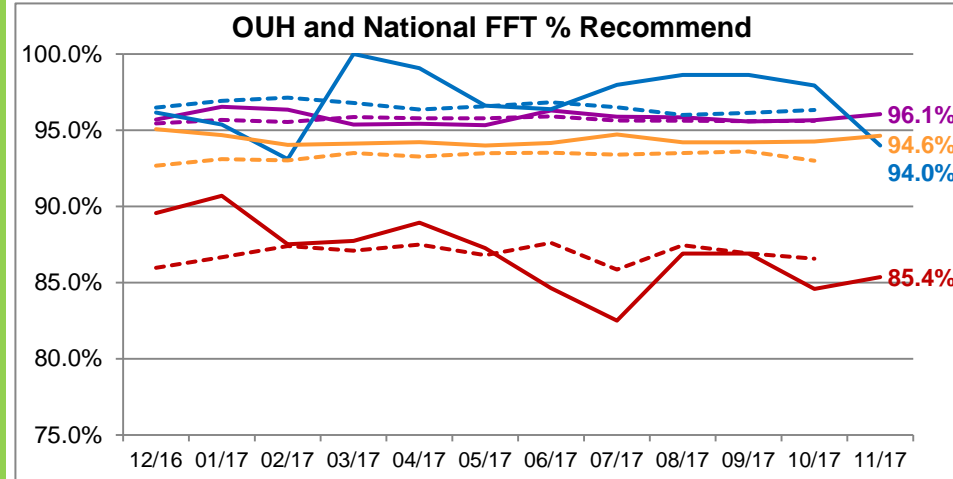


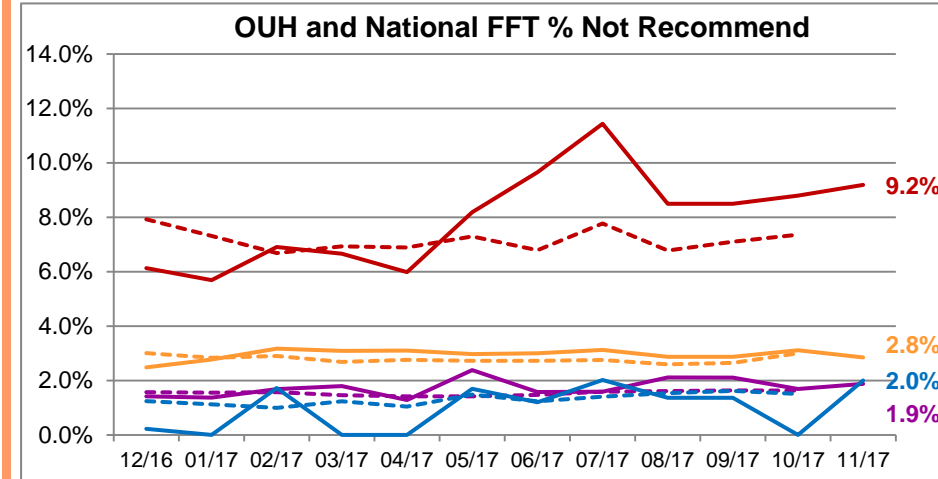
## Appendix 2: Patient experience dashboard

