

March 2018

INPATIENT

			Mar-18			Response Rate %			% Would Recommend			% Wouldn't Recommend				
			Number of Responses	Number of Potential Responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Dec-17	Jan-18	Feb-18	Dec-17	Jan-18	Feb-18	Dec-17	Jan-18	Feb-18
Surgical																
8AB	73	98	74.5%	97.3%	0.0%	58.9%	37.3%	52.5%	93.7%	96.4%	100.0%	1.6%	0.0%	0.0%		
8D	88	157	56.1%	97.7%	0.0%	39.8%	56.9%	48.4%	98.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
CITU	1	5	20.0%	100.0%	0.0%	16.7%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
H03	26	42	61.9%	100.0%	0.0%	59.0%	45.3%	39.5%	100.0%	96.6%	100.0%	0.0%	0.0%	0.0%		
H10	47	80	58.8%	97.9%	0.0%	46.7%	48.6%	48.7%	97.7%	100.0%	100.0%	0.0%	0.0%	0.0%		
H14	90	129	69.8%	97.8%	0.0%	2.9%	18.2%	17.2%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
H11	74	103	71.8%	97.3%	0.0%	34.2%	63.4%	65.6%	92.0%	93.2%	96.6%	0.0%	0.0%	0.0%		
H19	5	34	14.7%	100.0%	0.0%	8.1%	21.6%	29.7%	100.0%	81.8%	100.0%	0.0%	9.1%	0.0%		
H21	19	53	35.8%	94.7%	0.0%	21.3%	36.2%	36.8%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
H22	73	129	56.6%	98.6%	0.0%	51.4%	74.3%	46.9%	100.0%	98.7%	97.1%	0.0%	0.0%	0.0%		
HICU	1	5	20.0%	100.0%	0.0%	42.9%	33.3%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%		
HSAU	76	163	46.6%	94.7%	3.9%	30.8%	40.9%	27.8%	96.4%	94.3%	97.6%	0.0%	1.4%	2.4%		
DAYCASE - CRH	461	708	65.1%	99.1%	0.9%	51.5%	62.3%	75.0%	98.5%	99.0%	99.1%	0.3%	0.6%	0.6%		
DAYCASE - HRI	632	1465	43.1%	98.7%	0.9%	42.9%	40.2%	38.3%	98.4%	98.0%	98.4%	0.7%	0.9%	0.7%		
SURGICAL - DAYCASE	1093	2173	50.3%	98.9%	0.9%	45.8%	48.2%	49.2%	98.5%	98.5%	98.7%	0.6%	0.8%	0.7%		
SURGICAL - INPATIENT	479	998	57.4%	97.4%	0.5%	41.7%	49.9%	41.6%	97.0%	96.5%	98.6%	0.3%	0.9%	0.3%		
SURGICAL	1666	3171	52.5%	98.4%	0.8%	44.5%	48.7%	47.0%	98.0%	97.9%	98.7%	0.5%	0.8%	0.6%		
Medicine																
4D	4	25	16.0%	100.0%	0.0%	0.0%	39.0%	19.4%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
2AB	40	279	14.3%	92.5%	0.0%	18.2%	15.6%	20.5%	92.5%	95.0%	100.0%	5.7%	0.0%	0.0%		
2CD	11	139	7.9%	90.9%	0.0%	11.1%	6.4%	16.3%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
SAD	9	24	37.5%	77.8%	11.1%	23.5%	31.4%	37.5%	100.0%	81.8%	100.0%	0.0%	9.1%	0.0%		
5B	12	49	24.5%	91.7%	0.0%	29.8%	16.3%	28.9%	78.6%	100.0%	100.0%	0.0%	0.0%	0.0%		
5C	15	41	36.6%	100.0%	0.0%	50.0%	36.6%	73.5%	93.3%	100.0%	100.0%	0.0%	0.0%	0.0%		
6A	29	57	50.9%	96.6%	0.0%	46.2%	61.0%	83.9%	94.4%	88.0%	100.0%	0.0%	4.0%	0.0%		
6BC	45	93	48.4%	100.0%	0.0%	28.7%	40.0%	62.7%	94.3%	92.1%	94.2%	2.9%	0.0%	0.0%		
7AD	12	22	54.5%	100.0%	0.0%	69.6%	44.4%	85.7%	81.3%	100.0%	94.4%	0.5%	0.0%	0.0%		
7B	5	8	62.5%	100.0%	0.0%	100.0%	80.0%	63.6%	88.9%	100.0%	100.0%	0.0%	0.0%	0.0%		
7C	30	50	60.0%	100.0%	0.0%											
AECDU HRI	1	204	0.5%	100.0%	0.0%	7.8%	3.6%	1.3%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
AEOBS CRH	35	263	13.3%	100.0%	0.0%	29.3%	12.5%	3.2%	98.8%	100.0%	100.0%	1.2%	0.0%	0.0%		
ANGI	33	68	48.5%	97.0%	0.0%	32.8%	37.8%	44.1%	100.0%	100.0%	96.7%	0.0%	0.0%	3.3%		
