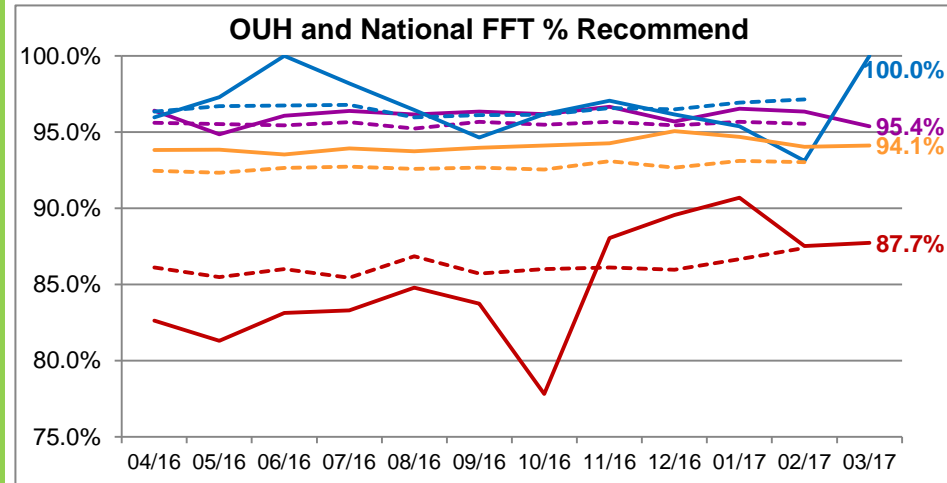


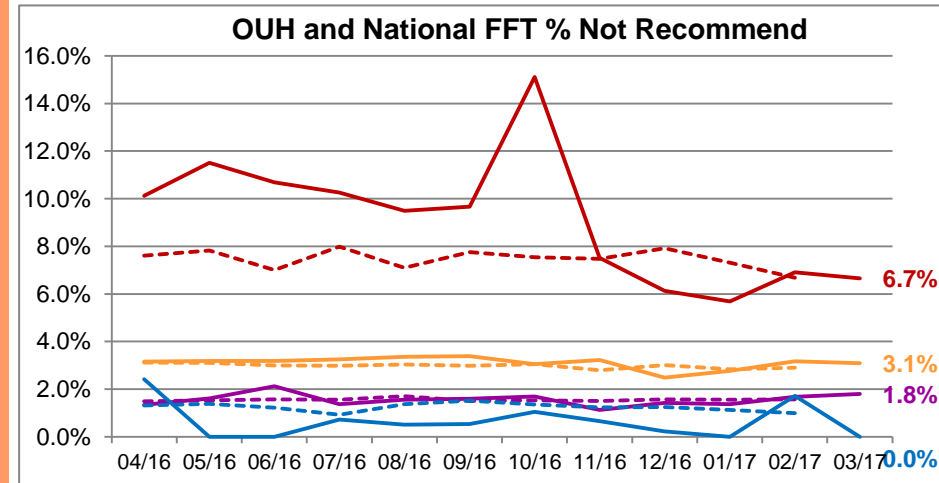
## Appendix 2: Patient experience dashboard

