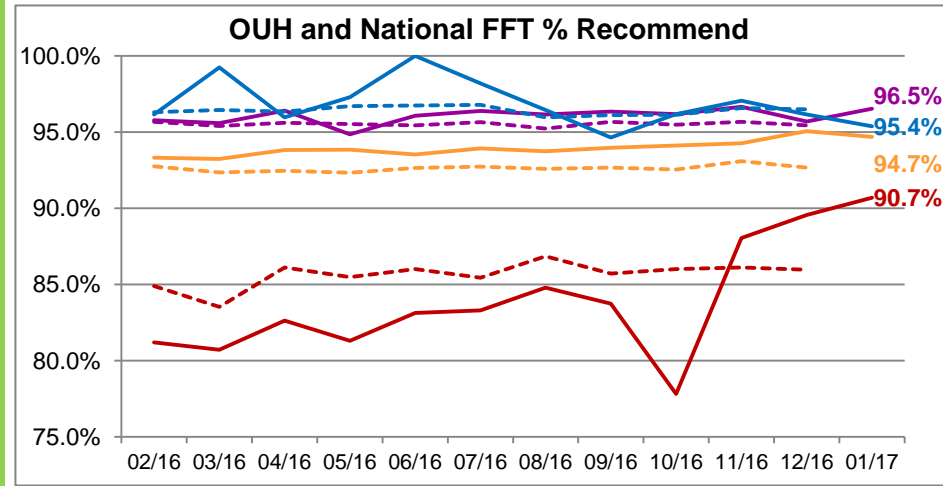


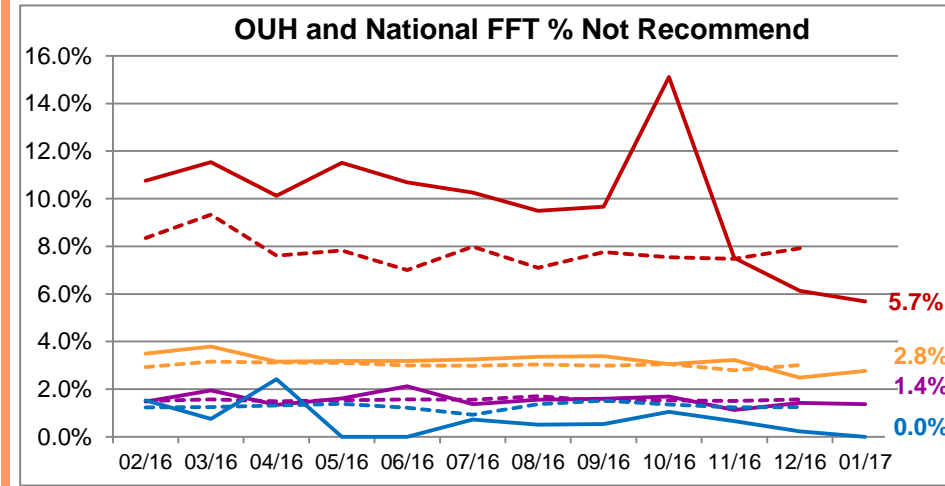
Appendix 2: Patient experience dashboard

— OUH Inpatient/Day Case
 - - - National Inpatient/Day Case
 — OUH ED
 - - - National ED
 — OUH Maternity
 - - - National Maternity
 — OUH Outpatients
 - - - National Outpatients
 — C&W
 — CSS
 — MRC
 — NOTSS
 — S&O

