

## Appendix 2 Patient experience dashboard:

◆ C&W ● MRC ■ NOTSS ▲ S&O ✱ CSS — OUH inpatients - - - National Average Inpatient — OUH ED - - - National Average ED — OUH maternity - - - National Average Maternity — OUH Outpatients - - - National Average Outpatients

### FFT Comments

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)**

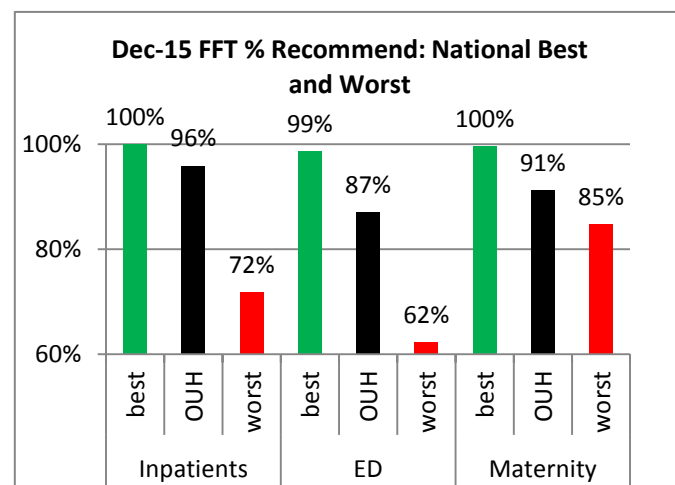
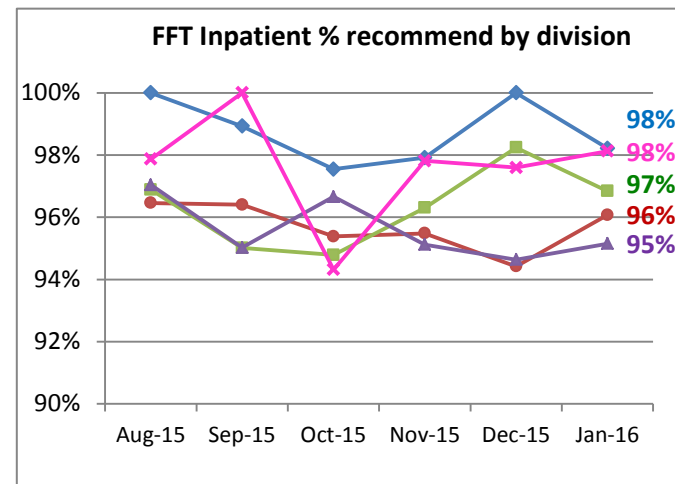
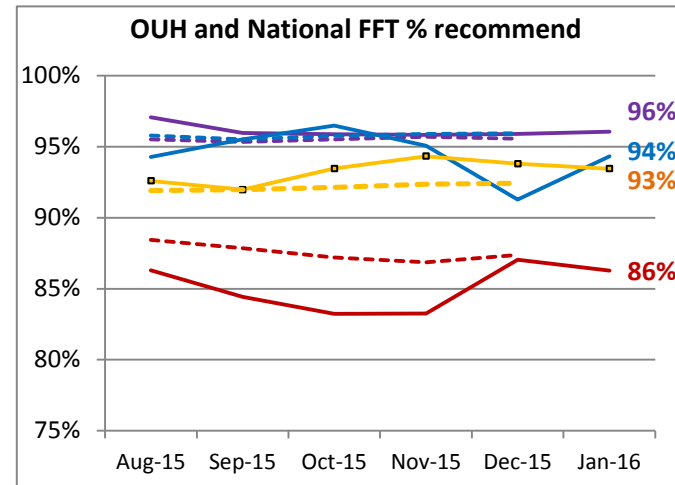
Every member of staff, nurse, doctor have been kind, caring, informative and very reassuring. Excellent care. Thank you. **Child day care ward, JR (C&W)**

Staff all wonderful and supportive, understanding and knowledgeable. It made a stressful time much more bearable. **Robin's ward, JR (C&W)**

The high level of care given to me during my stay was above and beyond my expectations. The care and consideration given by all staff is superior to all other hospitals and medical services I've experienced. **Neurosciences Ward, JR (NOTSS)**