— 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

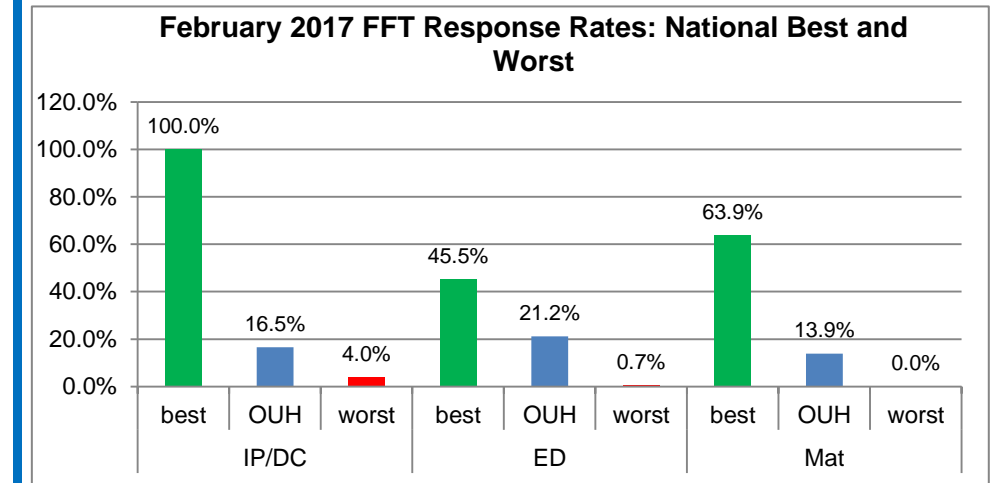
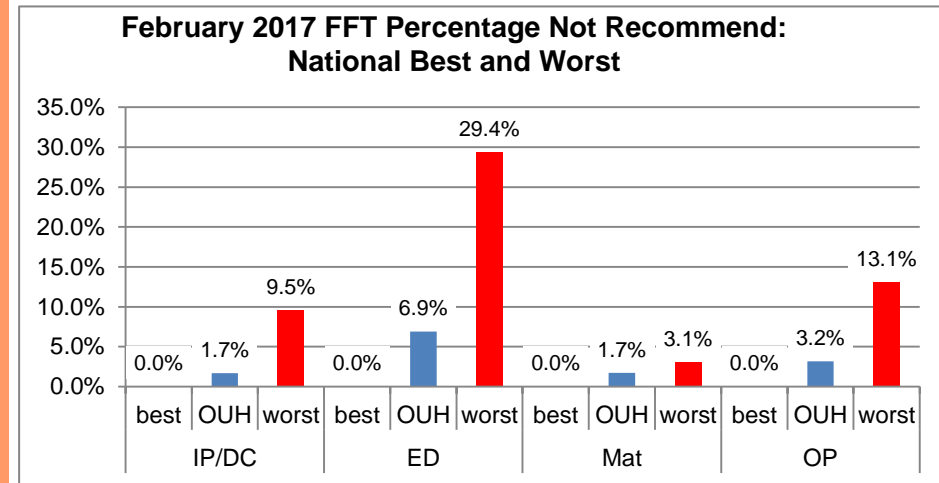
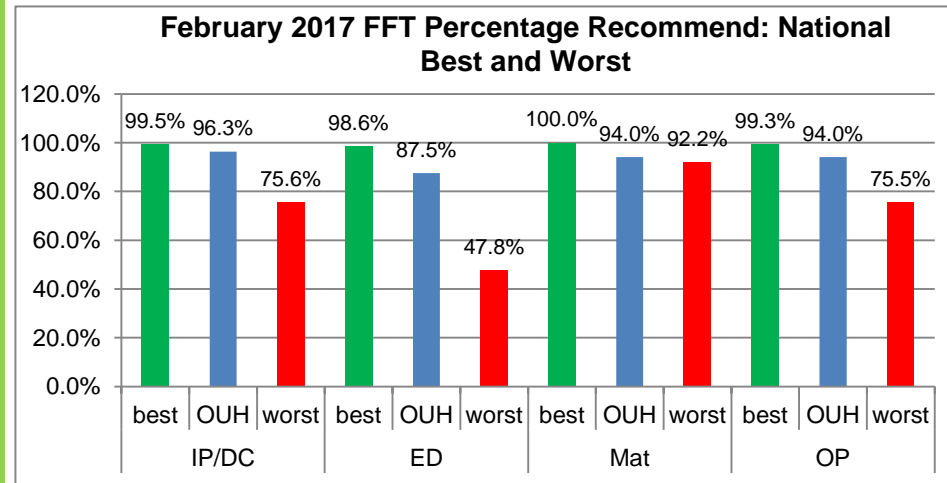
