

Corporate Group

Section	Indicator	Measure	Trajectory		Previous Months Trend													Data Period	Directorate							Month	Year To Date	Trend					
			Year	Month	D	J	F	M	A	M	J	J	A	S	O	N	D		J	F	M	A	M	SG	F				W	M	E	N	O
Pt. Experience - FFT,MSA,Comp	No. of Complaints Received (formal and link)	No			8	12	8	8	5	5	4	6	5	4	4	13	3	5	5	4	2	1	May 2019	0	0	0	0	0	0	1	1	3	
Pt. Experience - FFT,MSA,Comp	No. of Active Complaints in the System (formal and link)	No			15	16	11	15	11	8	2	7	8	8	5	12	11	8	8	9	2	6	May 2019	0	0	0	1	1	1	3	6		
Workforce	PDRs - 12 month rolling	=> %	95.0	95.0																			Mar 2019	100	100	100	99	100	-	100		87.1	
Workforce	Medical Appraisal and Revalidation	=> %	95.0	95.0																			Apr 2019			95					85.7	86	
Workforce	Sickness Absence - 12 month rolling	<= %	3.00	3.00	4.75	4.69	4.70	4.62	4.59	4.49	4.42	4.40	4.40	4.38	4.35	4.25	4.22	4.21	4.23	4.21	4.21	4.21	May 2019	4.37	2.32	2.95	2.72	2.98	4.56	5.45	4.21	4.21	
Workforce	Sickness Absence - in month	<= %	3.00	3.00	4.82	3.58	4.37	3.93	3.86	3.72	3.94	4.46	4.22	3.82	4.35	4.26	4.21	4.67	4.64	3.81	3.71	3.80	May 2019	3.22	0.95	2.78	2.65	3.84	4.62	4.45	3.80	3.76	
Workforce	Sickness Absence - Long Term - in month	No			1	1	2	2	2	30	26	28	33	26	26	25	29	27	28	28	20	25	May 2019	3.00	0.00	2.00	3.00	0.00	17.00	0.00	25.00	45.00	
Workforce	Sickness Absence - Short Term - in month	No			7	15	11	12	4	61	76	79	54	70	86	93	84	120	112	86	79	57	May 2019	4.00	0.00	11.00	10.00	0.00	32.00	0.00	57.00	136.00	
Workforce	Mandatory Training	=> %	95.0	95.0																			May 2019	96	96	97	98	97	-	91	94.4	94	