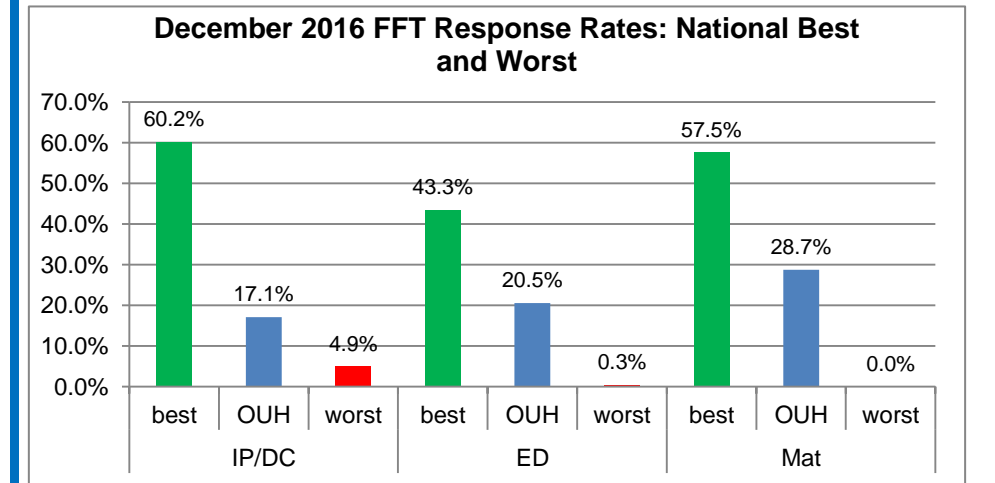
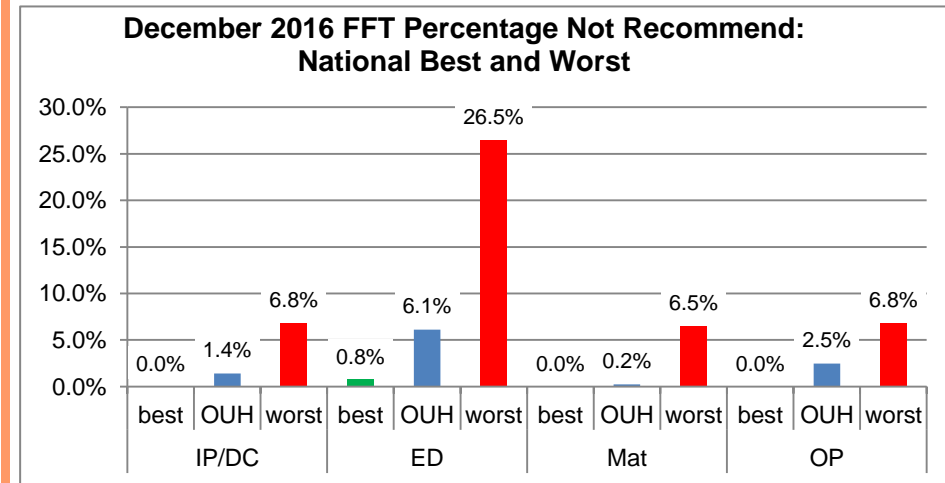