— 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

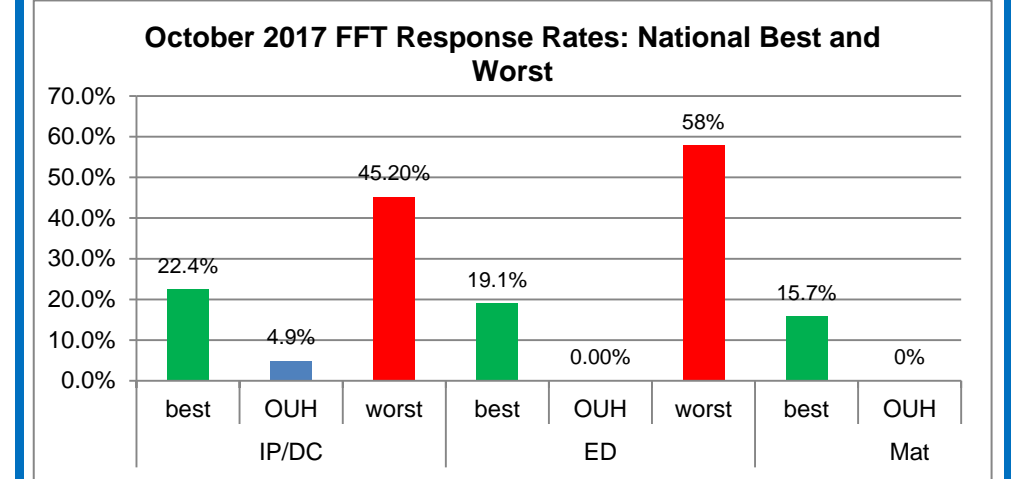
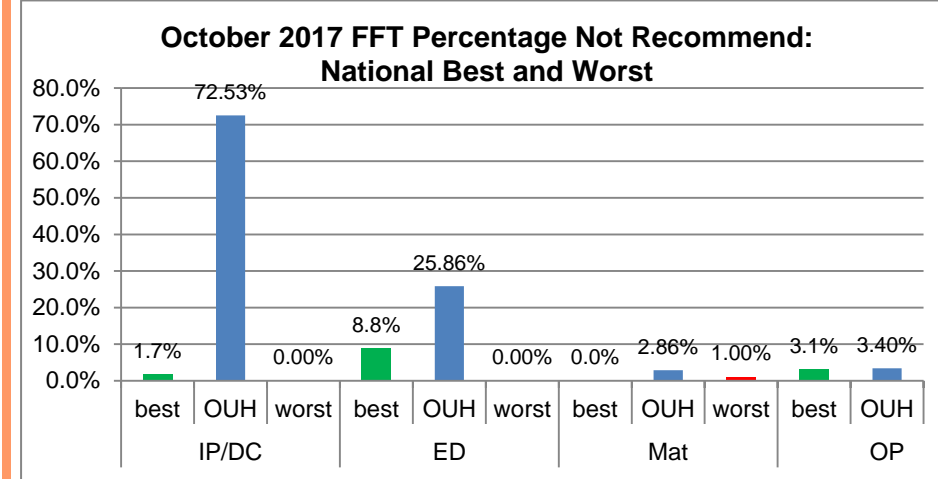
