

## SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

## **Patient voice scorecard: October to December 2019**

	Corporate	Emer	cine & gency ire	Surgical Services						Women's & Child Health			Primary Care, Community & Therapies				Imaging			
					merapies															
Indicator	a. Estates b. People & OD c. Strategy & Governance d. Operations e. Corporate Nursing f. Finance g. MDO	Emergency Care	Admitted Care A+B	Specialist Surgery	Trauma & Orthopaedics	Theatres	Anaesthetics, Critical Care & Pain	Ophthalmology	Gynaecology, Gynae- Oncology	Maternity, Health Visiting & Perinatal Medicine	Paediatrics	Ambulatory Therapies & End of Life Care	iBeds	iCares	Community Medicine	Diagnostic Imaging	Interventional Radiology	Nuclear Medicine & Radiopharmacy	Breast Screening	
1. Formal complaints	16	58	40	34	8	5	5	37	13	15	8	7	12	2	7	5	2	0	0	
2. Informal complaints	78	49	69	62	27	8	11	84	15	7	30	3	14	4	36	14	1	2	0	
3. Purple point contacts	14	16	26	8	7	0	0	2	1	2	5	1	5	0	0	0	0	0	0	
4. NHS choices	3	3	3	2	1	0	1	17	2	2	0	1	0	0	1	2	0	0	0	
5. FFT [%/no of responders]	-	2941	841	403	143	-	2	-	111	79	93	-	222	1	-	-	-	-	-	
	-	9.9%	23.2%	15.8%	20.4%	-	7.4%	-	16.5%	6.2%	100%	-	30.7%	-	-	-	-	-	-	
6. National Patient	-	169 <sup>i</sup>	415 <sup>ii</sup>							91 <sup>iii</sup>										
Surveys [no. of responders]	-	7.7%	33.2%							25.5%										

<sup>i</sup> Urgent and Emergency Care Survey 2018 <sup>ii</sup> Adult Inpatient Survey 2018 <sup>iii</sup> Maternity Services Survey 2019

GREEN	Strikingly strong performance, relative to service scale, adjusted for Point of Care expectations					
AMBER	A flag of concern for UNDER reporting of issues raised relative to service scale, adjusted for Point of Care expectations					
RED	A flag of concern about the volume of issues raised relative to the service scale, adjusted for Point of Care expectations					
WHITE	No comments indicated					