

Appendix 2 Patient experience dashboard

◆ C&W ◆ MRC ◆ NOTSS ◆ S&O ◆ CSS ◆ Corporate ◆ OUH IP and DC ◆ National Average Inpatient ◆ OUH ED - - - National Average ED ◆ OUH maternity - - - National Average Maternity ■ OUH Outpatients — Trust

Outpatient feedback

Outpatient FFT: % recommend

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

Children's Day Cases

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

FFT: % recommend

OUH and National FFT % recommend

FFT Inpatient % recommend by division

Apr-15 FFT % Recommend: National Best and Worst

Division	Best	OUH	Worst
Inpatients	100%	96%	85%
ED	98%	90%	66%
Maternity	100%	94%	86%

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

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)**

FFT: % not recommend

OUH and national FFT % not recommend

FFT Inpatient % not recommend by division

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

Division	Best	OUH	Worst
IP	0%	1%	7%
ED	0%	5%	18%
Mat	0%	1%	7%

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

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.**

FFT: Response rates

OUH and National FFT response rates

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

FFT Inpatient and day case response rates by division

Apr-15 FFT Response Rates: National Best and Worst

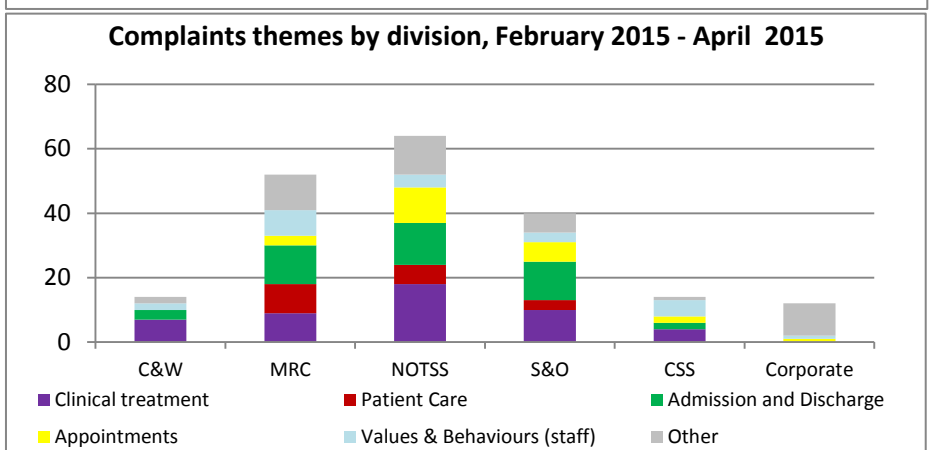
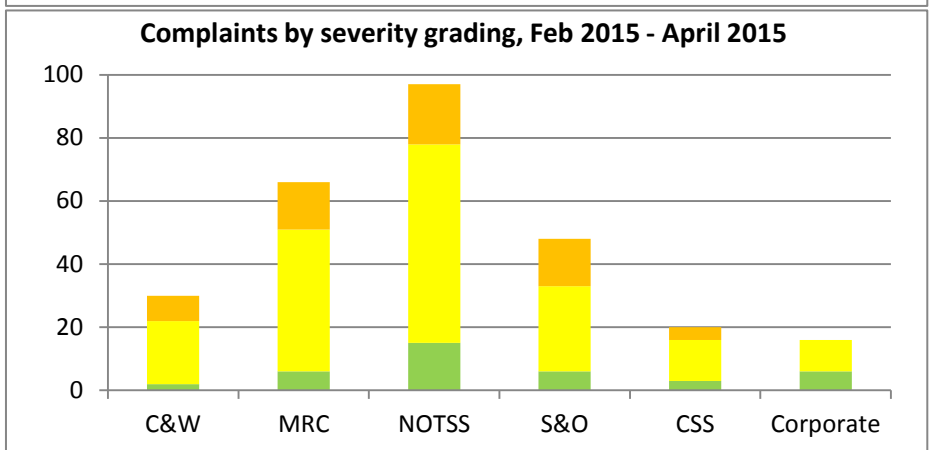
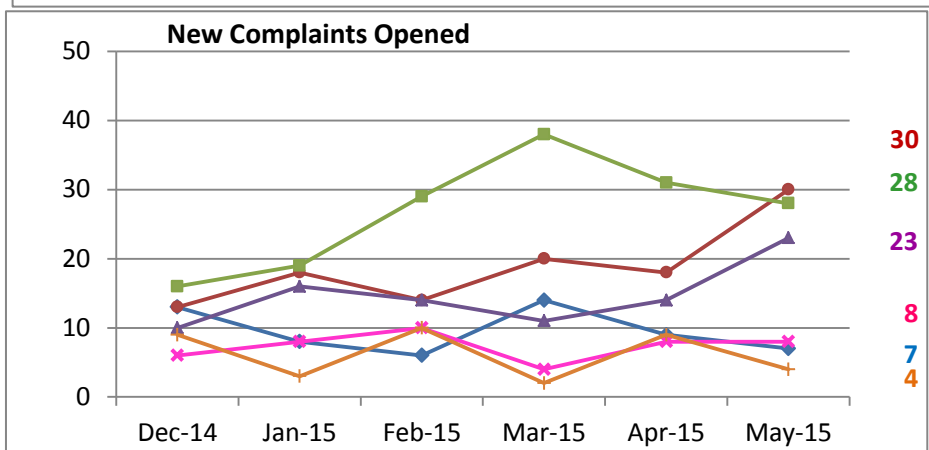
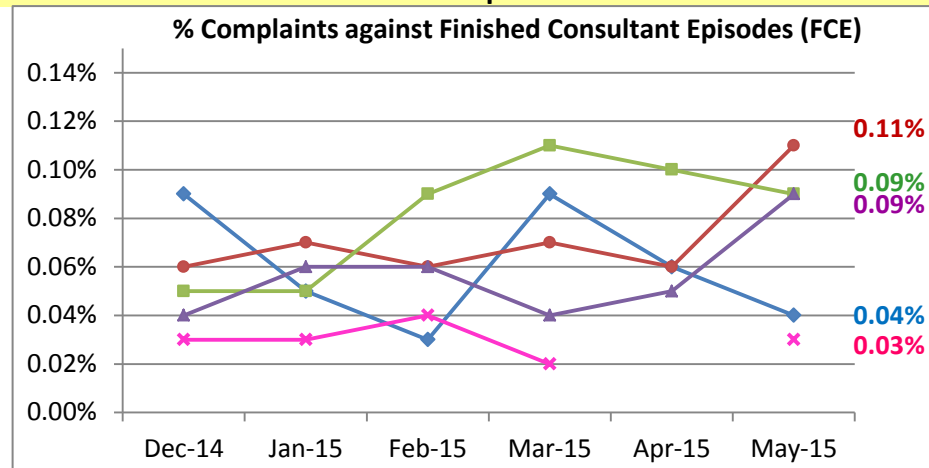
Division	Best	OUH	Worst
Inpatients	65%	9%	8%
ED	47%	2%	0%

