

## SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

## Patient voice scorecard: January to March 2020

	Corporate	Emer	cine & gency ire	Surgical Services						Women's & Child Health			Primary Care, Community & Therapies				Imaging			
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	General Surgery	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	24	55	51	9	36	3	4	29	7	16	5	2	8	3	6	5	1	0	0	
2. Informal complaints	73	45	74	16	53	7	5	91	20	9	23	5	15	3	30	16	1	1	0	
3. Purple point contacts	0	11	27	5	8	0	1	0	1	3	2	0	3	0	1	0	0	0	0	
4. NHS choices	1	4	5	1	1	1	0	11	0	0	0	1	1	0	1	0	0	0	0	
<b>5.</b> FFT [%/no of responders]	-	2886	1400	579	235	-	78	196	54	157	172	-	566	-	-	-	-	-	-	
<b>6.</b> National Patient	-	9.6% 169 <sup>i</sup>	36.9% 415 <sup>ii</sup>	25.8%	27.2%	-	100%	10%	7.83%	77.6% 91 <sup>iii</sup>	25%	-	44.7%	-	-	-	-	-	-	
Surveys [no. of responders]	_	105	713							71										
Carte yo [no. or responders]	-	7.7%	33.2%							25.5%										

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					

Urgent and Emergency Care Survey 2018

Adult Inpatient Survey 2018

Maternity Services Survey 2019