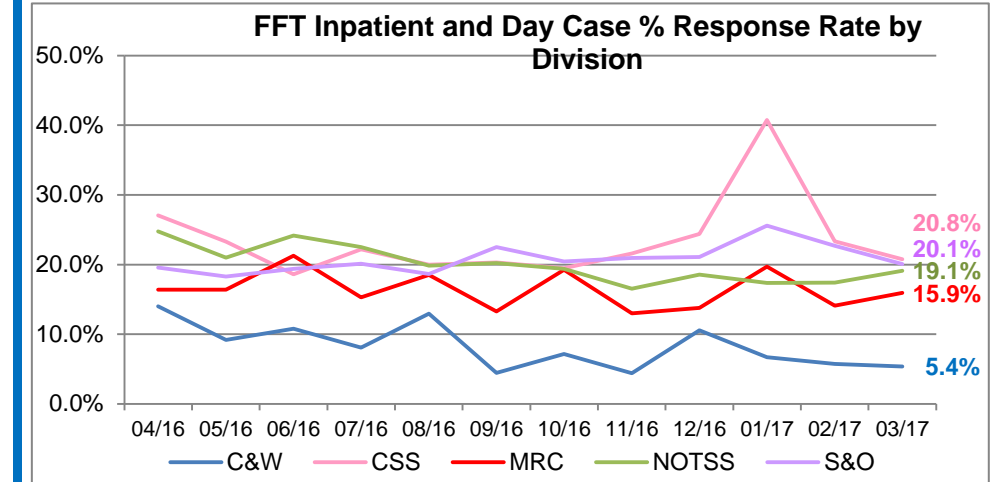
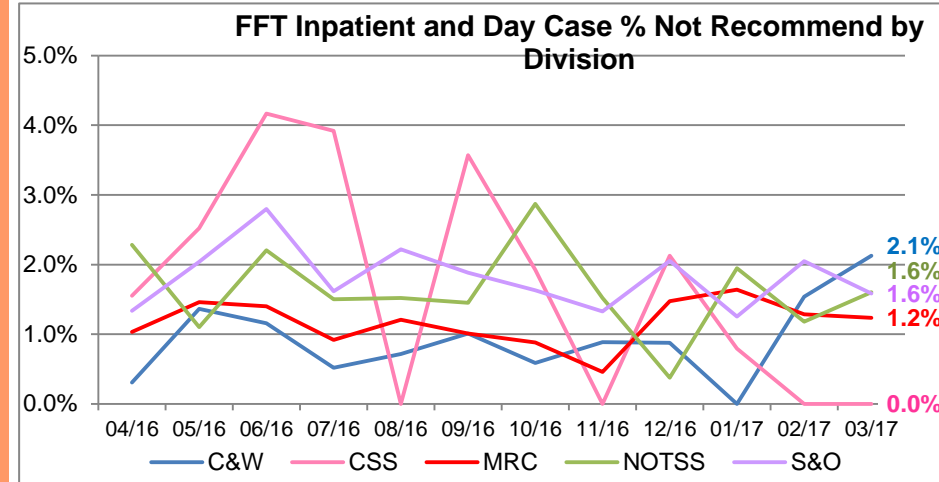
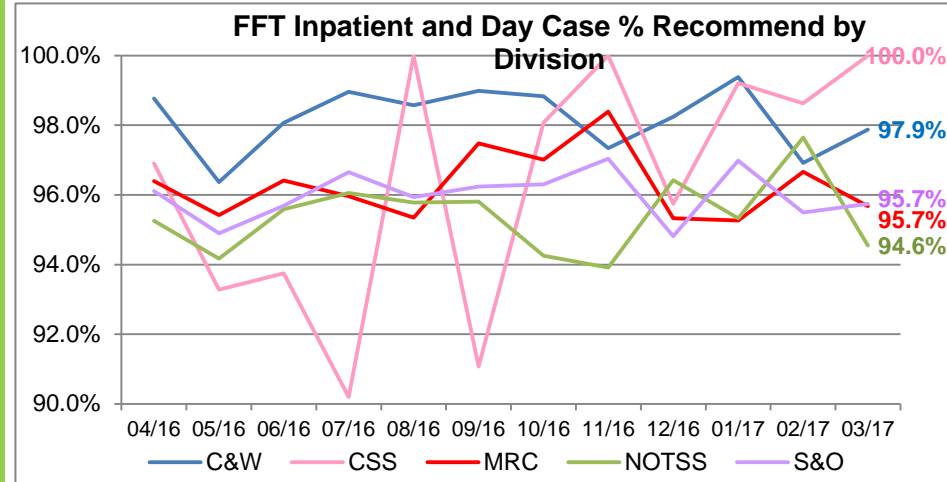
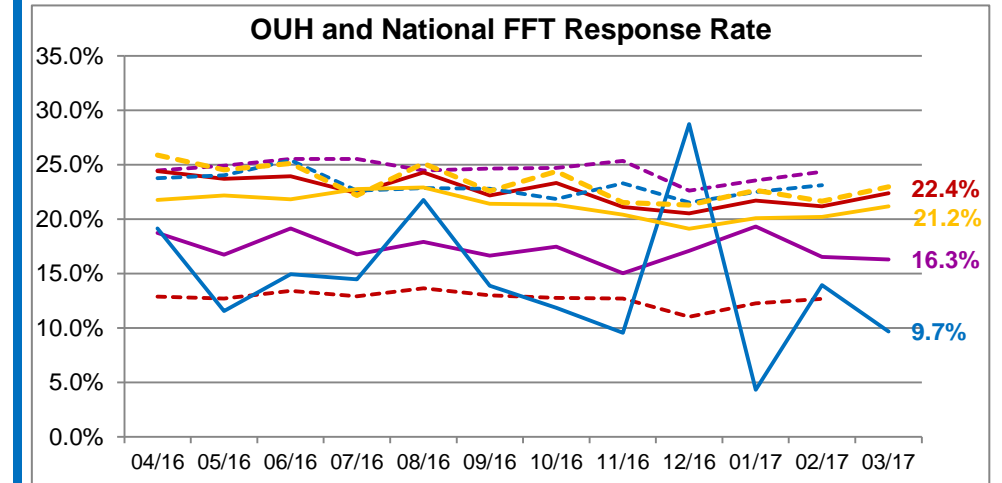
### FFT: % recommend