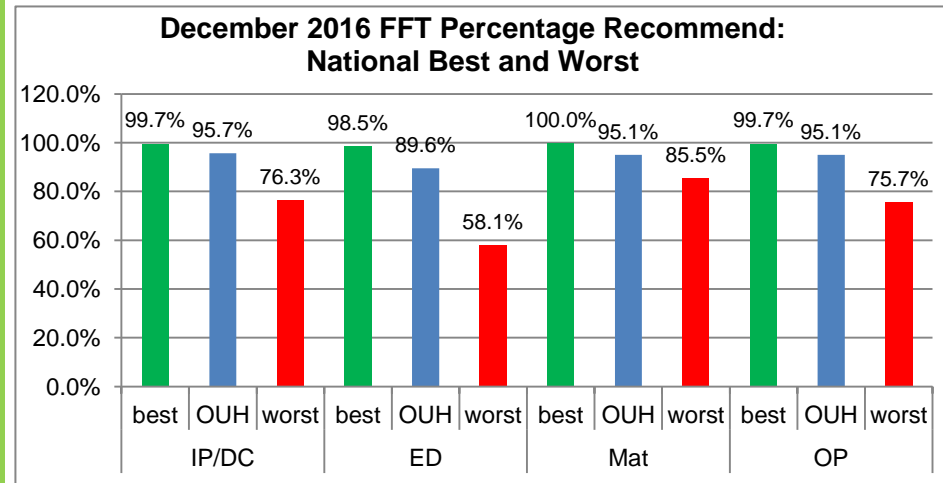
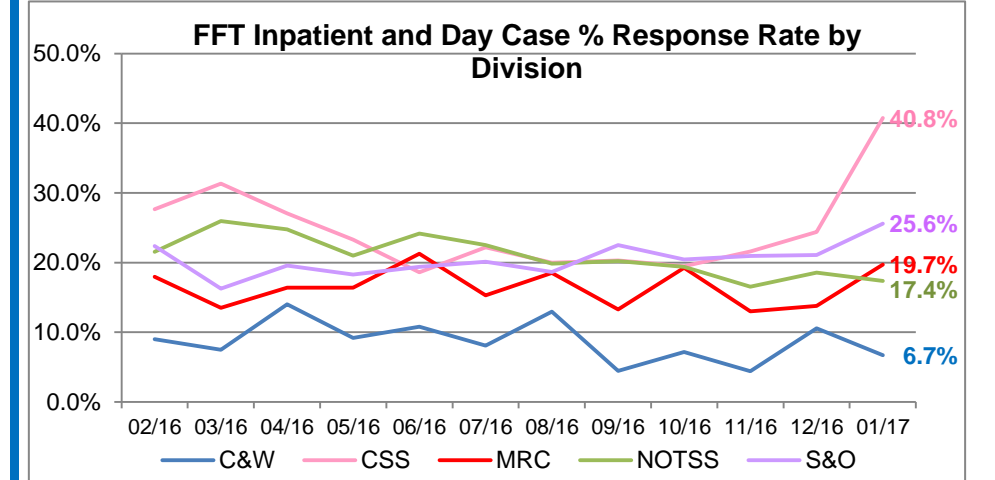
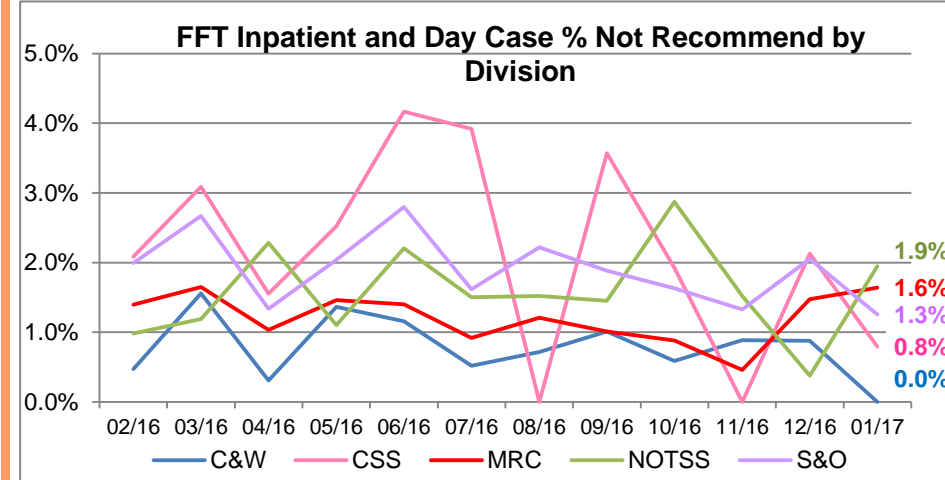