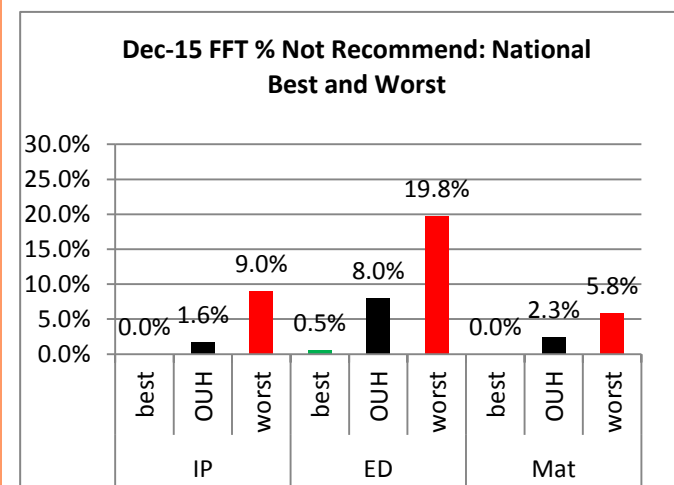
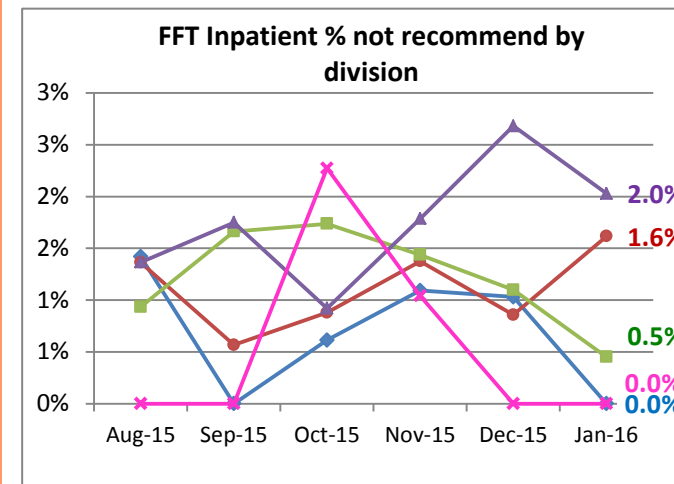
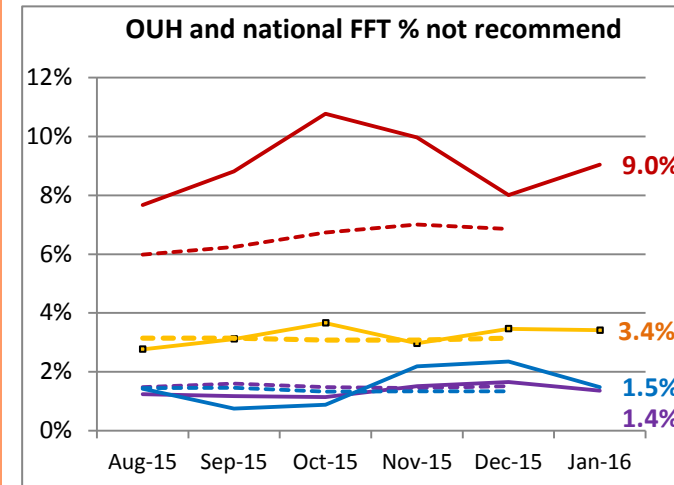
I was treated efficiently, professionally, with respect, friendliness and kindness. I was also able to hear staff, including doctors, talking to elderly patients and was struck by their patience and desire to ensure understanding. My assessment and treatment were thorough. Very impressed. **JR Emergency Department (MRC)**

