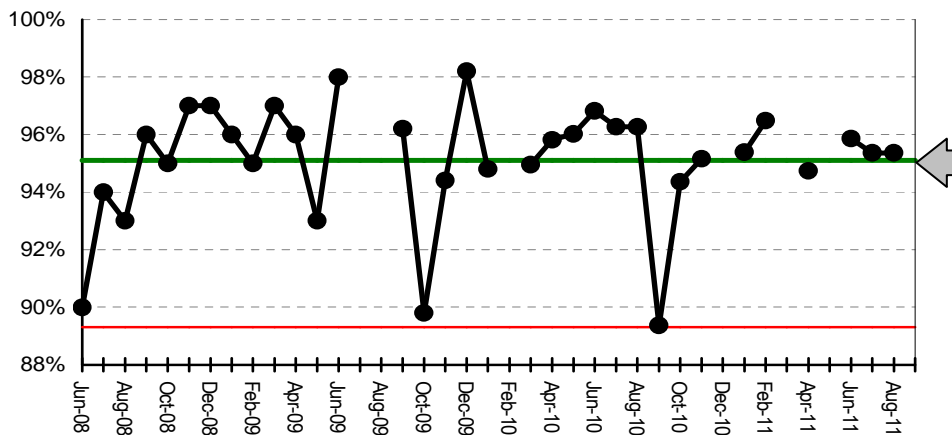


Cleanliness

Ward Cleanliness Score - Acute wards

High is good



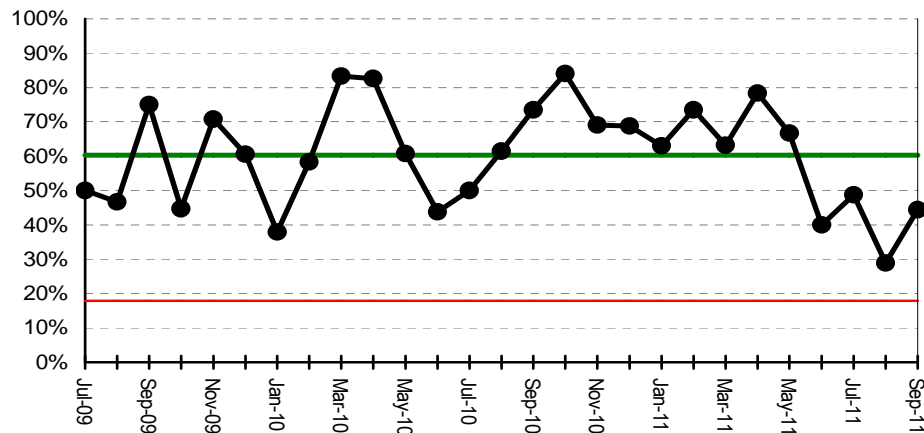
Source: Internal Whittington surveys (Maximiser)