### FFT: % not recommend



### FFT % recommend



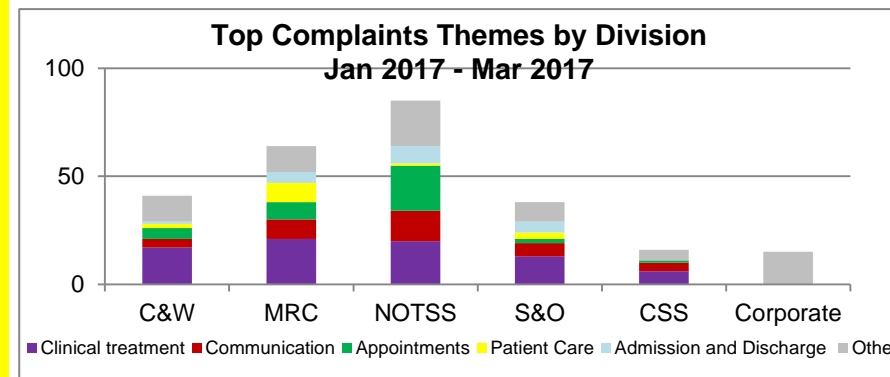
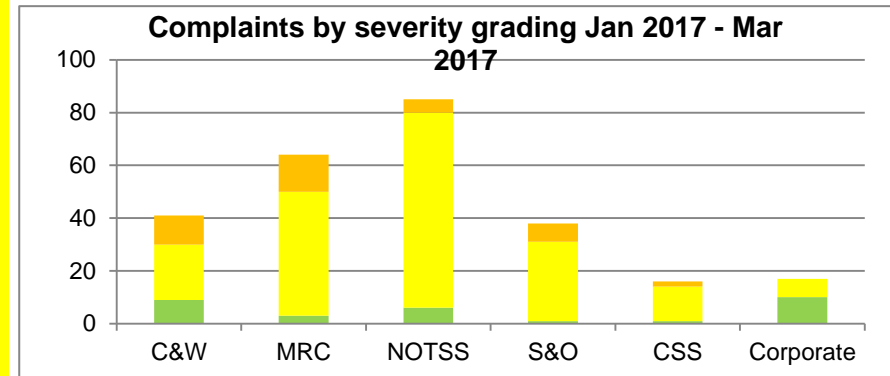
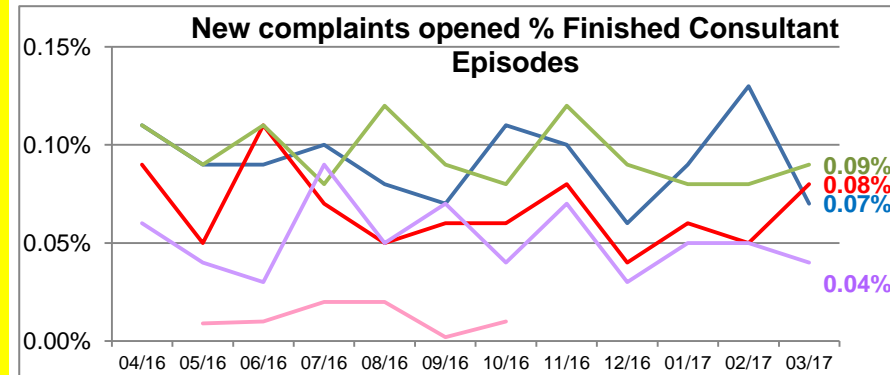
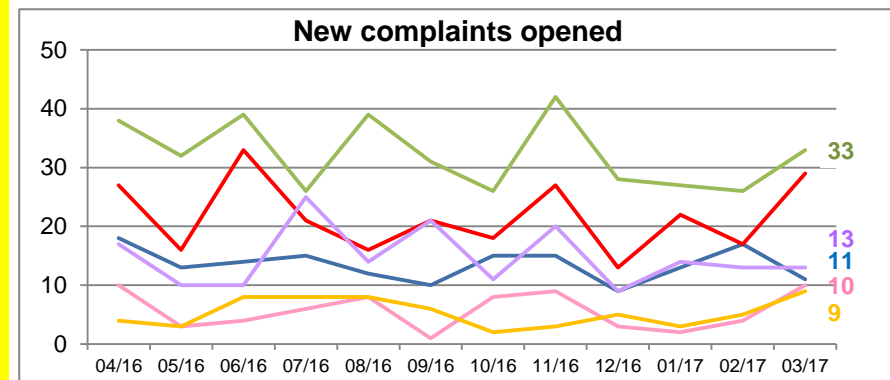
NHS trusts with 100 or more responses have been included.