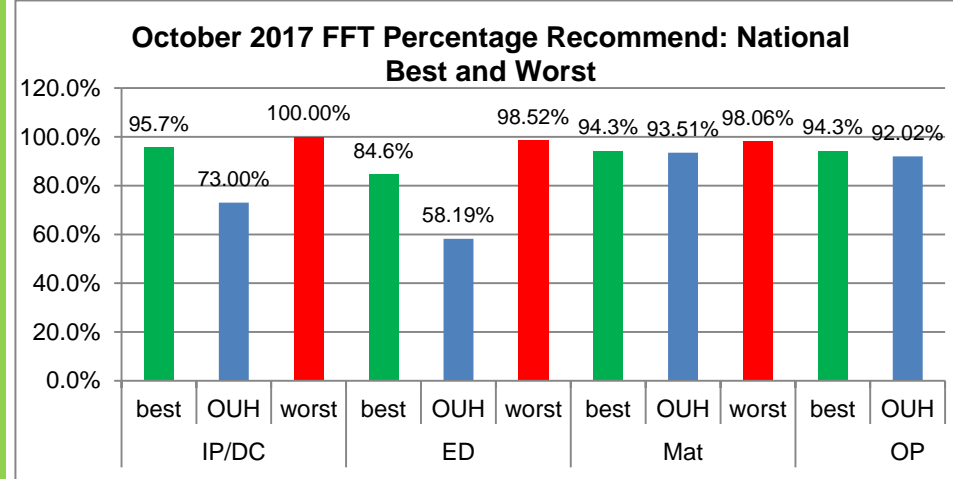
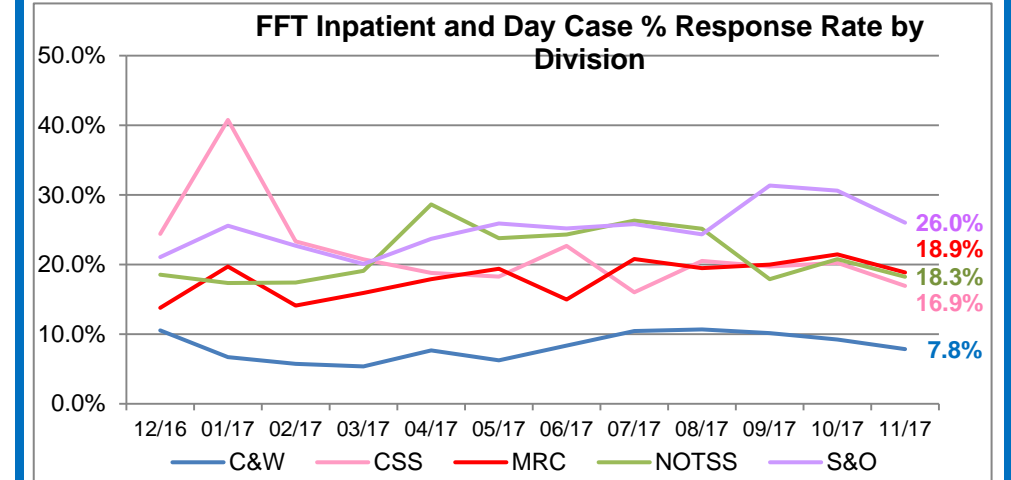
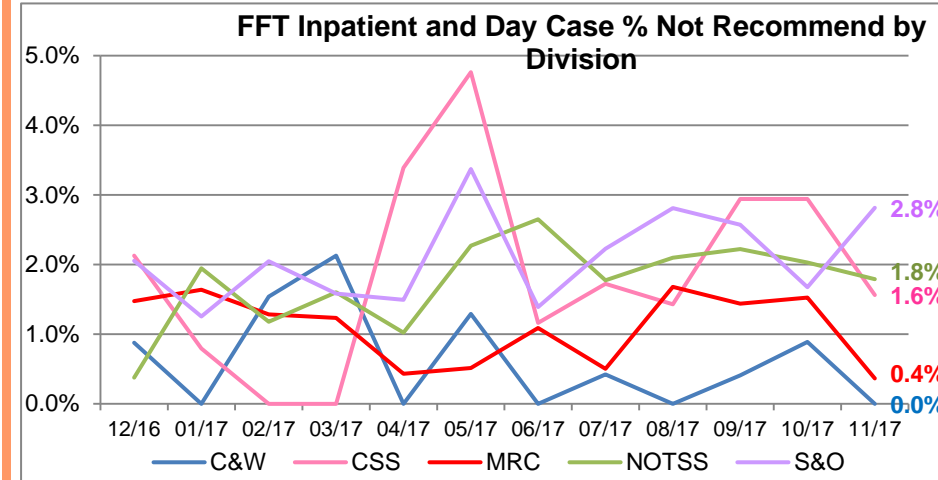