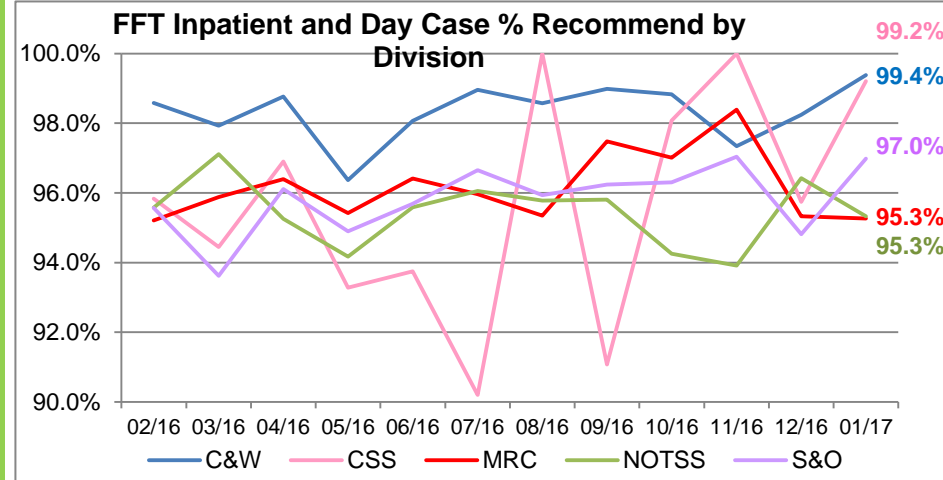
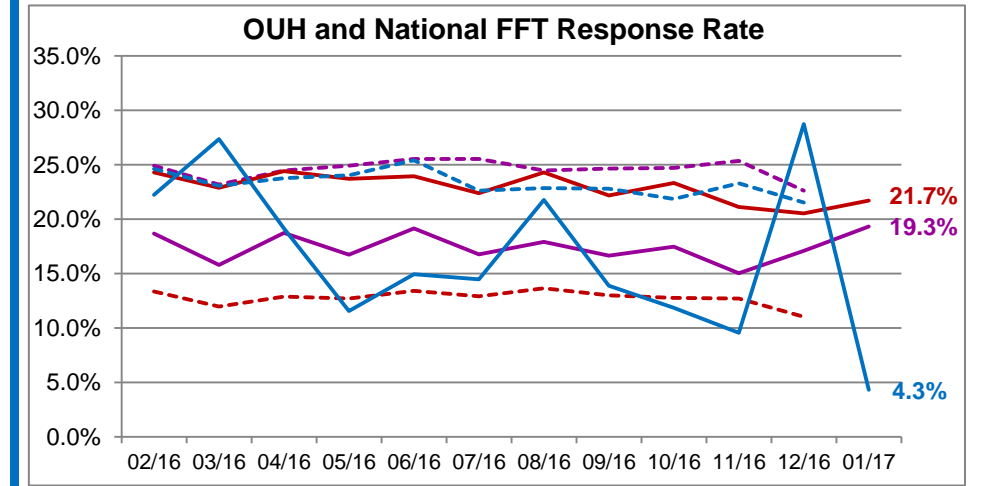
FFT: % recommend



