

# Patient Experience - FFT, Mixed Sex Accommodation & Complaints

Data Quality	Last review	PAF	Indicator	Measure	Trajectory	
					Year	Month
	Apr-19		FFT Response Rate - Adult and Children Inpatients (including day cases and community)	=> %	25.0	25.0
	Apr-19		FFT Score - Adult and Children Inpatients (including day cases and community)	=> No	95.0	95.0
	Apr-19		FFT Response Rate: Type 1 and 2 Emergency Department	=> %	25.0	25.0
	Apr-19		FFT Score - Adult and Children Emergency Department (type 1 and type 2)	=> No	95.0	95.0
	Apr-19		FFT Response Rate: Type 3 WIU Emergency Department	=> %	25.0	25.0
	Apr-19		FFT Score - Adult and Children Emergency Department (type 3 WIU)	=> No	95.0	95.0
	Apr-19		FFT Score - Outpatients	=> No	95.0	95.0
	Apr-19		FFT Score - Maternity Antenatal	=> No	95.0	95.0
	Apr-19		FFT Score - Maternity Postnatal Ward	=> No	95.0	95.0
	Apr-19		FFT Score - Maternity Community	=> No	95.0	95.0
	Apr-19		FFT Score - Maternity Birth	=> No	95.0	95.0
	Apr-19		FFT Response Rate - Maternity Birth	=> %	25.0	25.0
			Mixed Sex Accommodation Breaches	<= No	0.0	0.0
			No. of Complaints Received (formal and link)	No		
			No. of Active Complaints in the System (formal and link)	No		
			No. of First Formal Complaints received / 1000 bed days	Rate1		
			No. of First Formal Complaints received / 1000 episodes of care	Rate1		
			No. of Days to acknowledge a formal or link complaint (% within 3 working days after receipt)	=> %	100	100
			No. of responses which have exceeded their original agreed response date (% of total active complaints)	<= %	0	0
			No. of responses sent out	No		
			Access to healthcare for people with Learning Disability (full compliance)	Yes / No	Yes	Yes

Previous Months Trend (since Dec 2017)																		
D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	
8.3	9.8	9.8	10	8.3	7.4	5.4	8.9	8.3	15	19	29	22.29	24	23	20	16	29	
89	88	88	88	89	92	92	95	96	90	93	92	91.68	91	92	91	89	89	
3.6	-	3.8	7	-	-	-	-	11	6.3	4.3	6.8	7.842	15	16	16	12	11	
-	-	75	74	-	-	-	-	76	73	71	74	72.84	74	75	75	75	76	
8.8	-	5	###	-	-	-	-	###	###	###	###	#####	###	###	###	###	###	###
16	-	0	0	-	-	-	-	0	0	0	0	0	0	0	0	0	0	0
90	-	92	90	-	-	-	-	91	90	91	90	91.73	90	90	91	90	90	
75	-	0	100	-	-	-	-	88	86	94	0	0	0	0	0	0	0	0
74	-	0	100	-	-	-	-	91	0	87	93	100	100	100	0	##	100	
0	-	0	0	-	-	-	-	0	0	0	0	0	0	0	0	0	0	0
100	-	94	100	-	-	-	-	90	93	100	100	100	17	95	100	##	94	
0.2	-	23	1.2	-	-	-	-	13	16	8.4	5	3.704	17	5	3.5	2	3.5	
0	0	0	0	0	0	0	0	15	0	0	0	0	-	###	229	40	22	11
71	105	86	97	83	75	69	105	73	65	72	82	58	49	66	70	72	92	
161	187	181	183	176	174	164	194	213	208	206	212	210	165	170	151	##	149	
1.7	2.4	2.5	5.9	2.5	2.7	2.0	2.9	2.2	1.8	2.1	2.4	1.9	1.2	2.3	2.1	2.0	4.1	
5.4	5.3	5.3	13.5	5.3	5.7	4.1	5.8	4.9	3.9	4.3	4.8	3.8	2.4	4.6	4.2	4.0	6.6	
92	99	100	99	100	100	100	93	93	100	97	96	98.28	98	100	98	##	2.2	
12	21	19	25	12	23	25	32	47	45	57	65	39.42	11	19	7.2	20	17	
38	75	65	81	77	65	64	52	52	57	54	59	47	74	58	95	77	98	
awaiting national indicators																		

Data Period	Group							Month	Year To Date	Trend
	M	SS	W	P	I	PCCT	CO			
May 2019								29	21	
May 2019								89		
May 2019								11	11.4	
May 2019								76		
May 2019								-	-	
May 2019								0		
May 2019								90		
May 2019								0		
May 2019								100		
May 2019								0		
May 2019								94		
May 2019								4	3	
May 2019								0	33	
May 2019								47	164	
May 2019								80		
May 2019								2.8	2.95	
May 2019								7.1	5.31	
May 2019								2.3	41	
May 2019								16	18	
May 2019								52	175	
Apr 2019	N	N	N	N	N	N	N			