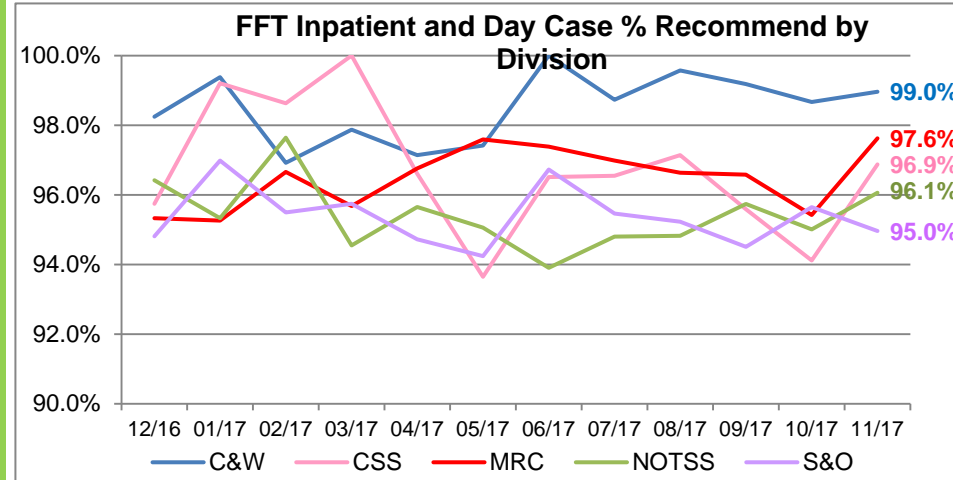
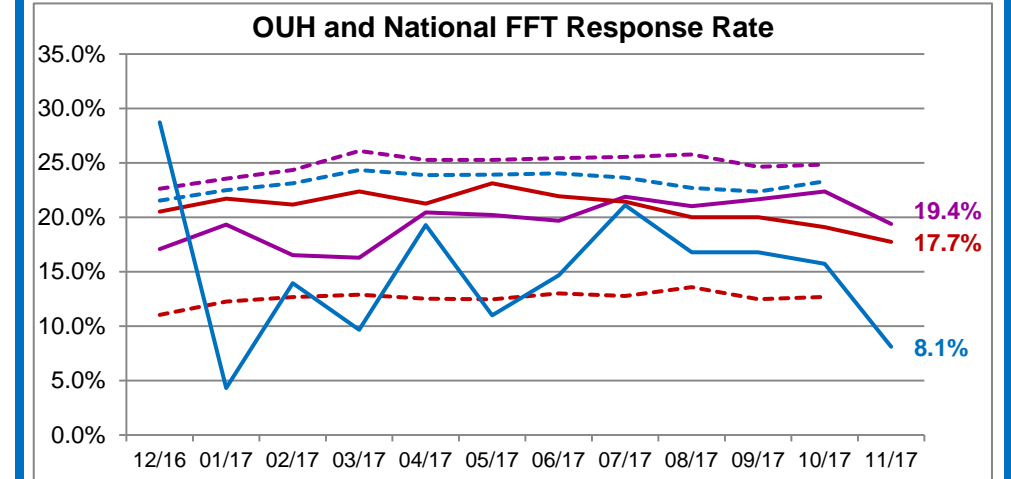
### FFT: % recommend