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

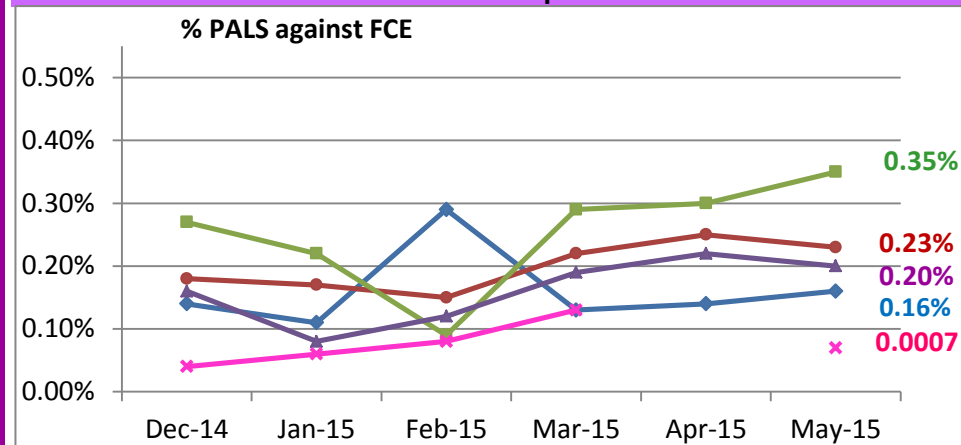
Friendly, caring, helpful, efficient. Clean environment, prompt responses. Cheerfulness of the staff, helped the 'medicine' go down well. **Ward E, NOC (NOTSS)**

