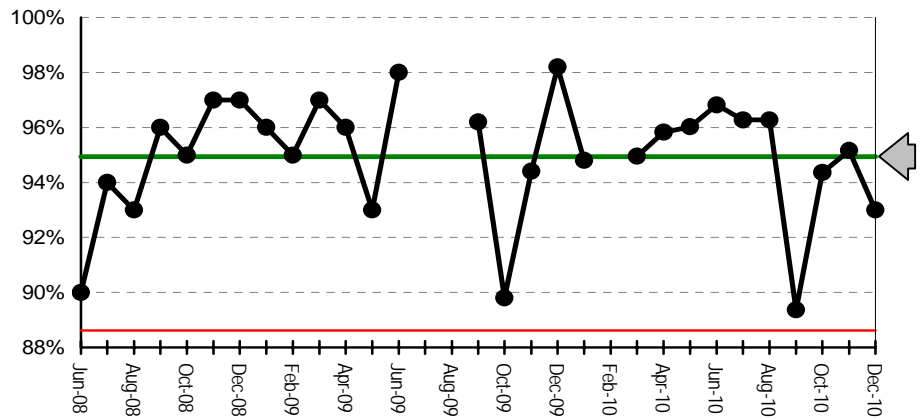


Ward Cleanliness

Ward Cleanliness Score

High is good

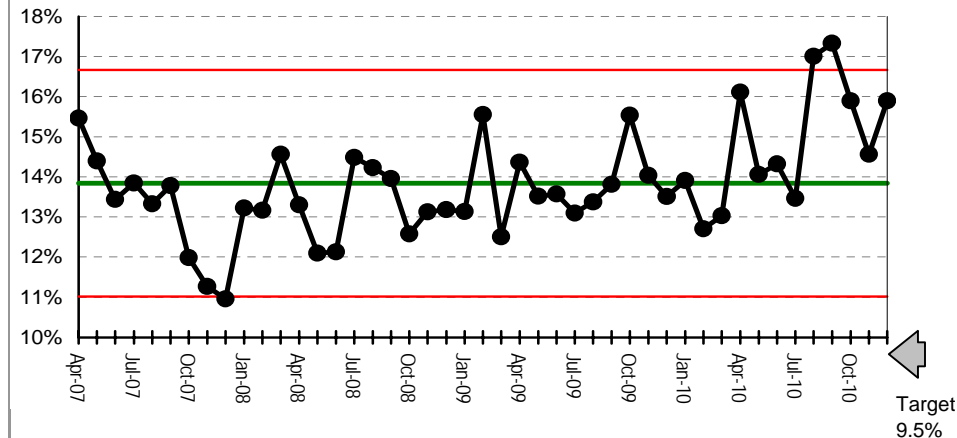


Source: Internal Whittington surveys (Maximiser)  
Standard: 95%

Hospital Cancellations

Hospital Cancellation Rate (All Outpatient Appointments)

low is good

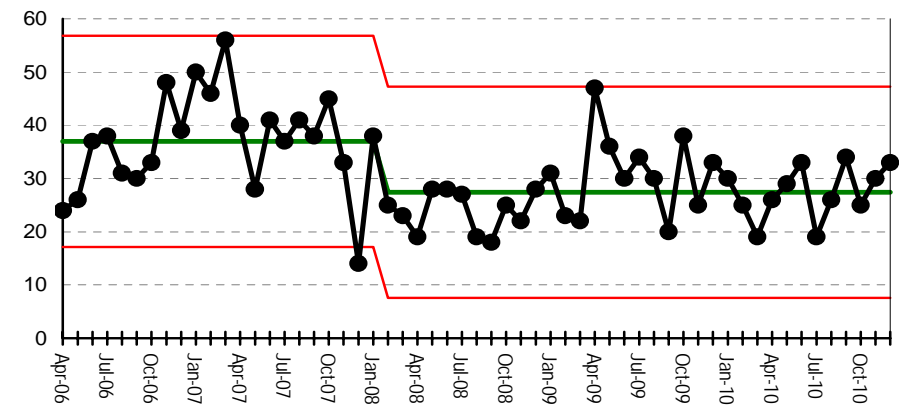


Source: PAS data  
Standard: Target to be within normal SPC parameter AND consistent progress to 9.5%