### FFT: % recommend



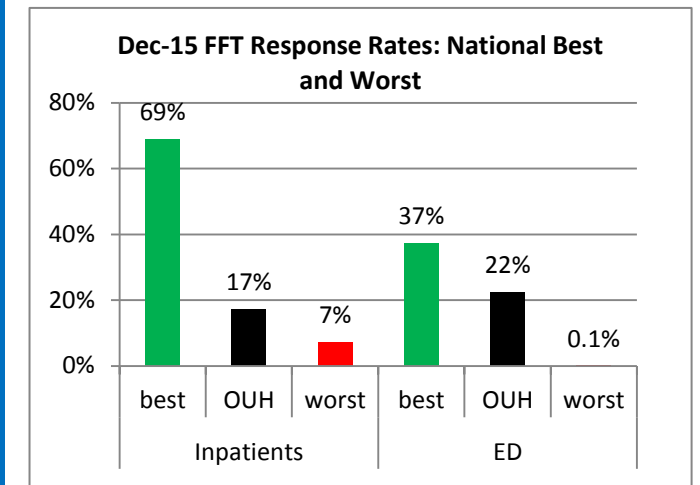
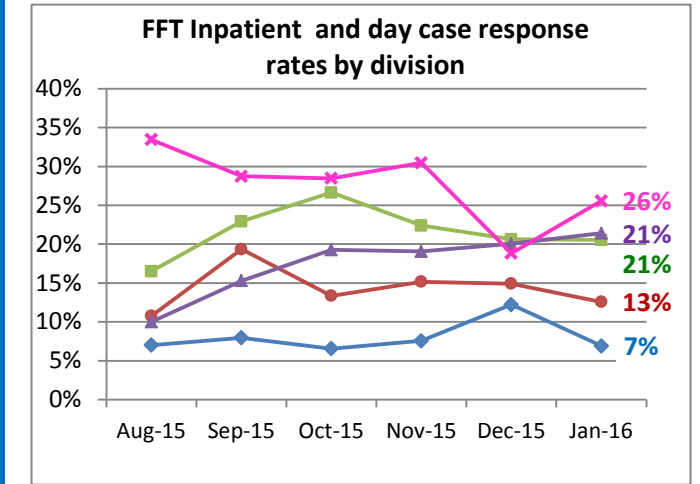
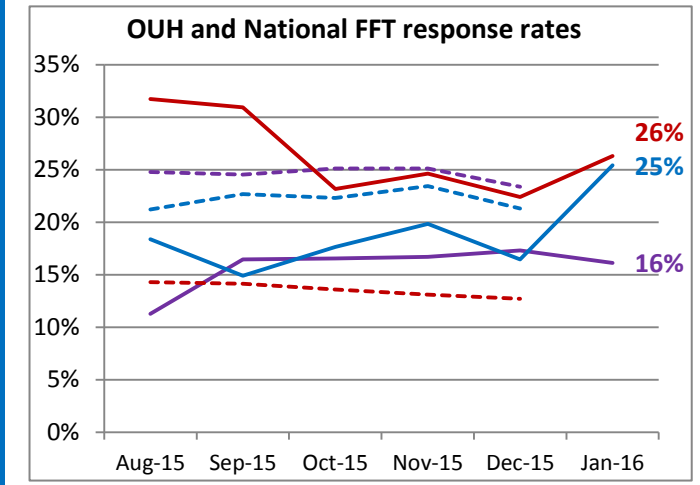
Only NHS Trusts with more than 100 responses have been included.