Standard: 95%

Location: Acute wards

Complaints

Total Formal Complaints Responded to in Time



Source: Datix - acute services to March 11; All services from April 11

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

Dissatisfied complaints - All Trust Services

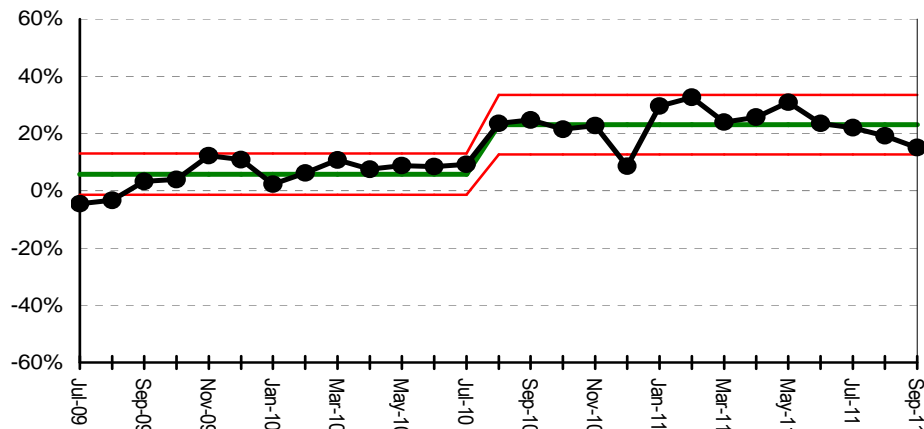
low is good

| Escalation of Complaints | Sep-11 | 2011/12 (YTD) |
|------------------------------|--------|---------------|
| % Dissatisfied Complainants | | 4% |
| Number Referred to Ombudsman | 0 | 11 |

High is good in all measures

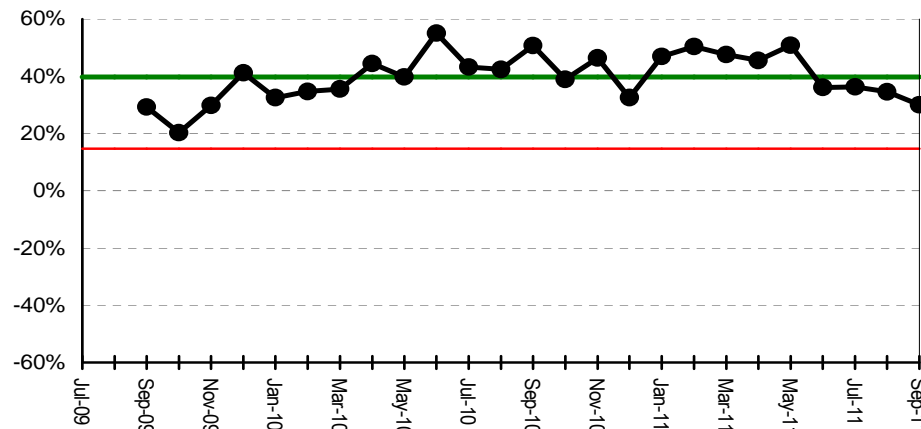
Net Promoter Score

Trust - Acute Services



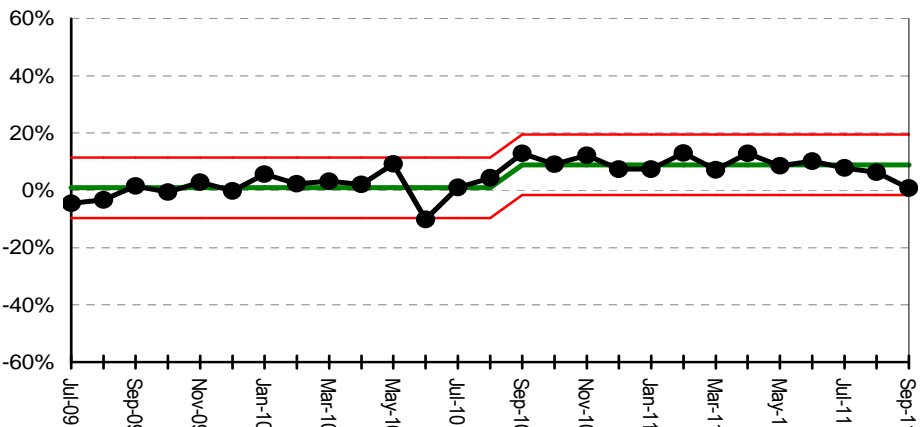
Number of surveys for most recent month: 496

