Appendix 2 Patient experience dashboard

Outpatient feedback

I had a good team working on me while I was here. Special thanks to H and A for all that they have done for me and yes I would tell all my family and friends about the good work you do. Physiotherapy, Horton (MRC)

The range of information was extremely helpful, knowledgeable staff and a good insight into what the barriers are to losing weight. The staff have a really good range of resources to sign-post to. Friendly, un-intimidating and great motivation. Here for Health drop-in service, JR.

The caring attitude of the staff which was thorough and professional. Pre-operative assessment, JR (CSS)

Children’s feedback

Children’s Outpatients

- Extremely likely
- Likely
- Neither unlikely nor likely
- Unlikely
- Extremely unlikely
- Don’t know

Children’s Day Cases

- Extremely likely
- Likely
- Neither unlikely nor likely
- Unlikely
- Extremely unlikely
- Don’t know

Excellent nursing care both day & night, always with compassion and a sunny smile. Wonderful ancillary staff. Clean & comfortable ward. Very good catering. Juniper ward, Horton (MRC)

The care here is absolutely wonderful. This is the second time I’ve been here in six weeks. Everyone is professional but also kind and helpful. Nothing is too much trouble. I can’t praise the staff highly enough. Jane Ashley and Colorectal Centre, Churchill Hospital.

Friendly, caring, helpful, efficient. Clean environment, prompt responses. Cheerfulness of the staff, helped the ‘medicine’ go down well. Ward E, NOC (NOTSS)

FFT: % recommend

Only NHS Trusts with more than 100 responses have been included.

FFT: % not recommend

Only NHS Trusts with more than 100 responses have been included.

FFT: Response rates

Only NHS Trusts with more than 100 eligible patients have been included.

FFT Inpatient % recommend by division

FFT Inpatient % not recommend by division

FFT Inpatient and day case response rates by division

FFT Inpatient and day case response rates

Only NHS Trusts with more than 100 responses have been included.

Only NHS Trusts with more than 100 eligible patients have been included.

Apr-15 FFT % Recommend: National Best and Worst

Only NHS Trusts with more than 100 responses have been included.

Apr-15 FFT % Not Recommend: National Best and Worst

Only NHS Trusts with more than 100 responses have been included.

Extremely likely
Likely
Neither unlikely nor likely
Unlikely
Extremely unlikely
Don’t know

IP & DC = 1,045/12,581. ED = 81/4,888. Mat = 109/600

Nursing staff and play workers are excellent, very informative, caring, and supportive. Children’s day cases, JR.
Complaints

New complaints

% Complaints against Finished Consultant Episodes (FCE)

New PALS enquiries

% PALS against FCE

This includes all PALS enquiries and issues: positive, negative, or mixed feedback; issues for resolution; and advice or information requests.

Closed complaints

Reopened complaints

Managing complaints

% complaints investigations completed within agreed timescales

Reopened complaints: April and May 2015

% complaints acknowledged within 3 days

% complaints upheld or partially upheld

Complaints by severity grading, Feb 2015 - April 2015

Complaints themes by division, February 2015 - April 2015