Complaints C&W MRC NOTSS S&O CSS Corporate Trust

New complaints

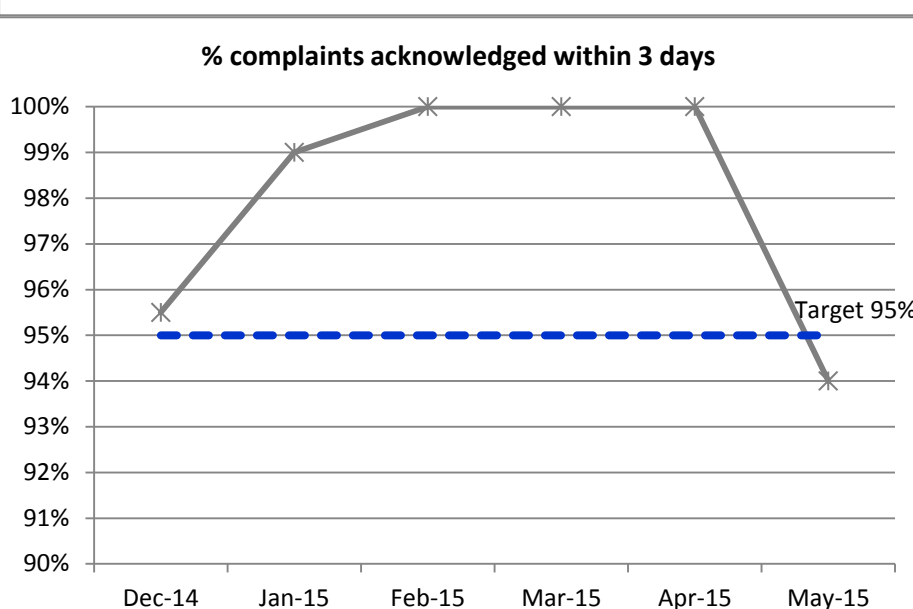
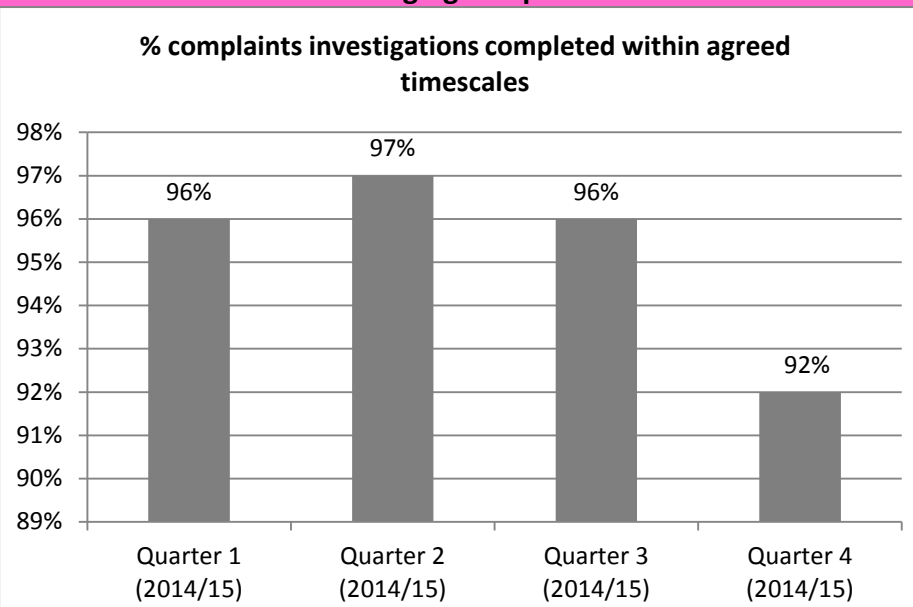


New PALS enquiries



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

Managing complaints



Closed complaints