FFT: % not recommend



FFT % recommend



NHS trusts with 100 or more responses have been included.

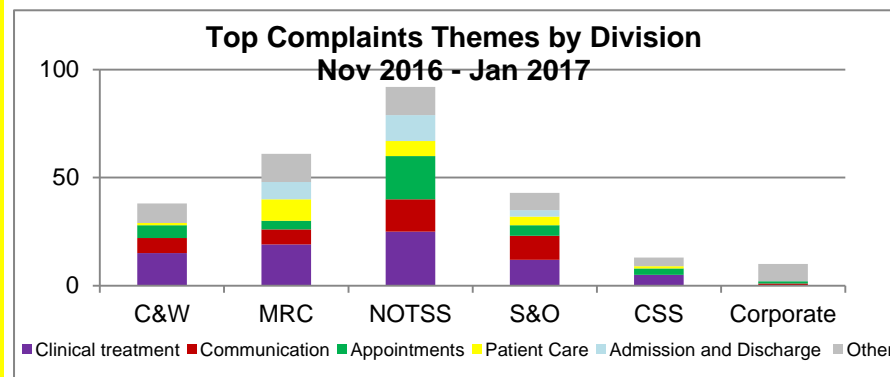
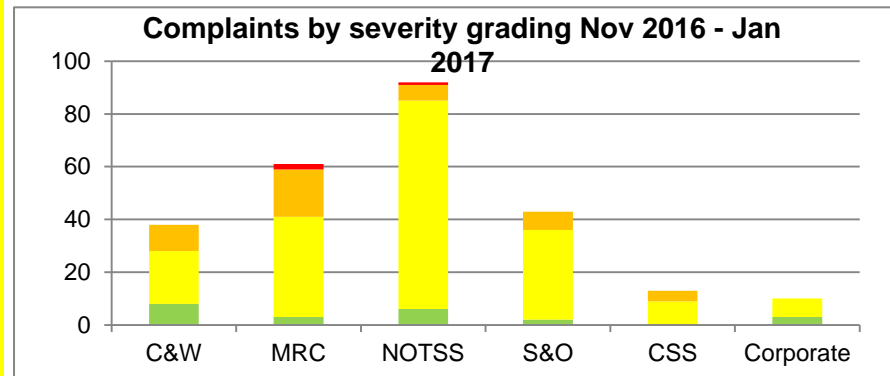
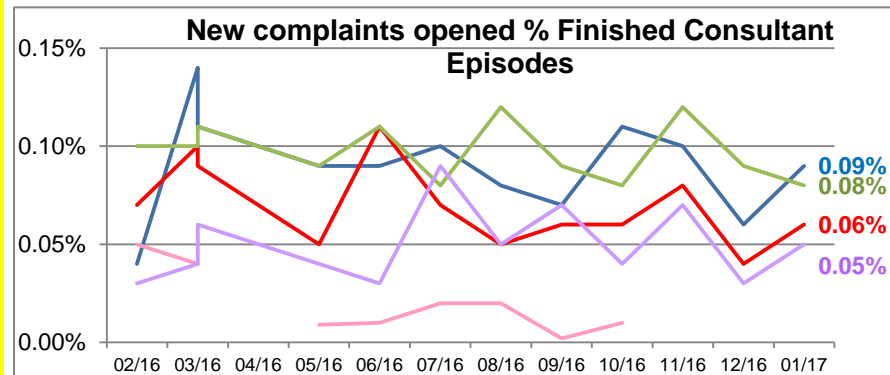
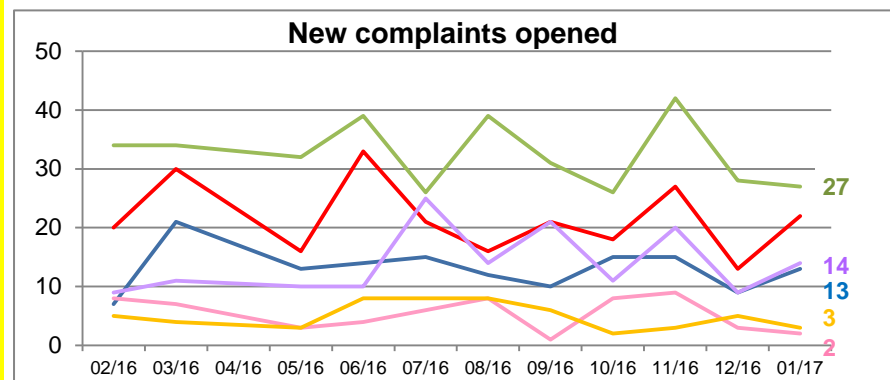
NHS trusts with 100 or more responses have been included.

