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.

FFT % recommend
NHS trusts with 100 or more eligible patients have been included.

96.1%
85.4%
94.0%
94.6%
75.0%
80.0%
85.0%
90.0%
95.0%
100.0%
12/16 01/17 02/17 03/17 04/17 05/17 06/17 07/17 08/17 09/17 10/17 11/17

OUH and National FFT % Recommend

October 2017 FFT Percentage Recommend: National Best and Worst
NHS trusts with 100 or more responses have been included.

OUH and National FFT % Not Recommend

October 2017 FFT Percentage Not Recommend: National Best and Worst
NHS trusts with 100 or more responses have been included.

OUH and National FFT Response Rate

October 2017 FFT Response Rates: National Best and Worst
NHS trusts with 100 or more eligible patients have been included.
Complaints

### New complaints

- **New complaints opened**

### New PALS enquiries

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

### Managing complaints

#### Closed complaints

- **Closed complaints**

#### Reopened complaints

- **Reopened complaints**

- **Reopened complaints: November 17**

#### % Complaints investigations completed within agreed timescales

- **% Complaints upheld or partially upheld**

#### % Complaints acknowledged within 3 days

- **Quarter 3**
- **Quarter 4**
- **Quarter 1**
- **Quarter 2**