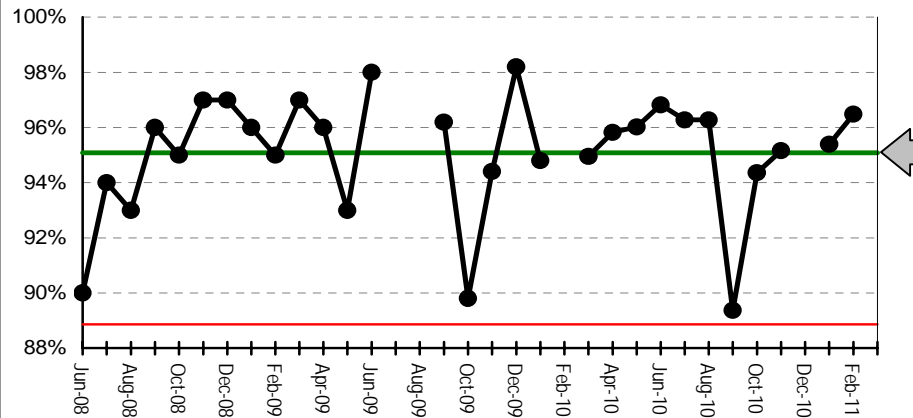


## Ward Cleanliness

### Ward Cleanliness Score

High is good



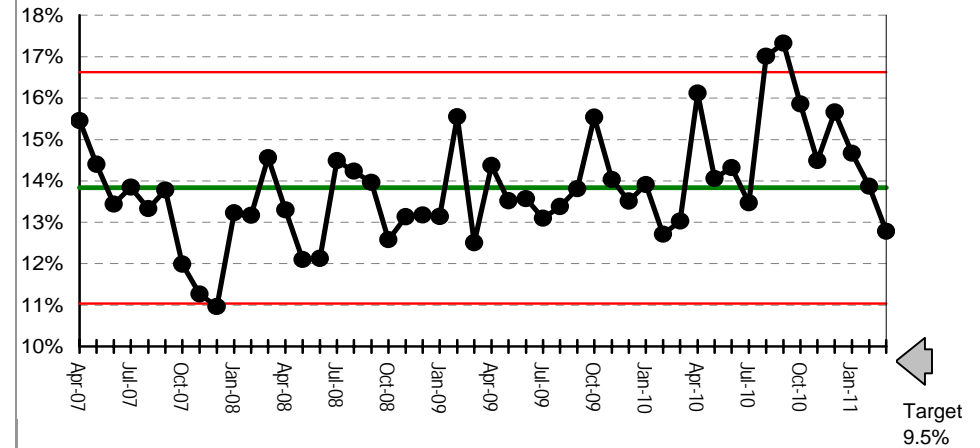
Source: Internal Whittington surveys (Maximiser)

Standard: 95%

## Hospital Cancellations

### Hospital Cancellation Rate (All Outpatient Appointments)

low is good



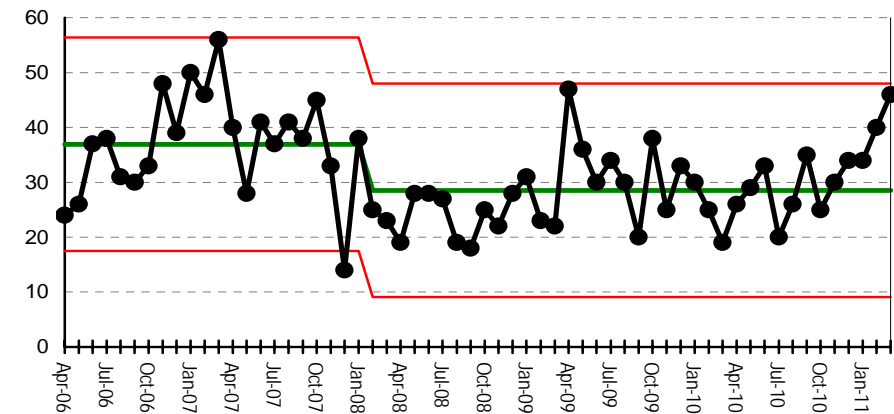
Source: PAS data

Standard: Target to be within normal SPC parameter AND consistent progress to 9.5%

## Complaints - numbers

### Total Formal Complaints Received

low is good



Standard: Target to be within normal SPC parameter AND progress to downward step change