### FFT: % not recommend



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

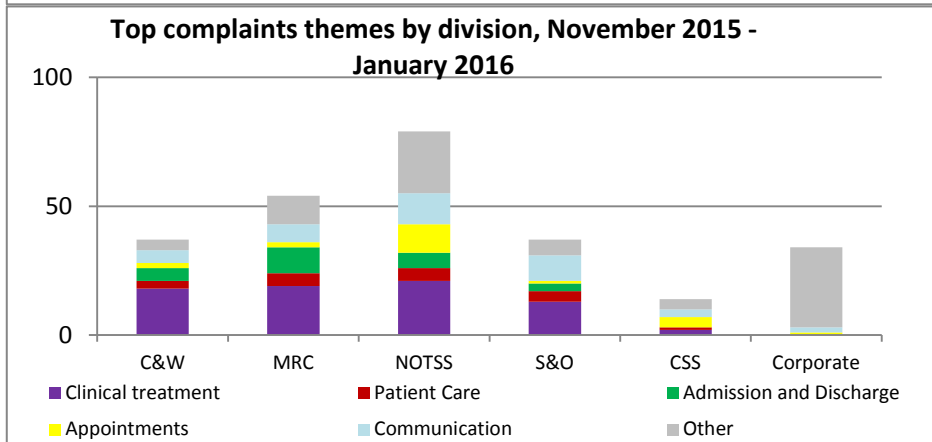
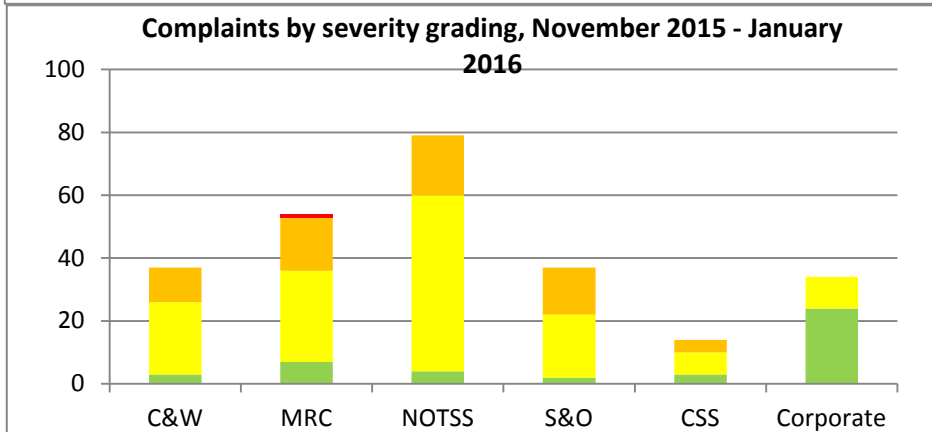
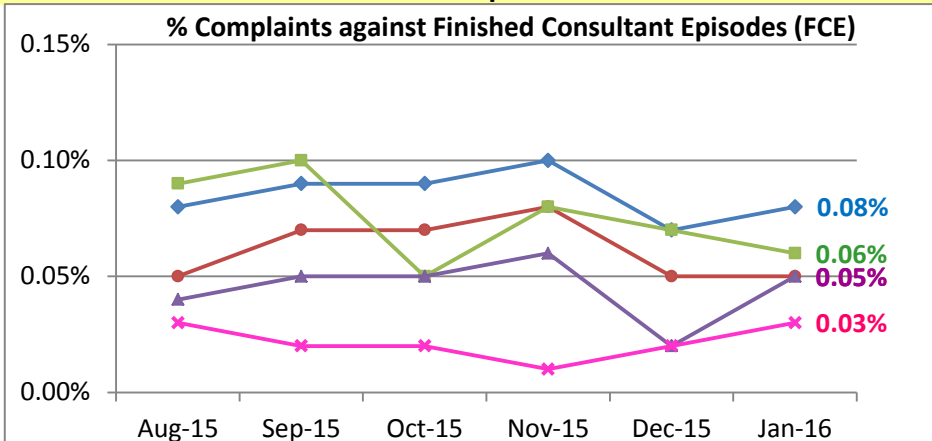
### FFT: Response rates



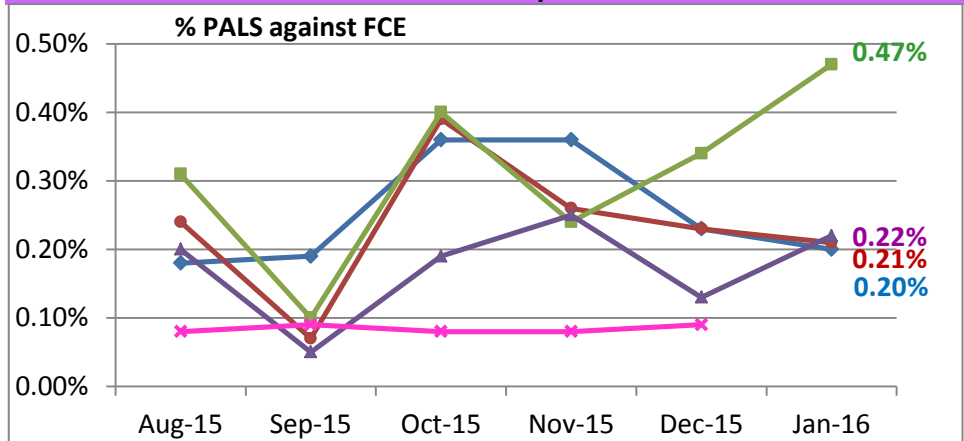
Only NHS Trusts with more than 100 eligible patients have been included.

