



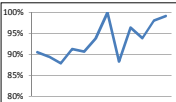

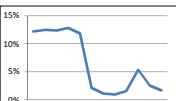
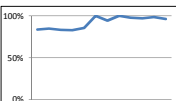

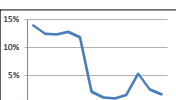



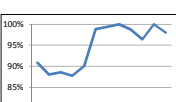









Safe	Caring	Effective	Responsive	Workforce	Efficiency/Finance	Activity	QUIN
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April 2018

## Caring - Community FFT

	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	% Response Rate	% Would Recommend	% Wouldn't Recommend
Community Division													Apr-18 - Based on 495 Responses & 13713 Potentials		
% Response Rate	9.9%	7.9%	9.5%	9.8%	12.7%	2.1%	5.0%	2.7%	2.0%	3.4%	2.8%	3.6%			
% Would Recommend	88.5%	87.8%	86.7%	87.6%	89.3%	97.5%	97.2%	91.3%	99.0%	96.4%	97.5%	93.9%			
% Wouldn't Recommend	2.5%	3.5%	3.8%	3.0%	3.8%	1.3%	2.3%	1.4%	0.3%	0.4%	0.3%	1.6%			
Community Nursing													Apr-18 - Based on 113 Responses & 3247 Potentials		
% Response Rate	7.2%	6.5%	10.9%	9.9%	12.1%	2.2%	1.1%	1.9%	0.8%	1.6%	1.6%	3.5%			
% Would Recommend	90.5%	89.5%	87.8%	91.3%	90.7%	93.8%	100.0%	88.3%	96.4%	93.9%	98.1%	99.1%			
% Wouldn't Recommend	1.8%	2.9%	2.3%	2.0%	4.6%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
Community Therapies													Apr-18 - Based on 52 Responses & 3149 Potentials		
% Response Rate	12.2%	12.5%	12.3%	12.8%	11.9%	2.1%	1.1%	0.9%	1.6%	5.3%	2.6%	1.7%			
% Would Recommend	83.5%	84.8%	83.5%	83.0%	85.8%	100.0%	94.3%	100.0%	98.0%	97.2%	98.6%	96.2%			
% Wouldn't Recommend	4.1%	4.0%	2.7%	4.1%	2.8%	0.0%	0.0%	0.0%	0.0%	1.4%	1.4%	0.0%			
Intermediate Care													Apr-18 - Based on 20 Responses & 950 Potentials		
% Response Rate	14.0%	12.5%	12.3%	12.8%	11.9%	2.1%	1.1%	0.9%	1.6%	5.3%	2.6%	1.7%			
% Would Recommend	92.9%	90.6%	89.0%	87.9%	88.3%	100.0%	100.0%	92.0%	100.0%	100.0%	100.0%	100.0%			
% Wouldn't Recommend	1.6%	3.4%	5.1%	0.9%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
Outpatient Therapies													Apr-18 - Based on 49 Responses & 4204 Potentials		
% Response Rate	6.9%	8.1%	7.4%	8.6%	8.8%	1.7%	3.0%	1.4%	1.6%	1.8%	1.6%	1.2%			
% Would Recommend	90.8%	88.0%	88.5%	87.7%	90.0%	98.9%	99.3%	100.0%	98.7%	96.4%	100.0%	98.0%			
% Wouldn't Recommend	2.5%	3.4%	5.6%	3.6%	4.4%	1.1%	0.7%	0.0%	1.3%	0.0%	0.0%	2.0%			
Specialist Nursing													Apr-18 - Based on 220 Responses & 1212 Potentials		
% Response Rate	47.0%	20.4%	7.8%	6.1%	25.1%	1.5%	32.1%	15.9%	3.4%	11.7%	11.4%	18.2%			
% Would Recommend	88.2%	85.1%	94.1%	100.0%	89.1%	100.0%	96.2%	86.8%	100.0%	95.2%	94.7%	88.2%			
% Wouldn't Recommend	2.1%	6.0%	5.9%	0.0%	4.3%	0.0%	3.8%	2.6%	0.0%	0.0%	0.0%	3.2%			
Womens													Apr-18 - Based on 41 Responses & 951 Potentials		
% Response Rate	1.4%	0.9%	2.8%	4.1%	3.8%	3.9%	5.8%	2.3%	5.1%	2.4%	1.1%	4.3%			
% Would Recommend	100.0%	100.0%	84.4%	93.3%	88.6%	95.8%	97.6%	94.9%	100.0%	100.0%	100.0%	100.0%			
% Wouldn't Recommend	0.0%	0.0%	15.2%	4.4%	4.3%	4.2%	0.8%	2.6%	0.0%	0.0%	0.0%	0.0%			

### RAG RATING

	Response	% Would	% Wouldn't
Super Green	>8.10%	>98.20%	<0.59%
Green	3.50% - 8.09%	96.60% - 98.19%	0.60% - 0.89%
Amber	1.50% - 3.49%	93.10% - 96.59%	0.90% - 2.59%
Red	<1.49%	<93.09%	>2.60%

Please note that the RAG rating has been revised in line with more recent benchmarking data (based on July – Sept 2016 national results).

### Please Note:

**Potential Responses** - Number of potential responses are calculated by the sum of all patients who had a unique attendance in a community setting.

This includes patients where no mobile phone number is supplied, patients who opted out and undelivered messages.

**% Recommend** - % Who would recommend include the response ratings "Extremely Likely" and "Likely"

**% Wouldn't Recommend** - % Who wouldn't recommend include the response ratings "Extremely Unlikely" and "Unlikely".

Response Rating "Don't Know" and "either likely or unlikely" is excluded from the recommendation %