Source: Safeguard/Datix - reported quarterly

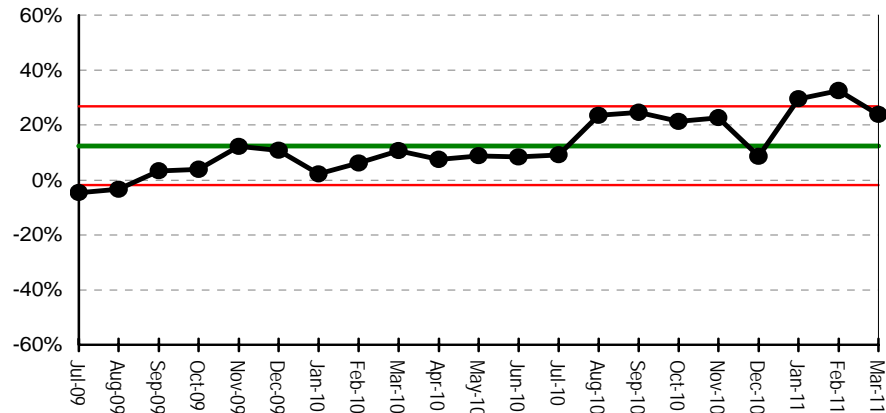
## Complaints - Dissatisfied

low is good

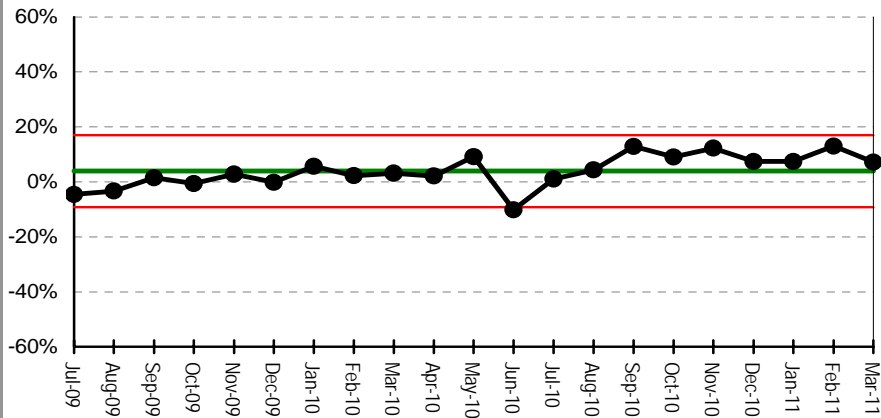
| Escalation of Complaints    | 2007/08 | 2008/09 | 2009/10 | 2010/11 (YTD) |
|-----------------------------|---------|---------|---------|---------------|
| % Dissatisfied Complainants | 11%     | 9%      | 14%     | 11%           |