Inpatient - Acute



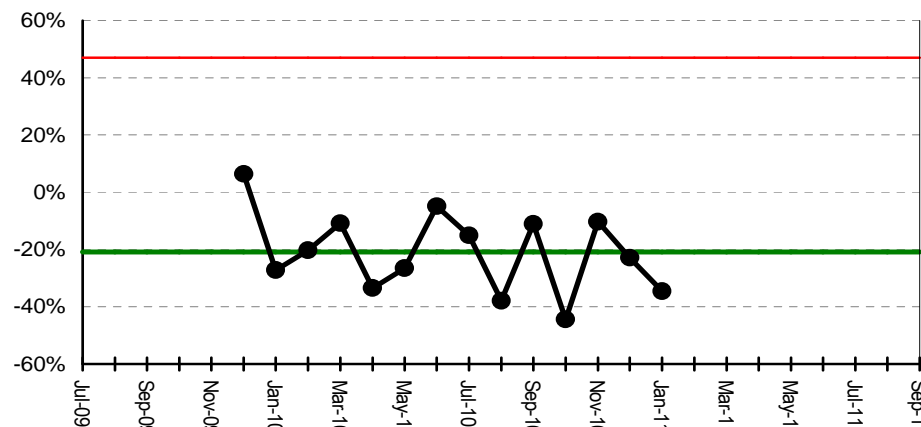
Number of surveys for most recent month: 226

Outpatient - Acute



Number of surveys for most recent month: 270

Emergency Department



Number of surveys for most recent month: 26 (Jan 11)

Source: Local Whittington surveys (CRT)

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

Location: All Acute hospital locations

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%.

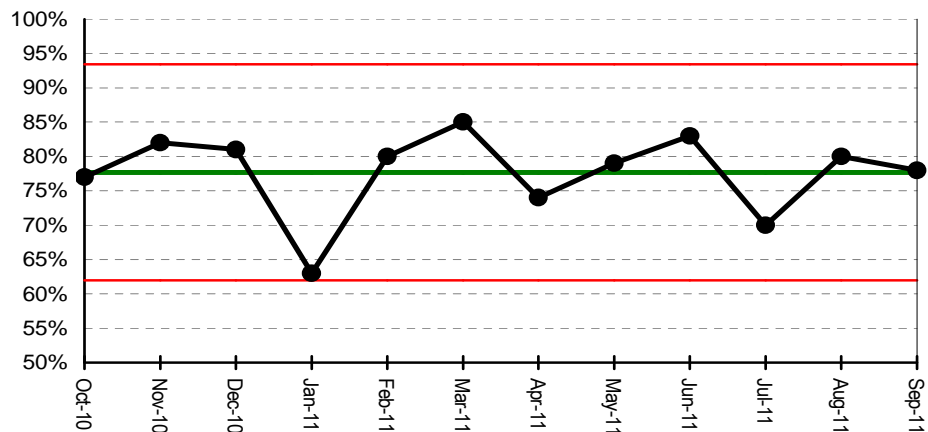
High is good in all measures

Patient Survey Scores

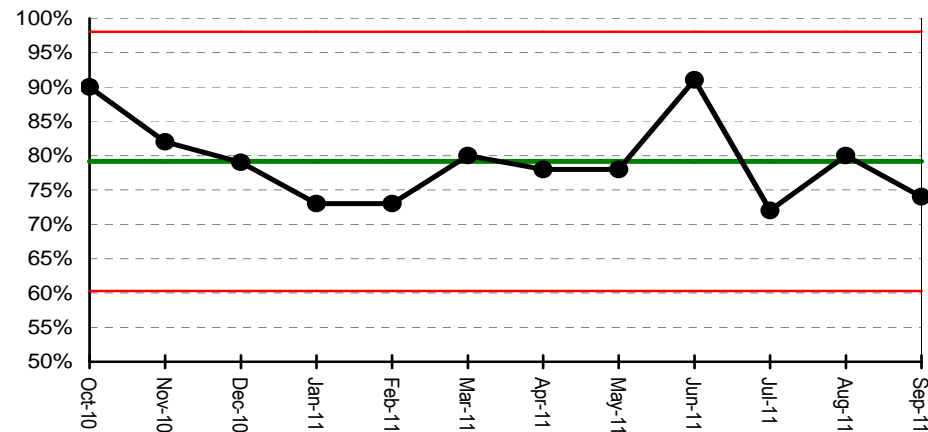
Key Questions - Haringey Community Services