CCUR	46	86	53.5%	97.8%	2.2%	52.9%	61.3%	64.2%	97.8%	98.0%	100.0%	0.0%	0.0%	0.0%		
H01	98	291	33.7%	95.9%	2.0%	29.5%	35.1%	25.2%	93.9%	92.0%	91.8%	3.7%	3.4%	0.0%		
H04	9	23	39.1%	100.0%	0.0%	7.1%	18.5%	3.8%	100.0%	80.0%	100.0%	0.0%	0.0%	0.0%		
H05	8	30	26.7%	100.0%	0.0%	50.0%	52.3%	31.3%	100.0%	91.3%	40.0%	0.0%	0.0%	20.0%		
H06	46	83	55.4%	95.7%	2.2%	35.4%	47.3%	60.3%	97.5%	98.4%	97.6%	0.0%	0.0%	0.0%		
H08	23	28	82.1%	100.0%	0.0%	85.7%	94.7%	77.4%	91.7%	94.4%	95.8%	8.3%	0.0%	0.0%		
H15	22	37	59.5%	95.5%	0.0%	70.8%	80.0%	80.0%	93.5%	87.5%	100.0%	0.0%	0.0%	0.0%		
H12	51	90	56.7%	98.0%	0.0%	46.3%	64.0%	60.3%	61.4%	66.7%	84.1%	2.3%	3.5%	2.3%		
H17	47	78	60.3%	97.9%	0.0%	51.6%	63.6%	69.1%	93.8%	98.0%	97.4%	0.0%	0.0%	2.6%		
H20	28	30	93.3%	100.0%	0.0%	75.6%	86.5%	91.2%	96.8%	93.8%	100.0%	0.0%	6.3%	0.0%		
DAYCASE - CRH	133	1295	10.3%	97.7%	0.0%	13.9%	14.6%	14.6%	95.8%	98.5%	97.3%	1.2%	1.0%	0.5%		
DAYCASE - HRI	162	815	19.9%	91.4%	2.5%	17.3%	22.5%	20.7%	97.2%	98.8%	98.5%	0.9%	0.0%	0.0%		
MEDICINE - DAYCASE	295	2110	14.0%	94.2%	1.4%	15.1%	17.4%	16.6%	96.3%	98.7%	97.8%	1.1%	0.5%	0.3%		
MEDICINE - INPATIENT	675	2150	31.4%	96.9%	0.7%	28.0%	30.7%	32.6%	92.5%	93.1%	95.3%	1.7%	1.0%	0.8%		
MEDICINE	970	4260	22.8%	96.1%	0.9%	22.4%	24.2%	24.7%	93.6%	95.0%	96.1%	1.5%	0.8%	0.6%		
FSS																
3/PAA	202	722	28.0%	96.5%	0.5%	16.4%	26.8%	29.3%	94.8%	97.7%	97.0%	1.7%	0.6%	0.5%		
4C	94	226	41.6%	98.9%	1.1%	26.1%	27.0%	13.4%	98.1%	97.9%	100.0%	1.9%	0.0%	0.0%		
H18	26	50	52.0%	100.0%	0.0%	40.0%	49.1%	48.7%	100.0%	96.3%	100.0%	0.0%	0.0%	0.0%		
NISCBU	12	26	46.2%	100.0%	0.0%	30.6%	31.3%	53.6%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
DAYCASE - CRH	0	0	-	-	-	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%		
DAYCASE - HRI	24	94	25.5%	100.0%	0.0%	23.3%	22.4%	31.3%	100.0%	100.0%	96.2%	0.0%	0.0%	0.0%		
FSS - DAYCASE	24	94	25.5%	100.0%	0.0%	26.9%	24.1%	31.3%	100.0%	100.0%	96.2%	0.0%	0.0%	0.0%		
FSS - INPATIENT	334	1024	32.6%	97.6%	0.6%	19.9%	28.3%	27.7%	96.4%	97.7%	97.7%	1.5%	0.4%	0.4%		
FSS	358	1118	32.0%	97.8%	0.6%	20.4%	28.0%	28.0%	96.8%	97.8%	97.5%	1.4%	0.4%	0.4%		
DAYCASE CRH TOTAL	594	2003	29.7%	98.8%	0.7%	27.6%	31.8%	34.3%	97.7%	98.9%	98.6%	0.6%	0.7%	0.6%		
DAYCASE HRI TOTAL	818	2374	34.5%	97.3%	1.2%	34.2%	33.5%	32.8%	98.3%	98.3%	98.3%	0.7%	0.7%	0.6%		
DAYCASE TOTAL	1412	4377	32.3%	97.9%	1.0%	31.0%	32.7%	33.5%	98.0%	98.5%	98.5%	0.7%	0.7%	0.6%		
INPATIENT CRH TOTAL	812	2490	32.6%	97.0%	0.5%	26.8%	28.6%	31.3%	95.0%	97.3%	97.8%	1.5%	0.4%	0.3%		
INPATIENT HRI TOTAL	770	1682	45.8%	97.4%	0.8%	32.3%	41.8%	36.5%	94.0%	92.9%	95.3%	0.9%	1.2%	0.9%		
INPATIENT TOTAL	1582	4172	37.9%	97.2%	0.6%	29.2%	34.2%	33.4%	94.5%	95.0%	96.7%	1.2%	0.9%	0.6%		
OVERALL TOTAL - CRH	1406	4493	31.3%	97.8%	0.6%	27.2%	30.2%	32.7%	96.2%	98.1%	98.2%	1.1%	0.6%	0.4%		
OVERALL TOTAL - HRI	1588	4056	39.2%	97.4%	1.0%	33.3%	37.1%	34.4%	96.3%	95.6%	97.0%	0.8%	1.0%	0.7%		
OVERALL TRUST TOTAL	2994	8549	35.0%	97.6%	0.8%	30.1%	33.4%	33.5%	96.2%	96.8%	97.6%	0.9%	0.8%	0.6%		