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

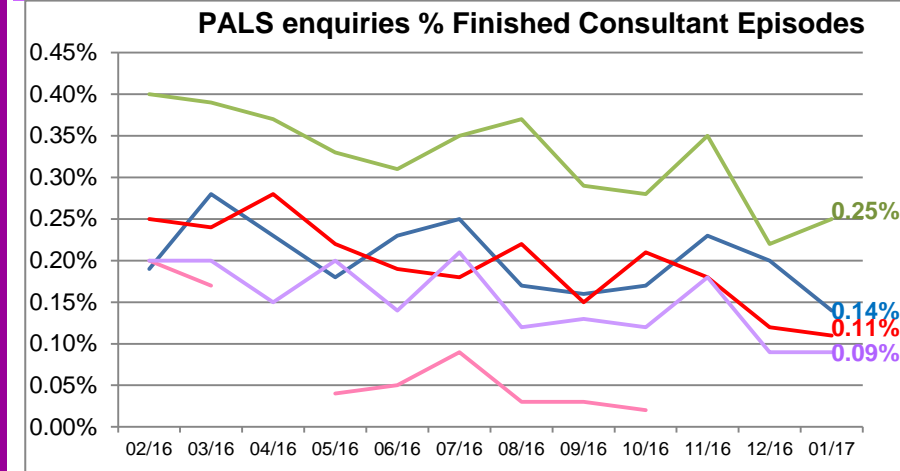
Appendix 2: Complaints dashboard

C&W CSS MRC NOTSS S&O Corporate

New complaints

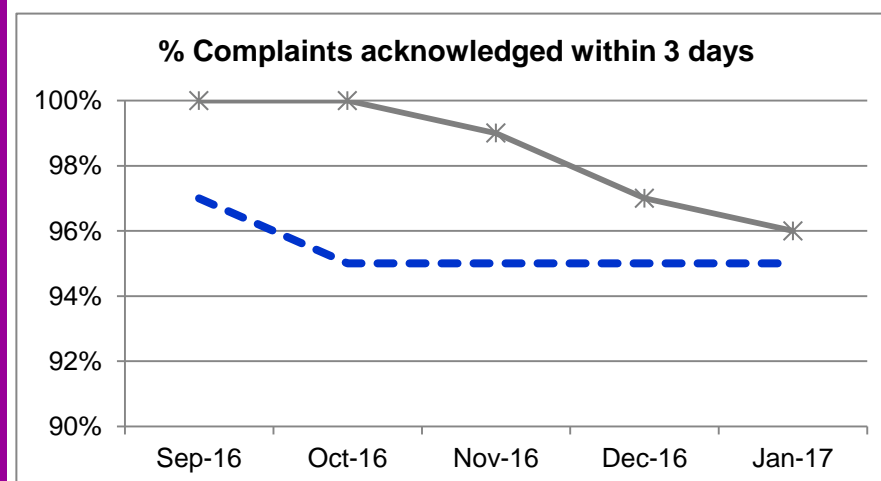
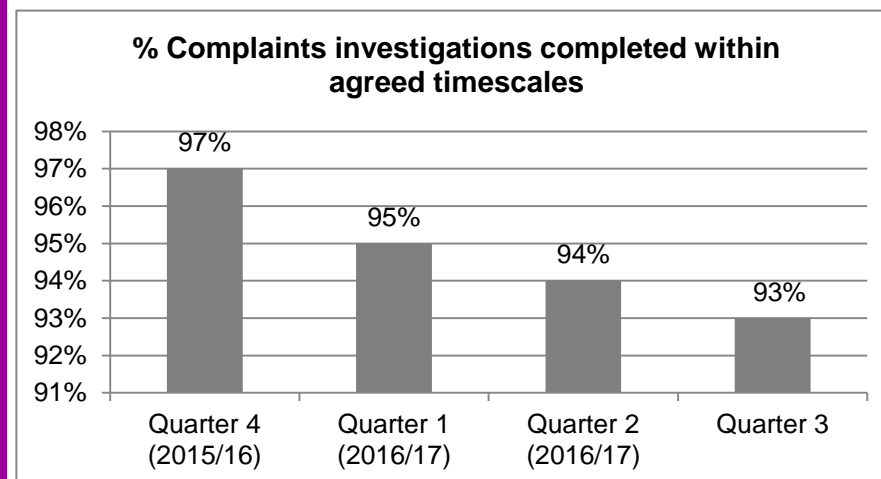


New PALS enquiries



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

Managing complaints



Closed complaints