### FFT: % not recommend



### FFT % recommend



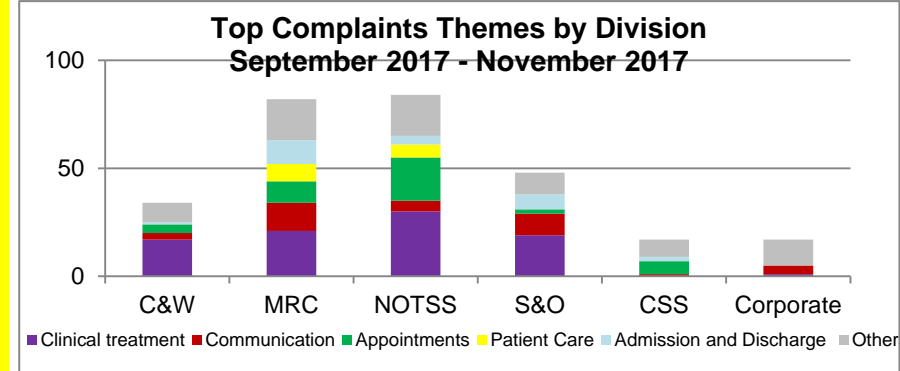
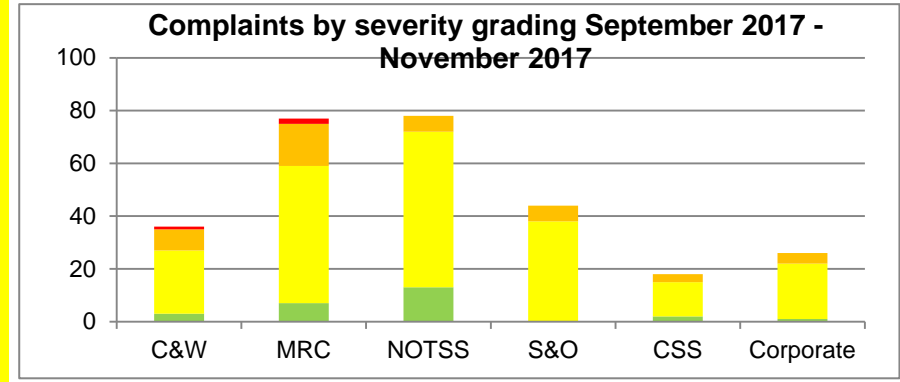
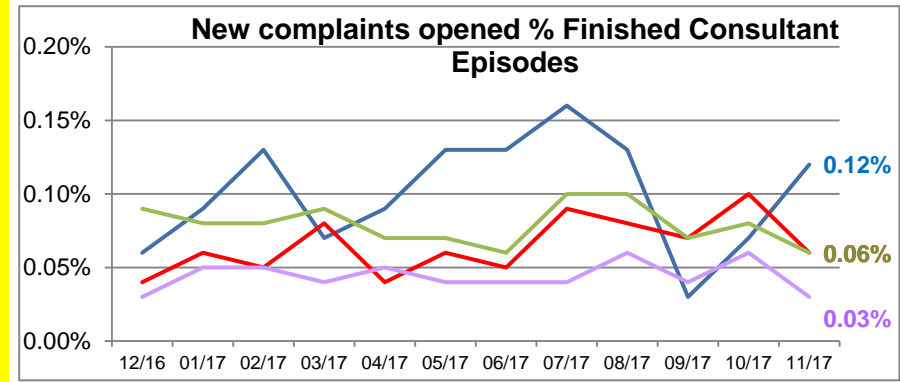
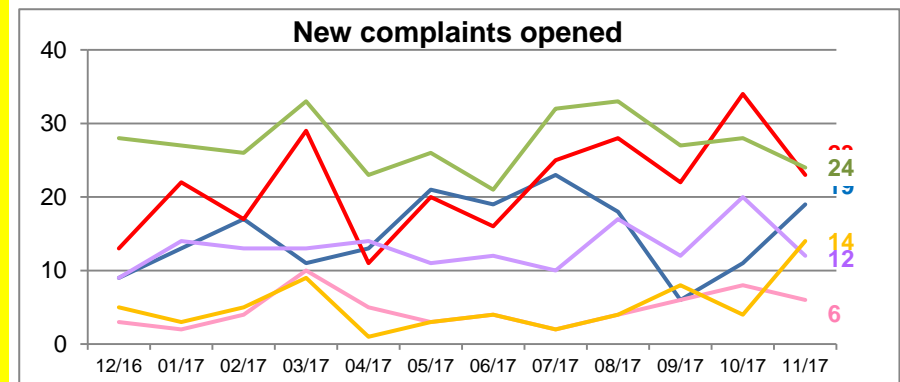
NHS trusts with 100 or more responses have been included.

NHS trusts with 100 or more responses have been included.

