Appendix 2: Patient experience dashboard

FFT: % recommend

NHS trusts with 100 or more responses have been included.

FFT: % not recommend

NHS trusts with 100 or more responses have been included.

OUH and National FFT % Recommend

OUH and National FFT % Not Recommend

OUH and National FFT Response Rate

FFT Inpatient and Day Case % Recommend by Division

FFT Inpatient and Day Case % Not Recommend by Division

FFT Inpatient and Day Case % Response Rate by Division

February 2017 FFT Percentage Recommend: National Best and Worst

February 2017 FFT Percentage Not Recommend: National Best and Worst

February 2017 FFT Response Rates: National Best and Worst
Oxford University Hospitals NHS Foundation Trust

**New complaints**

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

**Closed complaints**

**Managing complaints**

- % Complaints investigations completed within agreed timescales
- % Complaints acknowledged within 3 days
- % Complaints upheld or partially upheld