A&E

CRH - A&E	497	4666	10.7%	86.7%	8.5%	10.9%	10.5%	11.2%	85.8%	85.8%	87.4%	9.7%	9.2%	7.9%
HRI - A&E	485	4463	10.9%	77.3%	13.0%	9.2%	10.3%	9.4%	84.3%	89.0%	82.0%	9.9%	8.3%	14.4%
A&E TOTAL	982	9129	10.8%	82.1%	10.7%	10.1%	10.4%	10.3%	85.2%	87.3%	85.0%	9.8%	8.7%	10.7%

RAG RATING

INPATIENT/ PAEDIATRICS/ DAYCASE:

(Based on July to Sept 16 National Results)

	Response Rate	Would	Wouldn't
Super Green	>=37.4%	>=97.9%	<=0.6
Green	25.9%-37.3%	96.3%-97.8%	0.7%-1.1%
Amber	17.1%-25.8%	94.1%-96.2%	1.2%-1.9%
Red	<=15.0%	<=94.0%	>=2.0

	Response Rate	Would	Wouldn't
Super Green	>=20.2%	>=93.1%	<=2.5%
Green	13.3%-20.1%	86.5%-93.0%	2.6%-7.4%
Amber	5.5%-13.2%	82.5%-86.4%	7.5%-10.9%
Red	<=4.4%	<=82.4%	>=11.0%

DAYCASE CRITERIA:

Daycase CRH includes wards - 4A BSSC CDC COPD CRAS CRXD DAYCAS ENDOSC GAU PMDC XBSSC

Daycase HRI includes wards - H22UP HBT HODST HOPDC HRA56 HRDU HRON HRXD H5AA9 XBSSH BSSH

These wards are reported at ward level on the Daycase Breakdown report.

Any patients with a 0 LOS on other wards not listed in the daycase criteria above are included in the inpatient ward figures within this report.

