

## SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

### EXECUTIVE SUMMARY REPORT TO THE HEALTHCARE GOVERNANCE COMMITTEE – 16 DECEMBER 2013

<b>Subject</b>	Friends and Family Test: Update, April to September 2013
<b>Supporting TEG Member</b>	Professor Hilary Chapman, Chief Nurse
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<b>Status<sup>1</sup></b>	N

#### PURPOSE OF THE REPORT

To provide an update to the Healthcare Governance Committee, on the first 6 months of the Friends and Family Test

#### KEY POINTS

- Trust scores are very good, however response rates are low
- The Trust is working towards achieving the CQUIN target of a 20% response rate for quarter 4
- Actions being taken to improve response rates include piloting a new method of texting A&E patients following discharge
- A process for reviewing wards that score below the England average has been put in place. This includes triangulating and analysing all patient experience data for these wards.
- The Friends and Family Test commenced in Maternity on 1<sup>st</sup> October and the Trust plans to roll out to out patients, day cases and community by July 2014, ahead of national implementation plan in 2015.
- Monthly summary reports will continue to be provided to the Board of Directors, along with more detailed quarterly reports

#### IMPLICATIONS<sup>2</sup>

	<b>AIM OF THE STHFT CORPORATE STRATEGY 2012-2017</b>	<b>TICK AS APPROPRIATE</b>
1	Deliver the Best Clinical Outcomes	
2	Provide Patient Centred Services	✓
3	Employ Caring and Cared for Staff	
4	Spend Public Money Wisely	
5	Deliver Excellent Research, Education & Innovation	

#### RECOMMENDATIONS

The Healthcare Governance Committee is asked to note the contents of the report

#### APPROVAL PROCESS

<b>Meeting</b>	<b>Date</b>	<b>ApprovedY/N</b>
TEG	6.11.13	Y
HCGC	16.12.13	

<sup>1</sup> Status: A = Approval  
A\* = Approval & Requiring Board Approval  
D = Debate  
N = Note

<sup>2</sup> Against the five aims of the STHFT Corporate Strategy 2012-201

## 1. Introduction

The Friends and Family Test (FFT) was introduced nationally across all provider NHS Trusts from 1<sup>st</sup> April 2013 for all adult acute in-patients and patients discharged from Accident and Emergency (A&E) departments. This report provides an overview of the first 6 months of FFT, including an analysis of STH scores, response rates and areas for action. Whilst benchmarking data is provided, this is not yet available for September as national FFT data will not be published until November 2013.

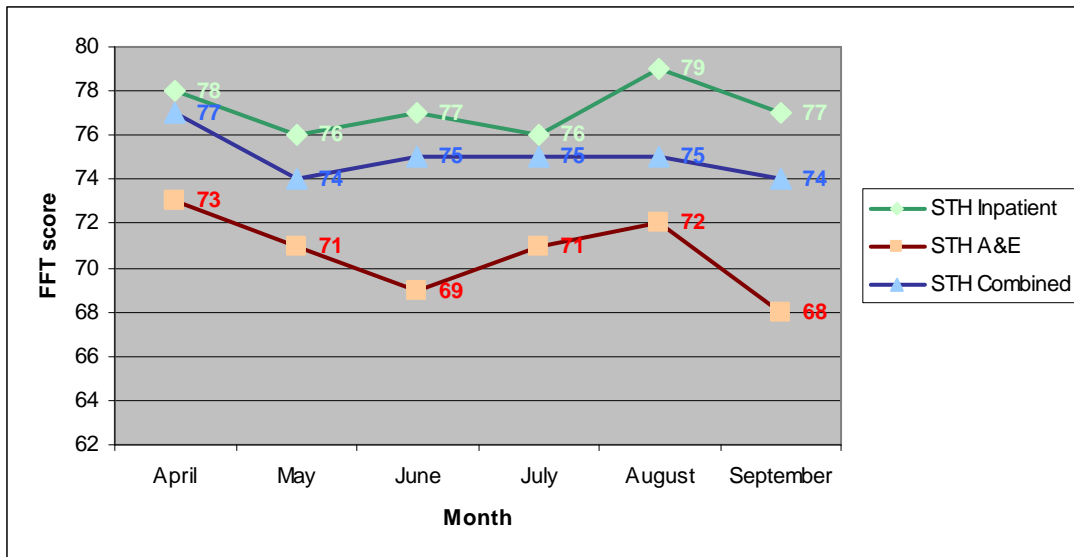
The report covers only in-patient and A&E data, as at this stage there is insufficient data to provide an analysis of the maternity FFT which commenced on 1<sup>st</sup> October 2013.