Complaints - numbers

Total Formal Complaints Received

low is good



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

Source: Safeguard/Datix - reported quarterly

Complaints - Dissatisfied

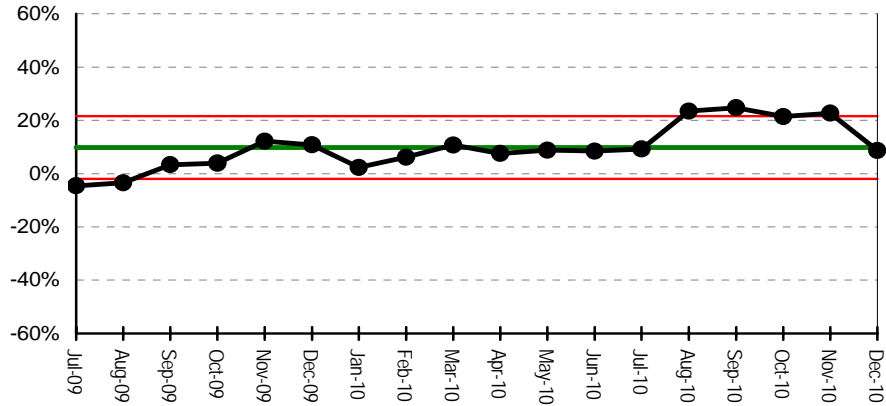
low is good

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

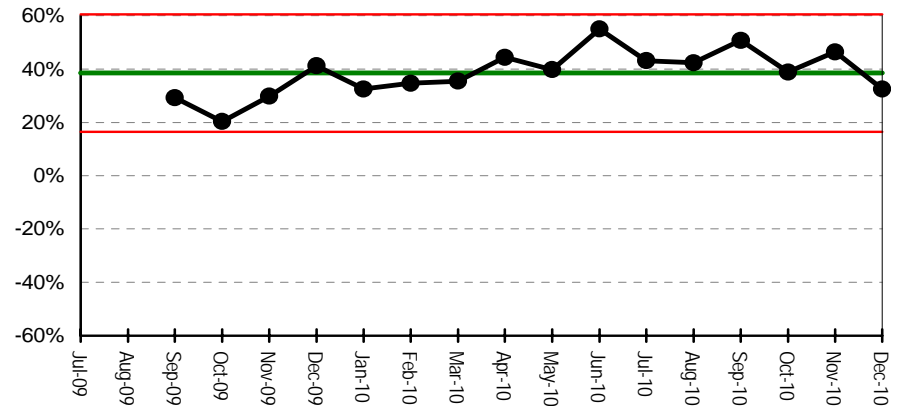
**Patient Survey: Net Promoter Score**

High is good in all measures

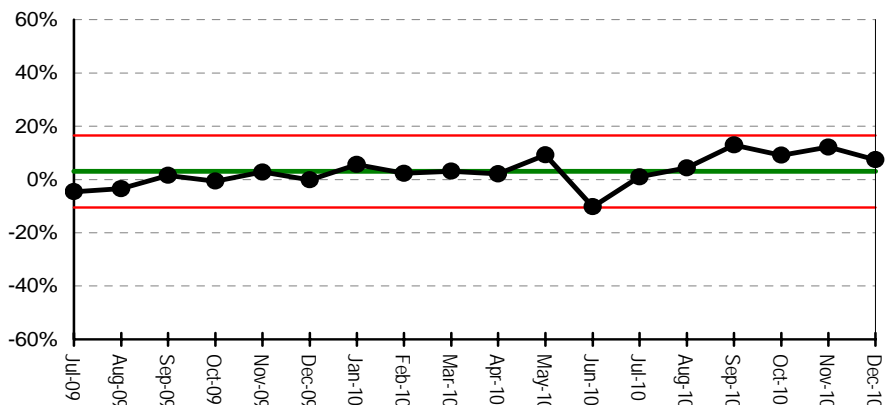
**Trust**



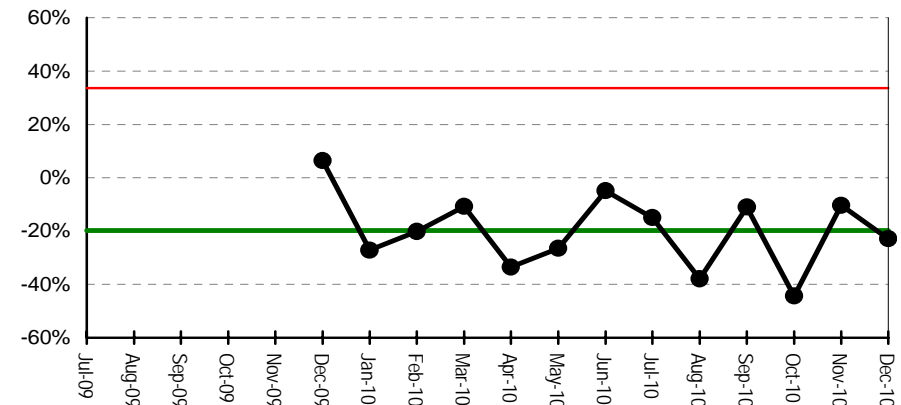
**Inpatient**



**Outpatient**



**Emergency Department**



Standard: Target to be within normal SPC parameter AND progress to an upward step change  
