The FFT score is calculated as follows: Proportion of respondents who would be extremely likely to recommend (response category: “extremely likely”) MINUS proportion of respondents who would not recommend (response categories: “neither likely nor unlikely”, “unlikely” & “extremely unlikely”). Likely responses are included in the denominator but not the numerator.

Higher response rates mean data are more reliable: we can be more confident that the scores are representative of the population. Response rates in inpatient and maternity areas declined in July.

There was a slight decrease in scores in all areas. The biggest decrease was for C&W, but the number of respondents is low so fluctuation is expected as the scores are unreliable. The C&W wards included are Gynaecology and children’s wards (over 16s only).

Response rates decreased in inpatient areas in July, but the overall response rate for inpatients remains above the Quarter 1 CQUIN target.

ED: The FFT score and response rate were maintained between June and July.

Maternity: The FFT score for maternity increased between June and July (from 60 to 68). The response rate for maternity decreased between June and July (from 12% to 9%). Lower response rates are less reliable than higher response rates.

Positive patient experience

"Please relay my heartfelt thanks and admiration for the whole team in the Spires and Delivery Suite. Everyone leapt in action immediately when it seemed that my baby was uncomfortable and the c section was completed with almost military efficiency. Now, [baby] and I are being treated like royalty by [midwife] and [midwife]. I couldn’t be more impressed with everyone whom I have encountered here. Thank you."

Oxford Spires Midwifery Led Unit and John Radcliffe Delivery Suite.
Complaints overview
- NOTSS overall have a higher level of complaints proportionate to FCEs.
- As a total number, NOTTS has more complaints in each severity grade (i.e. green/yellow/orange/red) and there are also more complaints in each type of complaints category.
- This could be related to a culture of reporting and issues such as access to outpatients.

Managing complaints
- The Trust continues to meet the target of 95% for acknowledgement of complaints and this position improved across Quarter 1, 2014.
- The target of 95% of complaint investigations completed in agreed timescales was achieved for Q1, 2014.
- Children’s and Women’s division and Surgery and Oncology have made significant improvements in concluding complaints first time.