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

**New complaints**

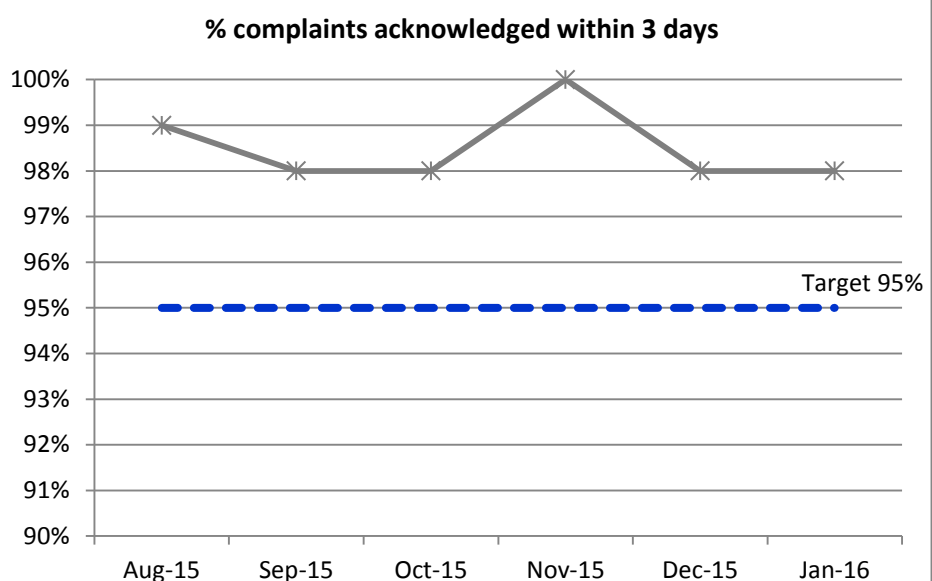
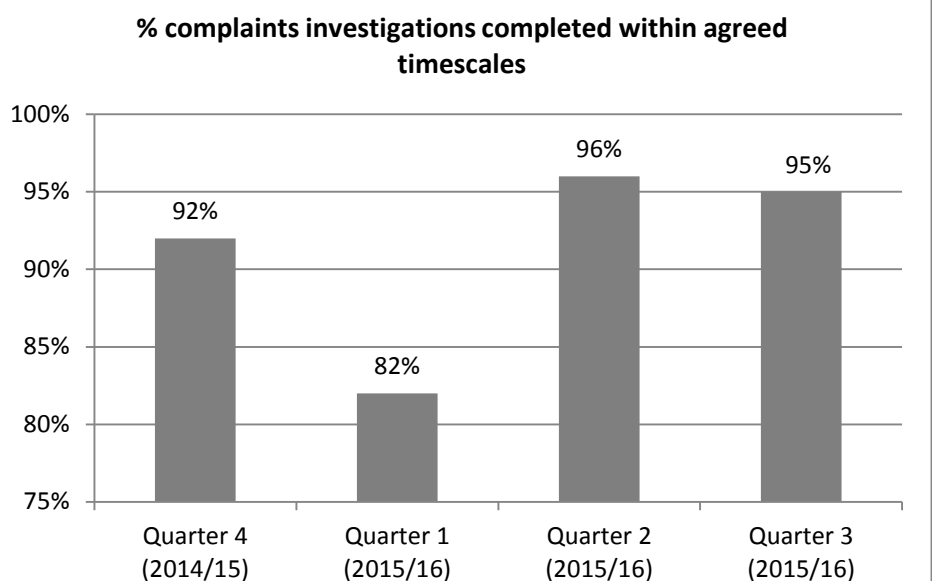


**New PALS enquiries**



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

**Managing complaints**



**Closed complaints**