Satisfaction rating of patients using Islington community services for the following questions:

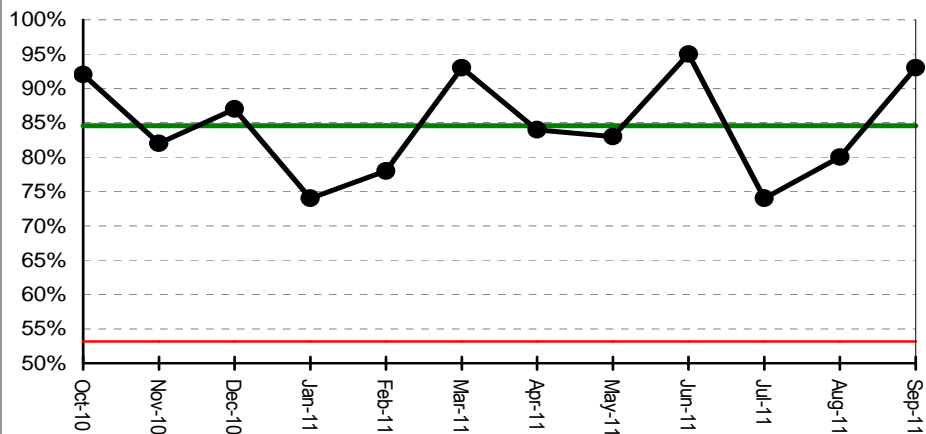
How would you rate the overall service?



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



Were you treated with dignity and respect?



Net Promoter Score from August 11

August '11: 20%
September '11: 26%

Source: Web-based, paper and electronic surveys (CRT) from appointments across all locations in Haringey.

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

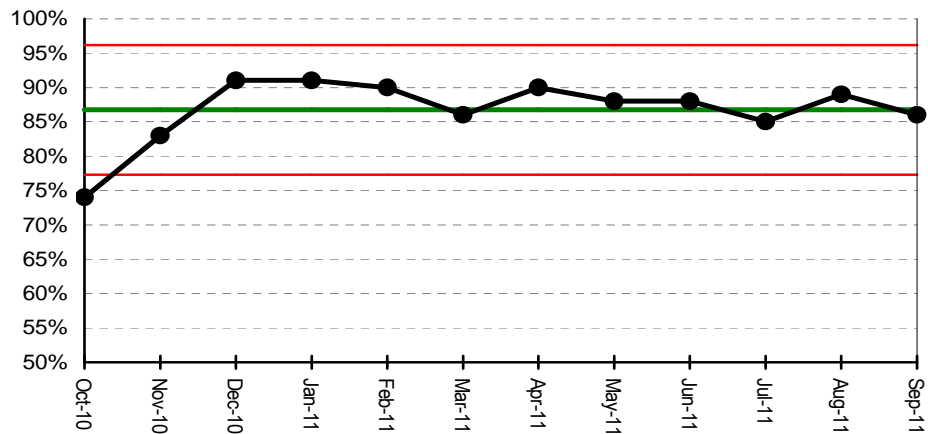
High is good in all measures

Patient Survey Scores

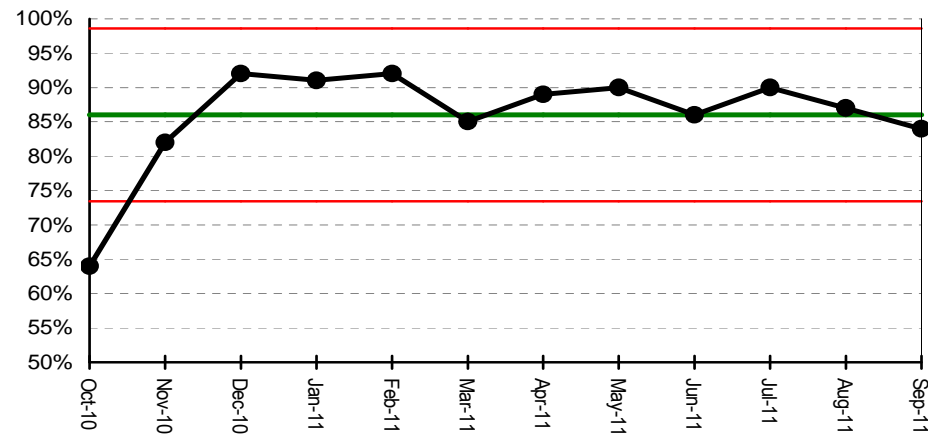
Key Questions - Islington Community Services