## Patient Survey: Net Promoter Score

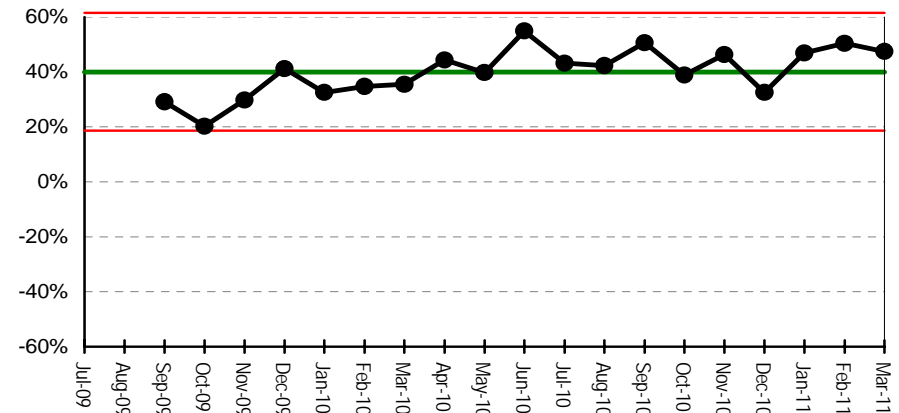
### Trust



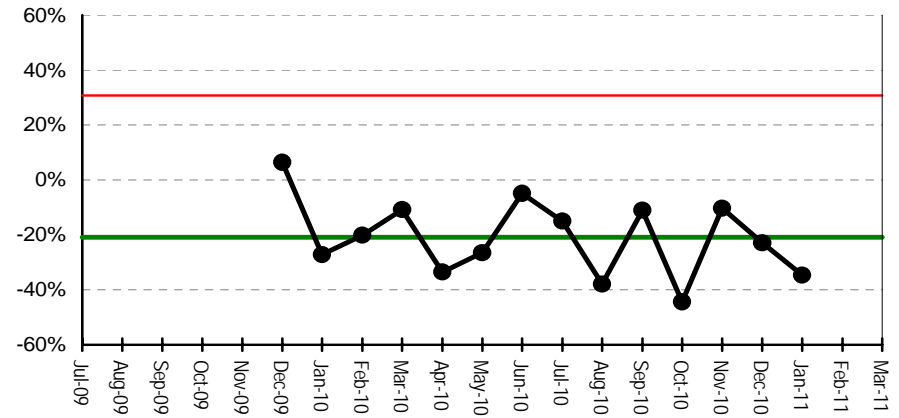
### Outpatient



### Inpatient



### Emergency Department



High is good in all measures

Standard: Target to be within normal SPC parameter AND progress to an upward step change  
Source: Local Whittington surveys (CRT)

NPS (Net Promoter Score) is graded 0-10 by respondents.

0-6 = Detractor, 7-8 = Passive, 9-10 = Promoter

NPS is calculated by subtracting the number of detractors from the number of promoters, dividing the resulting figure by total responses, and showing the result as a percentage.

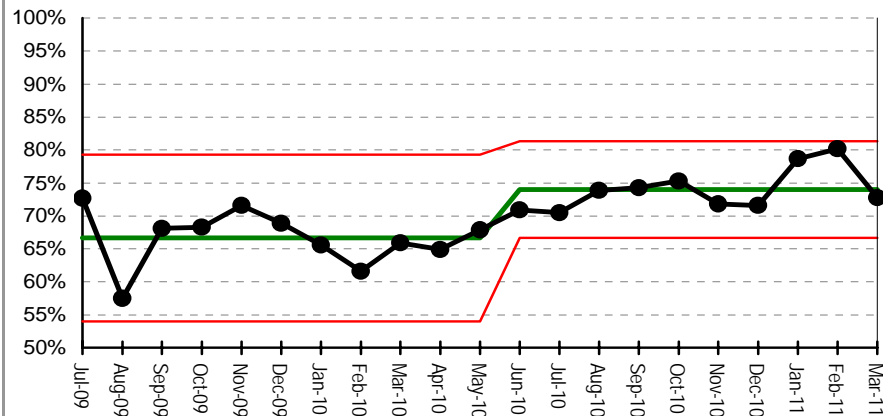
Net promoter scores range from -100% to 100%.

## Patient Survey: Key Questions

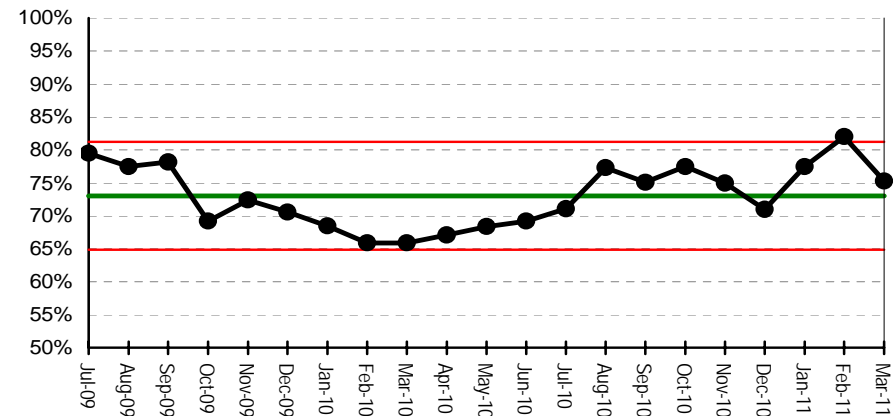
Percentage of patients trustwide who rated their care in the top two of five categories for the following questions:

High is good in all measures

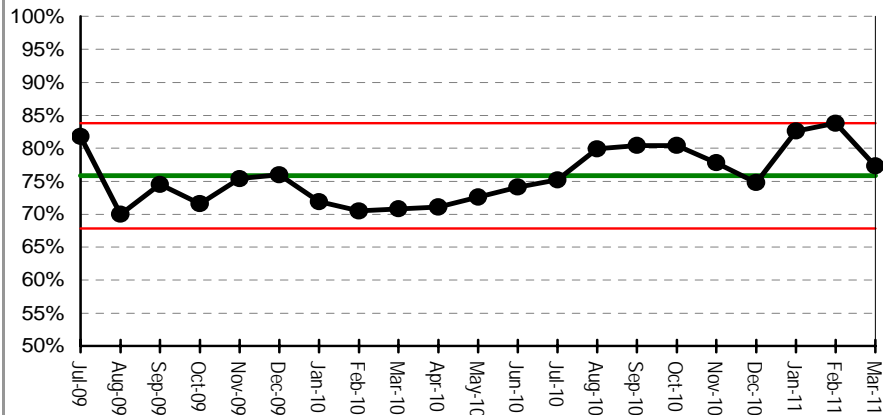
### Overall how did you rate the care you received?



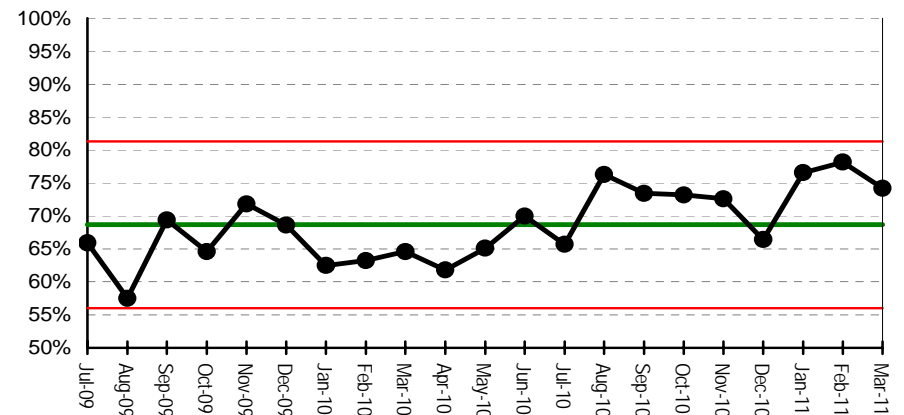
### Were you involved as much as you wanted to be in the decisions about your care?



### Did you feel you were treated with dignity and respect?



### Please rate the cleanliness of the hospital



Source: Local Whittington surveys (CRT)

Standard: Target to be within normal SPC parameter AND progress to an upward step change

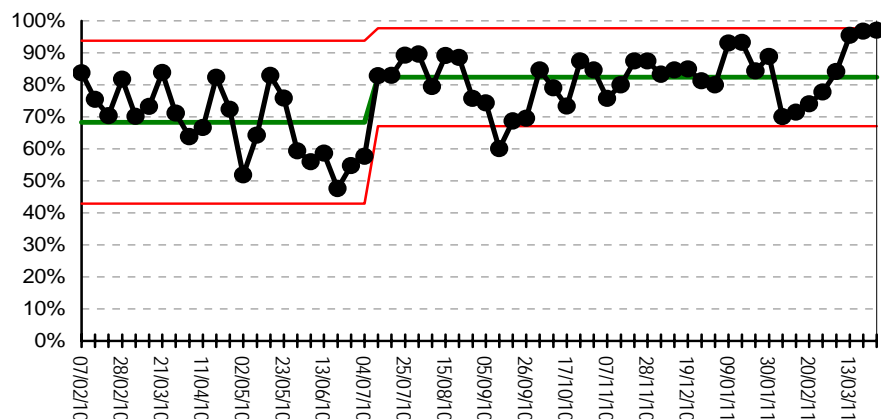
## Patient Survey: Single Sex Accommodation

Percentage of inpatients surveyed each week, answering 'No' to whether they had to share bathroom and sleeping facilities with patients of the opposite sex.

High is good

Questions: Whilst in the ward where you are currently, have you ever had to use the same toilet or shower as patients of the opposite sex?  
Whilst in the ward/bay where you currently are, have you ever had share the sleeping area with patients of the opposite sex?

### Bathroom facilities



Source: Local Whittington surveys (CRT)

Standard: to be zero with clinically justified exceptions

### Sleeping Area