FRIENDS AND FAMILY TEST DAYCASE BREAKDOWN

						01/03/2018			Response Rate %					% Would Recommend					% Wouldn't Recommend						
						Number of responses	Number of Potential responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
DAYCASE TOTAL - CRH				RESPONSIBILITY		594	2003	29.7%	98.8%	0.7%	34.8%	36.2%	28.5%	34.6%	35.3%	98.3%	97.0%	97.6%	98.6%	98.7%	0.8%	1.2%	0.6%	0.7%	0.6%
FSS	XRAY ANGIO	CRH XRAY DEPARTMENT	Gareth Firth	0	0	-	-	-	100.0%	100.0%	80.0%	66.7%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	0.0%	0.0%	0.0%	0.0%	-	
MEDICINE	HCDU CRH	CRH HAEM DAY CARE UNIT	Chris Lord	48	327	14.7%	97.9%	0.0%	0.0%	0.0%	0.0%	27.0%	19.7%	20.1%	17.3%	-	95.4%	100.0%	97.0%	98.0%	-	0.0%	0.0%	1.5%	0.0%
MEDICINE	MDCU CRH	CRH WARD 4A	Donna Wood	2	195	1.0%	100.0%	0.0%	0.0%	0.0%	0.0%	27.8%	26.6%	17.5%	24.7%	27.8%	94.3%	96.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
MEDICINE	CRAS CRH	CRH MAU RAPID ASSESSMENT	Lynsey Whitelam	83	325	25.5%	97.6%	0.0%	0.0%	0.0%	0.0%	42.7%	24.3%	25.7%	25.3%	99.0%	96.9%	90.9%	96.1%	96.5%	0.0%	0.0%	3.0%	1.3%	0.9%
SURGICAL	DAYCAS CRH	CRH DAYCASE UNIT	Maggie Metcalfe	220	448	49.1%	98.6%	1.4%	0.0%	0.0%	0.0%	58.8%	53.4%	53.1%	45.4%	98.3%	98.1%	99.5%	100.0%	98.8%	1.0%	1.9%	0.5%	0.0%	1.2%
SURGICAL	ENDO CRH	CRH ENDOSCOPY UNIT	Karen Melling	134	557	24.1%	99.3%	0.7%	0.0%	0.0%	0.0%	25.9%	25.5%	15.7%	33.6%	96.7%	95.4%	96.6%	97.6%	99.5%	1.3%	3.3%	0.0%	1.0%	0.0%
SURGICAL	PMDC CRH	CRH PAIN MANAGEMENT D/C	Karen Melling	107	151	70.9%	100.0%	0.0%	0.0%	0.0%	0.0%	68.8%	74.5%	71.9%	75.7%	99.1%	99.3%	98.6%	99.3%	99.1%	0.9%	0.0%	0.0%	0.7%	0.9%
DAYCASE TOTAL - HRI				RESPONSIBILITY		818	2374	34.5%	97.3%	1.2%	31.4%	34.7%	35.0%	35.8%	33.7%	97.3%	96.3%	98.0%	98.2%	98.1%	1.2%	1.2%	0.9%	0.6%	0.5%
FSS	HBT HRI	HRI BLOOD TRANSFUSION	Chris Lord	0	52	-	-	-	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
FSS	XRAY RDCU	HRI XRAY DEPARTMENT	Gareth Firth	24	42	57.1%	100.0%	0.0%	0.0%	0.0%	0.0%	65.5%	58.3%	62.1%	65.4%	83.5%	95.2%	94.4%	100.0%	96.3%	5.3%	0.0%	5.6%	0.0%	0.0%
