

Patient Experience - FFT, Mixed Sex Accommodation & Complaints

Data Source	Data Quality	PerFrame work	Indicator	Measure	Trajectory	
					Year	Month
8		Local	FFT Response Rate - Adult and Children Inpatients (including day cases and community)	=> %	25.0	25.0
8		Local	FFT Score - Adult and Children Inpatients (including day cases and community)	=> No	95.0	95.0
8		Local	FFT Response Rate: Type 1 and 2 Emergency Department	=> %	25.0	25.0
8		Local	FFT Score - Adult and Children Emergency Department (type 1 and type 2)	=> No	95.0	95.0
8		Local	FFT Response Rate: Type 3 WIU Emergency Department	=> %	25.0	25.0
8		Local	FFT Score - Adult and Children Emergency Department (type 3 WIU)	=> No	95.0	95.0
8		Local	FFT Score - Outpatients	=> No	95.0	95.0
8	NEW	Local	FFT Score - Maternity Antenatal	=> No	95.0	95.0
8	NEW	Local	FFT Score - Maternity Postnatal Ward	=> No	95.0	95.0
8	NEW	Local	FFT Score - Maternity Community	=> No	95.0	95.0
8		Local	FFT Score - Maternity Birth	=> No	95.0	95.0
8		Local	FFT Response Rate - Maternity Birth	=> %	25.0	25.0
13		National	Mixed Sex Accommodation Breaches	<= No	0.0	0.0
9		Local	No. of Complaints Received (formal and link)	No		
9		Local	No. of Active Complaints in the System (formal and link)	No		
9		Local	No. of First Formal Complaints received / 1000 bed days	Rate1		
9		Local	No. of First Formal Complaints received / 1000 episodes of care	Rate1		
9		Local	No. of Days to acknowledge a formal or link complaint (% within 3 working days after receipt)	=> %	100	100
9		Local	No. of responses which have exceeded their original agreed response date (% of total active complains)	<= %	0	0
9		Local	No. of responses sent out	No		
14		National	Access to healthcare for people with Learning Disability (full compliance)	Yes / No	Yes	Yes
		Local	Patient Harm - New Claims	No		
		Local	Patient Harm - Ongoing Claims	No		
		Local	Patient Harm - Closed Claims	No		

Previous Months Trend (since Nov 2017)												
N	D	J	F	M	A	M	J	J	A	S	O	N
9.7	8.3	9.8	9.8	10	10	8.3	7.4	5.4	8.9	8.3	15	19
85	89	88	88	88	89	92	92	95	96	90	93	91.63
3.4	3.6	-	3.8	7	-	-	-	-	11	6.3	4.3	6.75
58	-	-	75	74	-	-	-	-	76	73	71	74.46
-	8.8	-	5									
-	16	-	0	0	-	-	-	-	0	0	0	0
92	90	-	92	90	-	-	-	-	91	90	91	90.11
76	75	-	0	100	-	-	-	-	88	86	94	0
81	74	-	0	100	-	-	-	-	91	0	87	92.85
0	0	-	0	0	-	-	-	-	0	0	0	0
74	100	-	94	100	-	-	-	-	90	93	100	100
6.9	0.2	-	23	1.2	-	-	-	-	13	16	8.4	5.011
131	0	0	0	0	0	0	0	15	0	0	0	0
99	71	105	86	97	83	75	69	105	73	65	72	82
148	161	187	181	183	176	174	164	194	213	209	206	212
2.0	1.7	2.4	2.5	5.9	2.5	2.7	2.0	2.9	2.2	1.8	2.1	2.4
4.2	5.4	5.3	5.3	13.5	5.3	5.7	4.1	5.8	4.9	3.9	4.3	4.8
90	92	99	100	99	100	100	100	93	93	100	97	96.15
19	12	21	19	25	12	23	25	32	47	45	57	64.76
65	38	75	65	81	77	65	64	52	52	57	54	59
Awaiting New National Indicators												
-	-	-	11	6	15	5	-	13	19	-	-	-
-	-	-	491	474	473	456	-	309	321	-	-	-
-	-	-	26	0	16	5	-	4	7	-	-	-

Data Period	Group							Month	Year To Date	Trend
	M	SS	W	P	I	PCCT	CO			
Apr 2019								16	16	
Apr 2019								89		
Apr 2019	12							12.0	12.0	
Apr 2019	75.4							75		
Apr 2019	-							-	-	
Apr 2019	-							0		
Apr 2019								90		
Apr 2019								0		
Apr 2019								100		
Apr 2019								0		
Apr 2019								100		
Apr 2019								2	2	
Mar 2019	7	33	0	0	0			40	1407	
Apr 2019	33	18	5	0	0	14	2	72	72	
Apr 2019	84	34	17	1	3	22	2	163		
Apr 2019	1.91	2.77	1.33					2.00	2.00	
Apr 2019	4.73	4.03	2.05					3.99	3.98	
Apr 2019	100	100	100	-	-	100	100	100	100	
Apr 2019	18.9	19.4	28.6	-	-	18.75	33.3	20	20	
Apr 2019	25	31	8	0	1	7	5	77	77	
Apr 2019	N	N	N	N	N	N	N			
Apr 2019	-	-	-	-	-	-	-	10	10	
Apr 2019	-	-	-	-	-	-	-	393	393	
Apr 2019	-	-	-	-	-	-	-	1	1	

