

SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

Speak up scorecard: October 2019 to March 2020

Corporate	Medicine & Emergency Care	Surgical Services							Women's & Child Health			Primary Care, Community & Therapies				Imaging			
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Indicator	a. Estates/DST b. People & OD c. Strategy & Governance d. Operations e. Corporate Nursing f. Finance g. MDO	Medicine & Emergency Care		Surgical Services					Women's & Child Health			Primary Care, Community & Therapies				Imaging			
		Emergency Care	Admitted Care A+B	Specialist Surgery	General Surgery	Theatres	Anaesthetics, Critical Care & Pain	Ophthalmology	Gynaecology, Gynaecology 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
b. Reported near misses	45	128	89	15	49	30	33	13	10	64	24	4	29	0	7	12	0	0	1
a. Reported serious incidents	0	7	11	1	2	0	1	0	0	1	0	0	5	21	0	0	0	0	0
b. Total reported incidents	602	2293	1388	192	498	557	645	234	86	829	269	49	477	698	52	192	10	9	6
c. weconnect engagement score	b. 3.93 c. 3.98 d. 4.01	-	-	-	3.94	-	3.84	-	-	3.77	-	3.98	-	-	-	-	-	-	-
d. weconnect response rate	b. 68% c. 31% d. 28%	-	-	-	20%	-	23%	-	-	22%	-	24%	-	-	-	-	-	-	-
e. New concerns raised with FTSUGs	2	3	-	-	-	-	-	2	-	-	-	1	-	2	1	1	-	-	-

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	f. Short term sickness cases	1211	620	842	277	346	308	266	155	65	401	306	181	318	257	108	193	11	11
g. Long term sickness cases	446	140	242	79	105	135	65	55	26	139	138	31	80	78	43	42	0	0	6
h. Dignity at work cases	2	0	2	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
i. Grievances	5	0	1	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0
j. Conduct cases	2	4	0	0	1	3	0	1	0	3	2	1	2	4	0	0	0	0	0
k. External staff exits	137	64	64	22	26	25	26	31	11	33	36	15	29	26	11	14	1	0	3
l. Shout Outs	a. 25 b. 26 c. 2 d. 88 e. 9 f. 4 g. 2	41	71	5	-	-	21	2	11	47	24	18	9	3	21	1	-	-	-
h. Star of the week nominations (launched in 11/2019)	a. 2 b. 5 c. 1 d. 18 e. 2 g. 1	13	34	5	-	-	3	-	1	18	-	7	-	11	4	-	-	1	-
Current headcount	1927	620	903	258	382	278	284	285	116	450	434	269	345	306	172	53	11	24	53