Satisfaction rating of patients using Islington community services for the following questions:

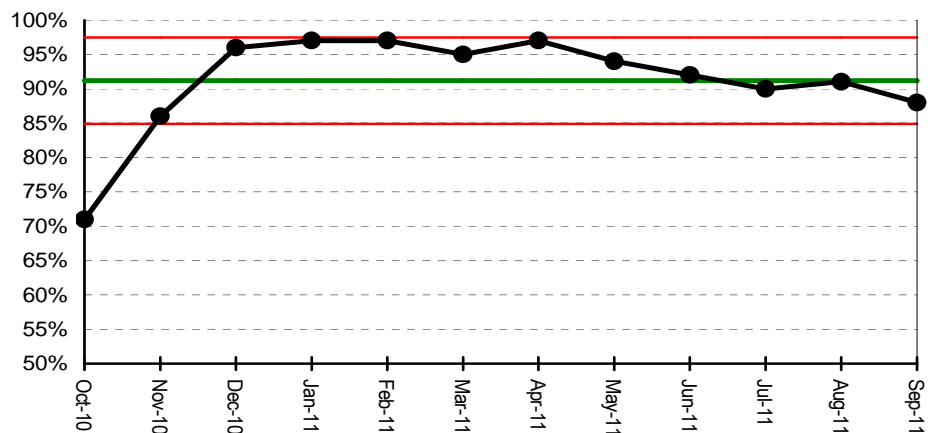
How would you rate the overall service?



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



Were you treated with dignity and respect?



Net Promoter Score from August 11

August '11: 50%
September '11: 46%

Source: Web-based, paper and electronic surveys (CRT) from appointments across all locations in Islington.

