Appendix 2 Patient experience dashboard:

I can’t praise this hospital highly enough. All staff from consultant surgeon to domestic staff are pleasant and courteous and very efficient. Buzzers are answered promptly and questions are given a thorough explanation. Hygiene is excellent. Altogether there is a very good atmosphere. As a very nervous patient I was treated with great patience and good humour. Surgical Emergency Unit 6F, JR (S&O)

Exceptional care. Swift diagnosis. Expert consultant. Natalia Price exemplary. The staff on this ward go beyond the call of duty to reassure and make patients comfortable at all times. Professional and also very kind. Well done. Gynaecology ward, JR (C&W)

The care and professionalism of all the staff cannot be faulted. - This was my second stay on this ward and I was treated as a friend and remembered by the staff. I cannot speak more highly of them and the excellent caring service they provided 24/7 - please could you ensure that everyone gets to see this because I want them to know my appreciation. Ward 7A, JR (MRC)

Every member of staff, nurse, doctor have been kind, caring, informative and very reassuring. Professional and also very kind. Well done.

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Surgical Emergency Unit 6F, JR (S&O)
Complaints

New complaints

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

New PALS enquiries

% PALS against FCE

% Complaints against Finished Consultant Episodes (FCE)

Closed complaints

Managing complaints

% complaints investigations completed within agreed timescales

% complaints upheld or partially upheld

Reopened complaints: November 2015

% complaints acknowledged within 3 days

% complaints against Finished Consultant Episodes (FCE)

Complaints by severity grading, November 2015 - January 2016

Top complaints themes by division, November 2015 - January 2016

% complaints investigations completed within agreed timescales

% complaints upheld or partially upheld