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

Complaints C&W CSS MRC NOTSS S&O Corporate

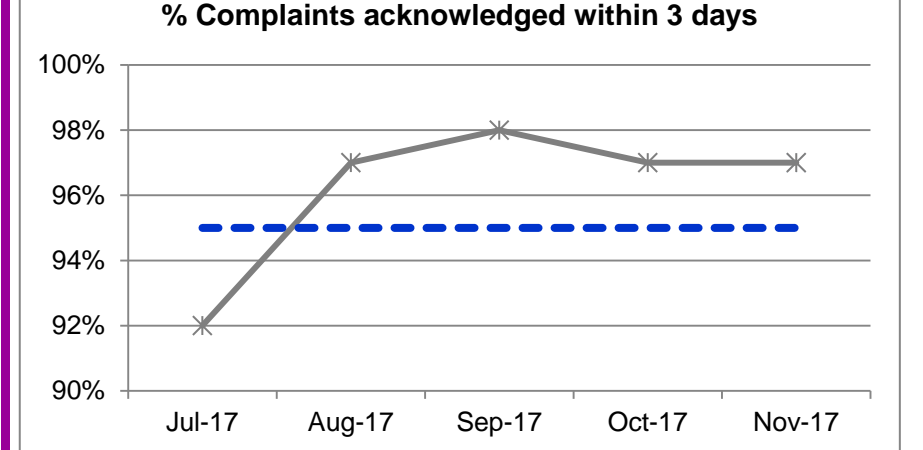
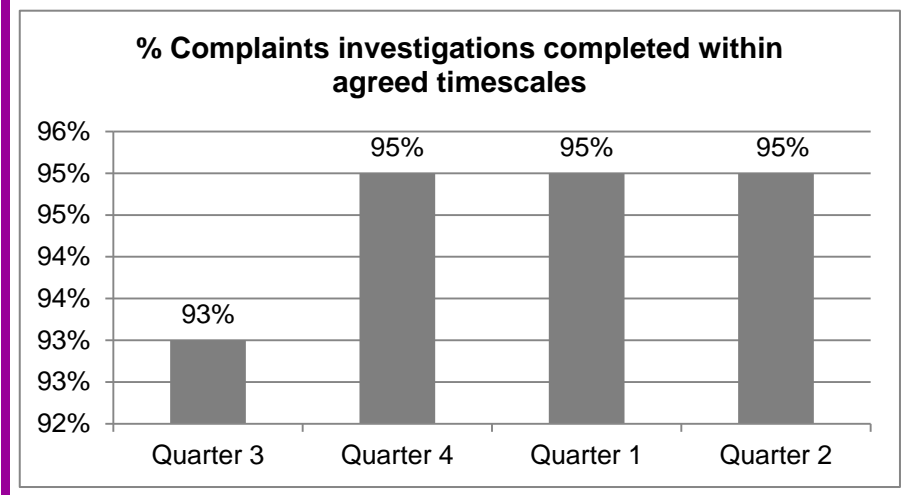
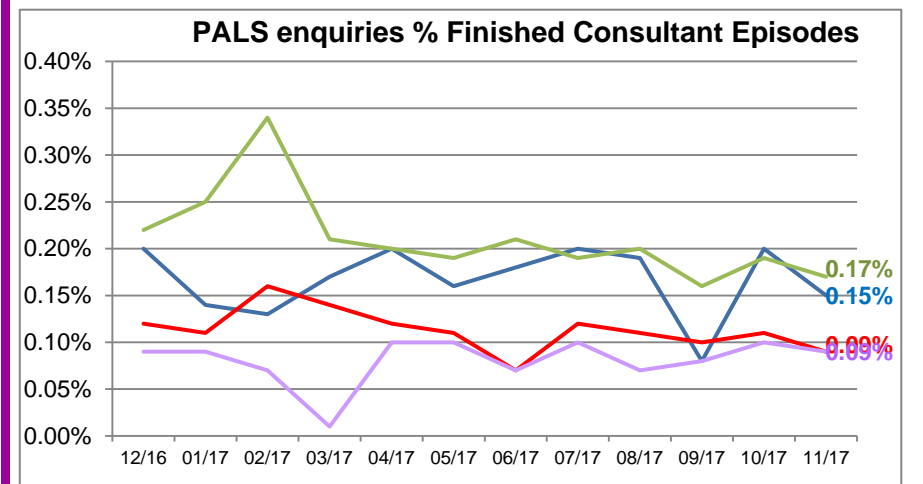
New complaints



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