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

Patient Survey Scores

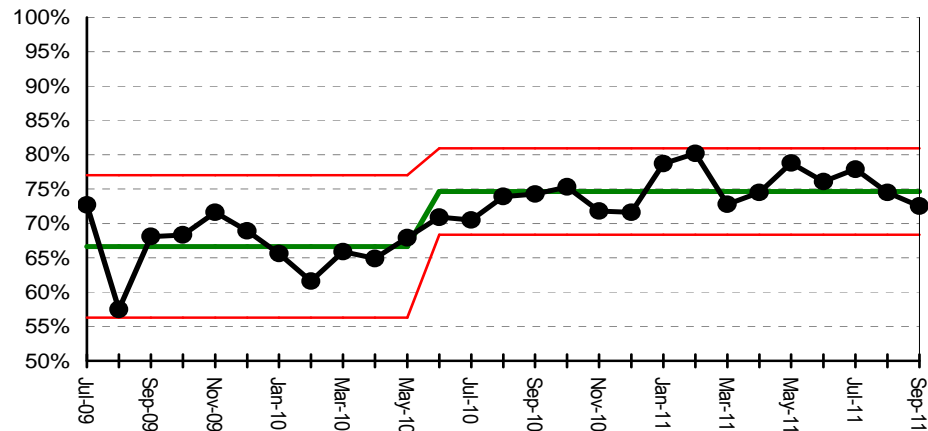
High is good in all measures

Key Questions - Acute Services

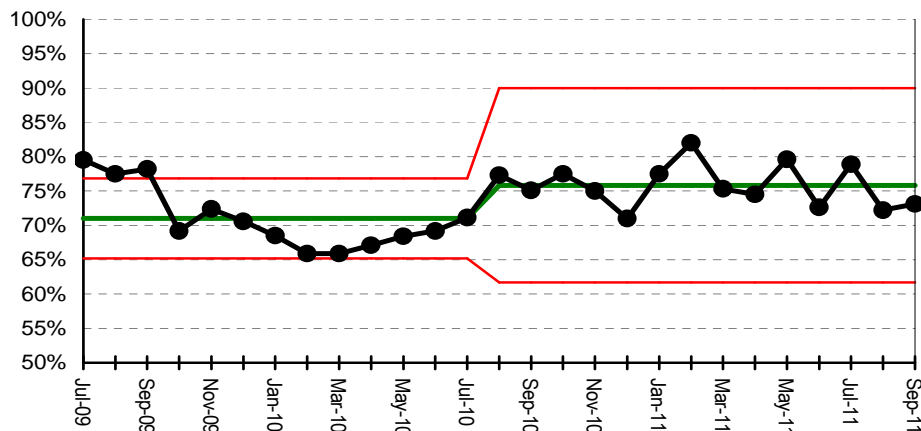
Percentage of patients using acute services who rated their care in the top two of five categories for the following questions:

Number of surveys for most recent month: 525

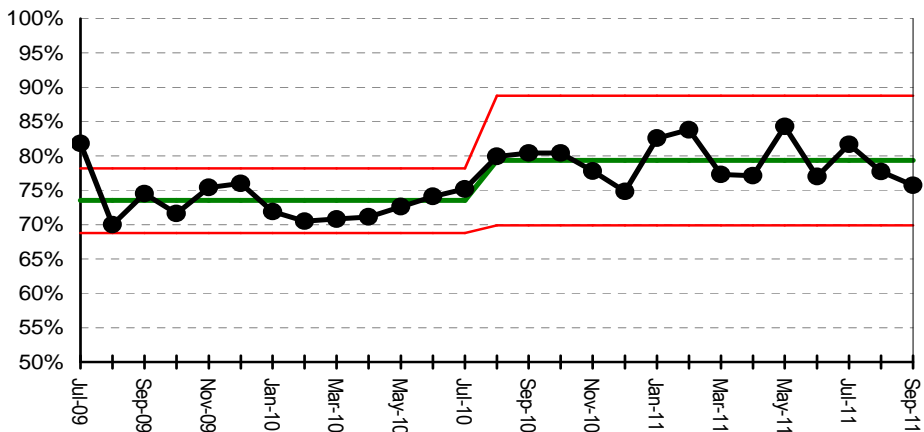
Overall how did you rate the care you received?



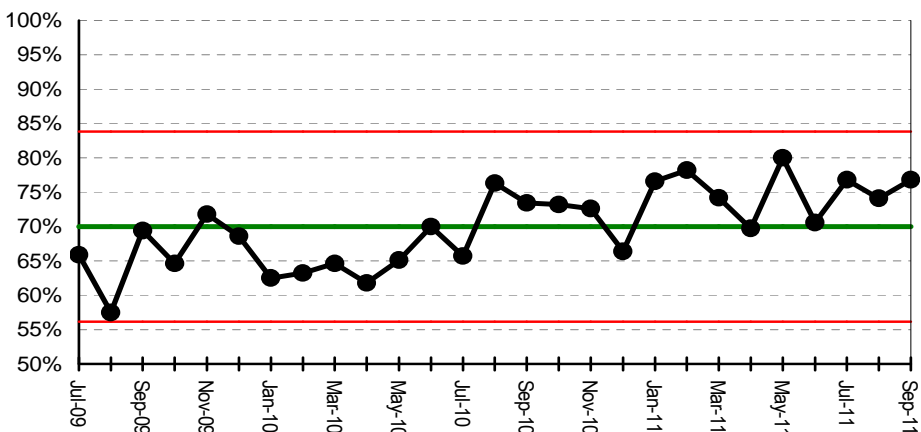
Were you involved as much as you wanted to be in the decisions about your care?