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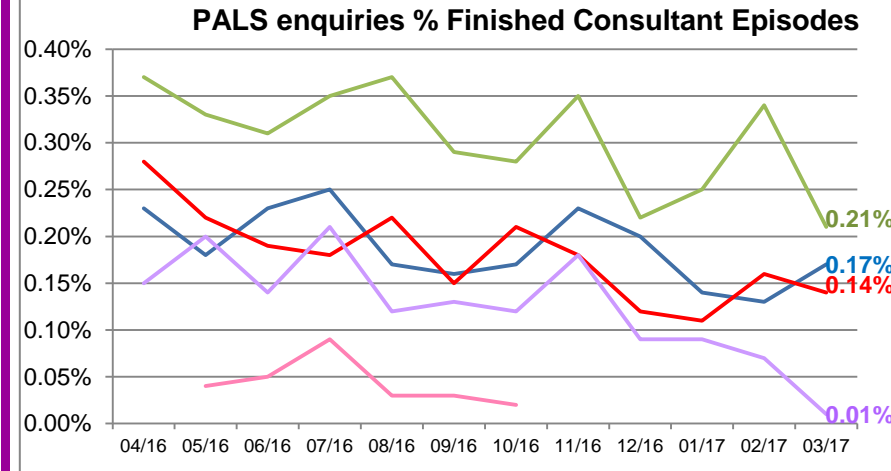
NHS trusts with 100 or more eligible patients have been included.

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

New complaints

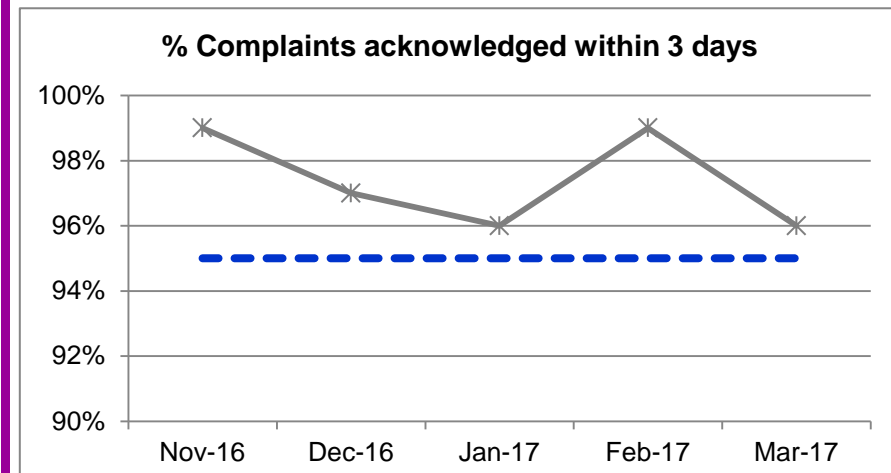
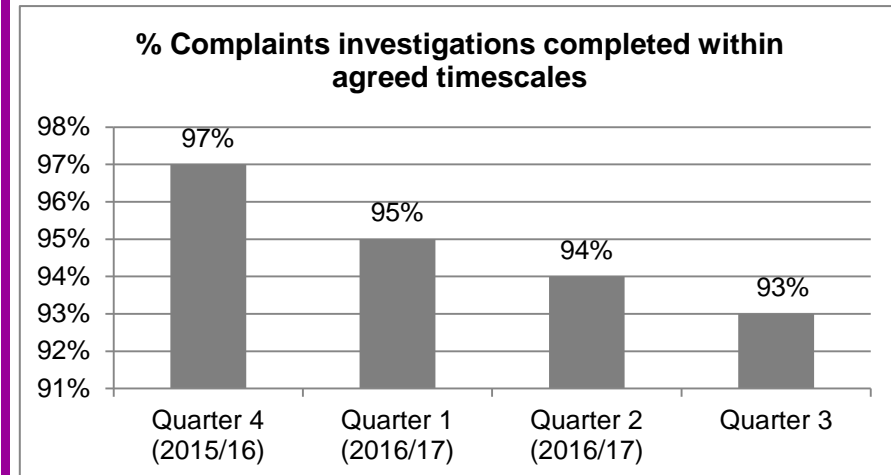


New PALS enquiries



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

Managing complaints



Closed complaints