MEDICINE	RAS6 HRI	HRI RAPID ASSESSMENT	Kate Crowther	101	398	25.4%	89.1%	3.0%	0.0%	0.0%	0.0%	21.6%	29.4%	21.3%	31.1%	94.2%	97.3%	93.5%	97.8%	100.0%	3.8%	1.3%	2.2%	0.0%	0.0%
MEDICINE	HROH HRI	HRI HROH (General Patients - Normal)	Chris Lord	61	417	14.6%	95.1%	1.6%	0.0%	0.0%	0.0%	0.0%	7.6%	18.4%	20.5%	-	97.1%	98.6%	99.0%	95.2%	-	2.9%	0.0%	0.0%	0.0%
SURGICAL	H22UP	WARD 22 LUTHOTRIPSY CLINIC	Lynn Stott	14	14	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	40.0%	-	-	-	100.0%	100.0%	-	-	-	0.0%	0.0%
SURGICAL	SPU HRI	HRI OLD DEL SUITE THEATRE	Maggie Metcalfe	98	205	47.8%	99.0%	1.0%	0.0%	0.0%	0.0%	46.6%	37.5%	31.6%	58.6%	97.1%	97.5%	98.1%	98.6%	98.6%	1.0%	1.2%	1.9%	0.7%	0.0%
SURGICAL	MAX FAX Th	HRI MAX FAX THEATRE	Maggie Metcalfe	6	36	16.7%	100.0%	0.0%	0.0%	0.0%	0.0%	32.5%	23.9%	29.4%	18.9%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
SURGICAL	MAXFAX HRI	HRI MAX FAX DEPARTMENT	Maggie Metcalfe	2	10	20.0%	100.0%	0.0%	0.0%	0.0%	0.0%	20.0%	29.4%	33.3%	16.7%	100.0%	100.0%	66.7%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
SURGICAL	ENDO HRI	HRI ENDOSCOPY UNIT	Karen Melling	178	624	28.5%	98.9%	0.6%	0.0%	0.0%	0.0%	27.6%	28.8%	31.4%	35.1%	95.8%	96.3%	98.9%	97.2%	97.3%	0.7%	0.5%	1.1%	1.8%	1.6%
SURGICAL	DSU HRI	HRI DAY SURGERY UNIT	Maggie Metcalfe	276	346	79.8%	98.9%	0.7%	0.0%	0.0%	0.0%	78.5%	77.7%	74.6%	60.2%	99.3%	97.9%	98.8%	100.0%	98.8%	0.7%	1.5%	0.0%	0.0%	0.6%
SURGICAL	H5AA9 HRI	HSAU AMB ASSESSMENT	Karen Melling	58	230	25.2%	96.6%	3.4%	0.0%	0.0%	0.0%	26.2%	38.5%	38.7%	31.8%	96.1%	85.7%	96.9%	95.2%	97.8%	2.0%	1.4%	1.5%	0.0%	0.0%
DAYCASE TOTAL						1412	4377	32.3%	97.9%	1.0%	33.1%	35.4%	31.9%	35.2%	34.4%	97.8%	96.7%	97.8%	98.4%	98.4%	1.0%	1.2%	0.7%	0.6%	0.6%

RAG RATING

(Based on July to Sept 16 National Results)

	Response Rate	Would	Wouldn't
Super Green	>=37.4%	>=97.9%	<=0.6
Green	25.9%-37.3%	96.3%-97.8%	0.7%-1.1%
Amber	17.1%-25.8%	94.1%-96.2%	1.2%-1.9%
Red	<=17.0%	<=94.0%	>=2.0