Did you feel you were treated with dignity and respect?



Please rate the cleanliness of the hospital



Source: Local Whittington surveys (CR1)

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

Location: All acute hospital locations

Patient Survey Scores

Single Sex Accommodation - Acute wards

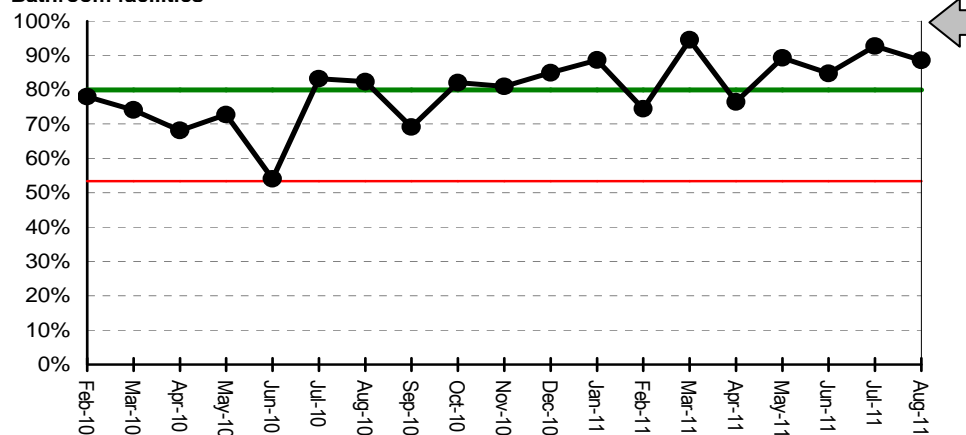
Percentage of inpatients surveyed each month, answering 'No' to whether they had to share bathroom and sleeping facilities with patients of the opposite sex.

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

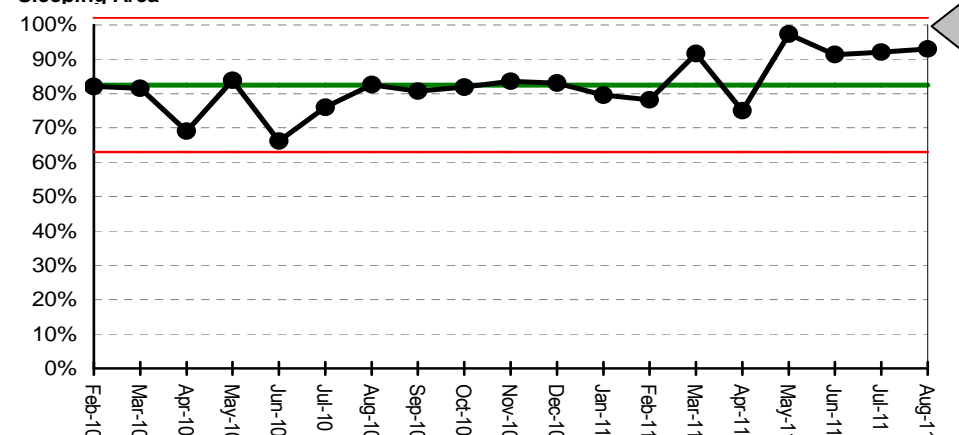


Source: Local Whittington surveys (CRT)

Standard: to be zero with clinically justified exceptions

Location: Acute hospital wards

Sleeping Area



Number of surveys for most recent month: 113

High is good

Single Sex Accommodation - Haringey Community Services Wards

Bathroom facilities

Data collection in development

Sleeping Area

Data collection in development

Source:

Standard: to be zero with clinically justified exceptions

Location: Greentrees

Learning Difficulties

One of the three priorities for the Trust's Quality Account

Indicators in development - TBC by Quality Committee