 Source: Local Whittington surveys (CRT)

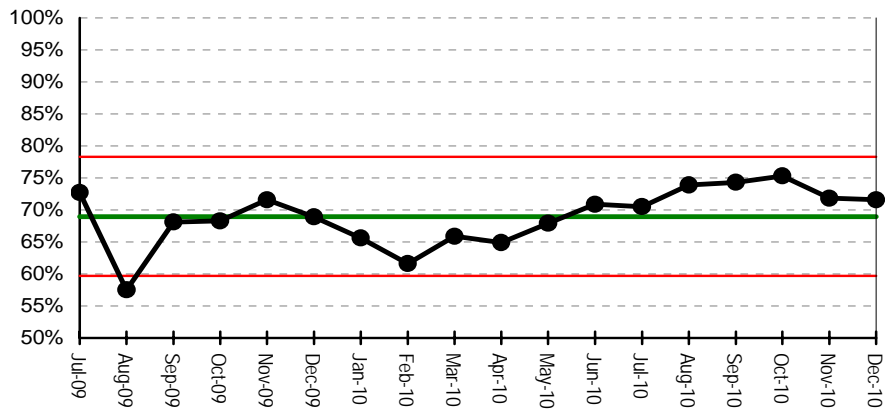
NPS (Net Promoter Score) is graded 0-10 by respondents.  
 0-6 = Detractor, 7-8 = Passive, 9-10 = Promoter  
 NPS is calculated by subtracting the number of detractors from the number of promoters, dividing the resulting figure by total responses, and showing the result as a percentage.  
 Net promoter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

**Patient Survey: Key Questions**

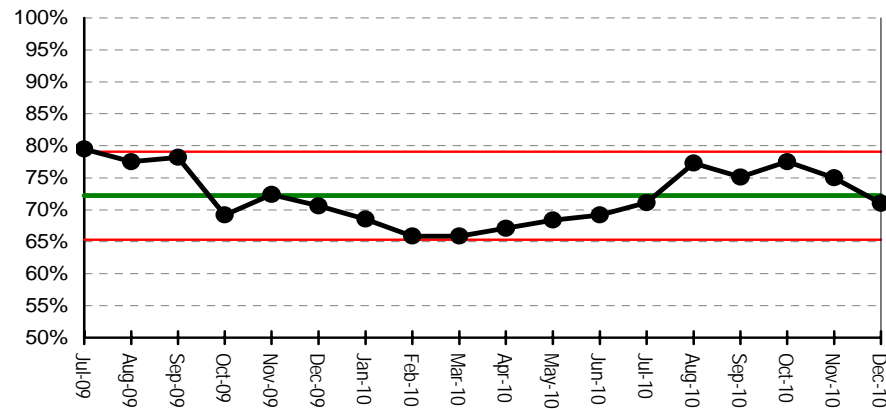
Percentage of patients trustwide who rated their care in the top two of five categories for the following questions:

High is good in all measures

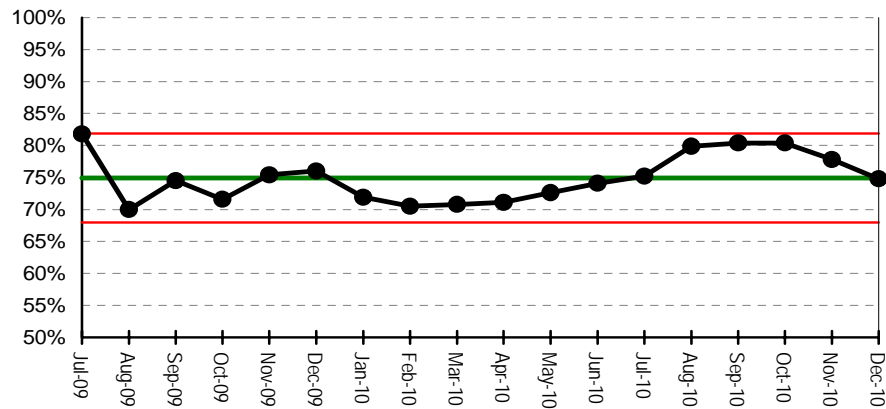
**Overall how did you rate the care you received?**



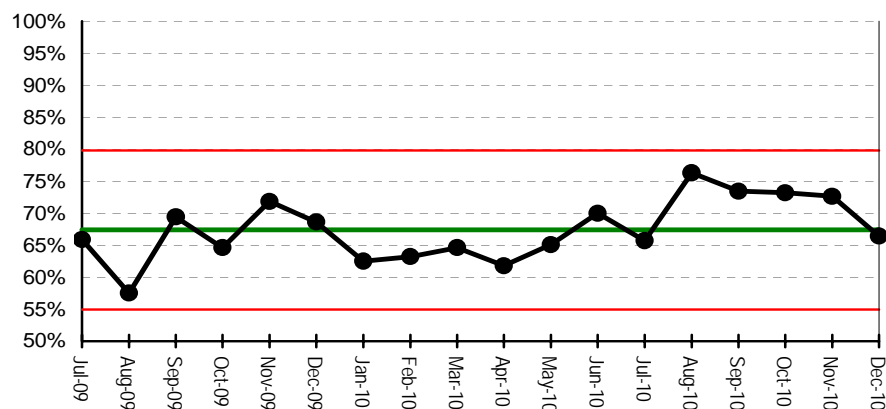
**Were you involved as much as you wanted to be in the decisions about your care?**



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



**Please rate the cleanliness of the hospital**



Source: Local Whittington surveys (CRT)

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

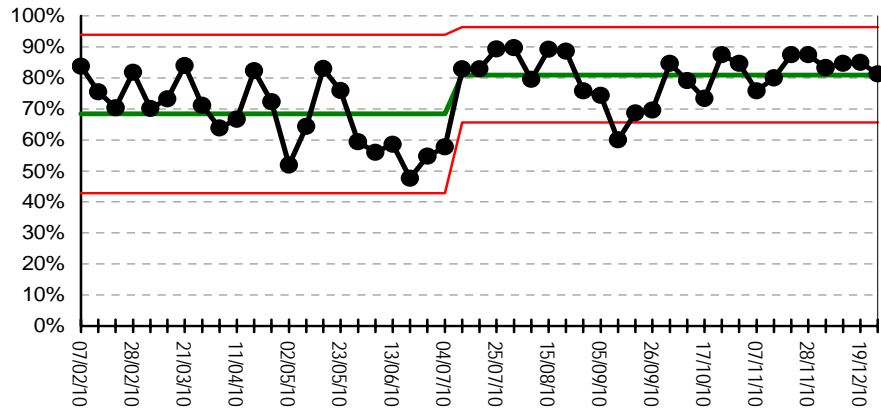
## Patient Survey: Single Sex Accommodation

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

High is good

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: to be zero with clinically justified exceptions

### Sleeping Area