## 2. Comparative FFT scores

### a. STH scores

Scores have remained relatively constant, with combined scores consistently falling in the mid- 70s. Table 1 shows this Trust's FFT scores for the last 6 months for inpatients, A&E and combined scores:

Table 1: STH FFT scores April – September 2013 for A&E, inpatients and combined:



### b. Benchmarked scores

These scores compare favourably both nationally and amongst Shelford Group trusts, as detailed in table 2 below. The table ranks trusts using August data, with STH highlighted in yellow and the England average in bold. The table shows STH scores are consistently well above the England average for each of the 5 months:

**Table 2: Combined (A&E/inpatient) FFT scores for Shelford Group Trusts:**

Trust name	April	May	June	July	August
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	74	77	76	75	80
Sheffield Teaching Hospitals NHS Foundation Trust	77	74	75	75	77
Guy's And St Thomas' NHS Foundation Trust	66	69	68	68	71
University Hospitals Birmingham NHS Foundation Trust	75	74	77	78	69
Oxford University Hospitals NHS Trust	67	67	64	69	67
Central Manchester University Hospitals NHS Foundation Trust	62	62	61	62	65
Imperial College Healthcare NHS Trust	53	55	60	58	60
University College London Hospitals NHS Foundation Trust	66	70	59	56	58
Cambridge University Hospitals NHS Foundation Trust	51	58	57	55	52
King's College Hospital NHS Foundation Trust	53	51	48	48	50
<b>England (including Independent Sector Providers)</b>	<b>63</b>	<b>65</b>	<b>64</b>	<b>64</b>	<b>65</b>

Nationally, ranked scores are not published, however these can be calculated using the FFT data published by NHS England. Table 3 shows STH rankings as follows:

**Table 3: STH national FFT rankings April – August 2013**

	A&E*	Inpatients*
April	20/144	48/167
May	31/144	68/169
June	32/144	59/170
July	24/144	66/170
August	28/144	54/171

\*the number of trusts can change from month to month, depending on how many trusts submit FFT data in line with national guidelines and timescales.

### c. Nationally published scores

Since July, each month NHS Choices publishes FFT scores by hospital site with each site being awarded a green tick (top 10%), blue OK (middle 80%) or red exclamation mark (bottom 10%). This is intended to provide a quick reference guide for the public. Table 4 illustrates how each STH hospital site has scored for August, September and October:

**Table 4: FFT scores as featured on NHS Choices, breakdown by month:**

	August (June data)	September (July data)	October (August data)
<b>Royal Hallamshire</b>			
<b>Northern General</b>			
<b>Weston Park</b>			

In June, Weston Park scored in the bottom 10% due to having received only 15 responses (10 *extremely likely*, 4 *likely*, 1 *extremely unlikely*) which meant that, due to the FFT scoring methodology, the one 'extremely unlikely' response had a disproportionate effect on the overall score.

#### d. Ward level scores

Table 5 shows the top 10 scoring wards using 6 months of aggregated data. The number of responses received over 6 months is also shown, in order to highlight that for some wards, scores are based on a relatively low number of responses:

**Table 5: Top 10 scoring wards (6 month aggregated data)**

<b>Ward</b>	<b>Care Group / Directorate</b>	<b>Number of Responses</b>	<b>FFT Score</b>
Macmillan Palliative Care Unit	SCM&R / Palliative Medicine	12	<b>100</b>
Teenage Cancer Unit	SCM&R / Medical Oncology	35	<b>97</b>
Osborn 2	SCM&R / Rehabilitation	32	<b>94</b>
Cystic Fibrosis Ward	Emergency Care / Respiratory	28	<b>93</b>
Chesterman 1	SYRS - Cardiology	13	<b>92</b>
Chesterman 4	SYRS - Cardiothoracic	111	<b>91</b>
M2	Emergency Care / Respiratory	33	<b>91</b>
Chesterman 3	SYRS - Cardiothoracic	107	<b>90</b>
F1	Surgical Services / Orthopaedics	251	<b>89</b>
E2	SCM&R / Infectious Diseases	108	<b>88</b>

Table 6 shows those wards that scored below the England average of 64, using 6 months of aggregated data:

**Table 6: wards scoring below the England average of 64 (6 month aggregated data)**

<b>Ward</b>	<b>Care Group / Directorate</b>	<b>Number of Responses</b>	<b>FFT Score</b>
Huntsman 7	Surgical Services / Orthopaedics	7	<b>-14</b>
Robert Hadfield 6	Emergency Care / Geriatric Med	79	<b>-1</b>
Vickers 4	Surgical Services / Orthopaedics	16	<b>19</b>
Huntsman 6	Surgical Services / Orthopaedics	4	<b>25</b>
Huntsman 5	Emergency Care / Gen Medicine	228	<b>51</b>
Brearley 7	Emergency Care / Geriatric Med	40	<b>53</b>
Robert Hadfield 1	Emergency Care / Endocrinology	71	<b>56</b>
Brearley 5	Emergency Care / Geriatric Med	37	<b>57</b>
Huntsman 4	Surgical Services / Orthopaedics	50	<b>62</b>

Two of the above wards were highlighted nationally in a report by NHS England in which Huntsman 6 is listed as one of 11 wards with a score of -100 in July (based on only 1 response) and Robert Hadfield 6 is listed as one of 5 wards with a negative score for both July and August.

**e. Actions to review and improve scores**

Each month, using a rolling programme of 6 months of aggregated data, wards achieving scores lower than the England average are now being reviewed as follows:

- Analysis of a breakdown of responses, as low scores may sometimes be due to the FFT scoring methodology. An example of this is ward Robert Hadfield 6, where the majority of responses were positive, with only one negative response as shown in table 7 below:

**Table 7: Robert Hadfield 6 breakdown of score by response (6 month aggregated data):**

	<b>1 – Extremely likely</b>	<b>2 - Likely</b>	<b>3 – Neither likely nor unlikely</b>	<b>4 - Unlikely</b>	<b>5 – Extremely unlikely</b>	<b>6 – Don’t know</b>
<b>Total</b>	<b>18</b>	<b>42</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>0</b>

- An analysis of all patient experience feedback over the previous 12 months for each ward, as shown in Appendix 1. This enables a comparison of patient feedback across the board including local survey (Frequent Feedback) scores, website feedback and complaints.
- A review of all comments received through FFT over the previous 6 months, drawing out positive and negative themes, as shown in Appendix 2. For example, for Robert Hadfield 6 food and mealtimes were the most frequent negative themes.
- All wards scoring below the England average will be required to produce an action plan addressing those themes where patients have provided negative feedback.

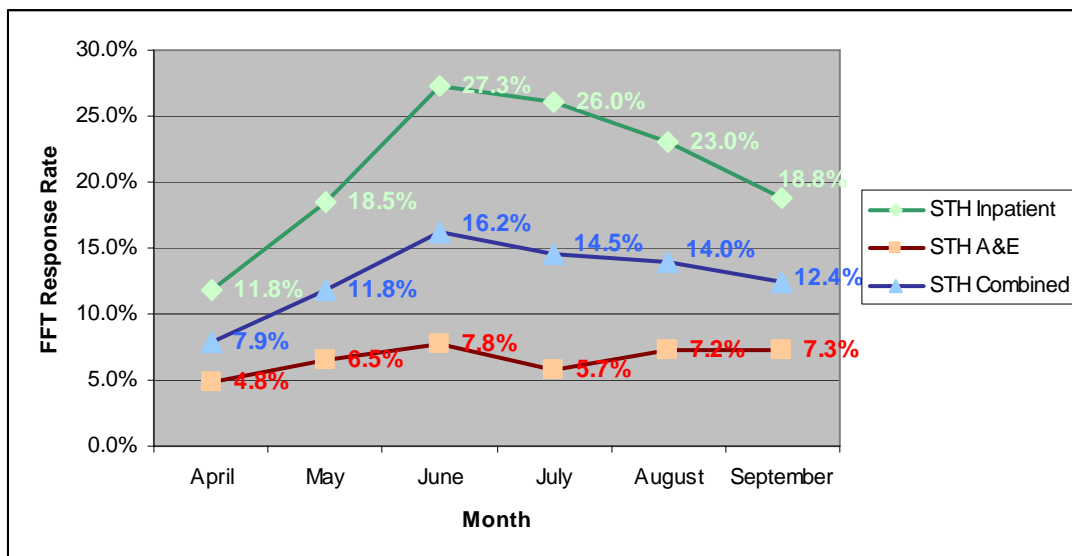
In addition to the above, a database has been established to record service improvements as a result of FFT feedback and all areas have been asked to report any actions they take. These will be reported in future FFT reports.

**3. Comparative FFT response rates**

**a. STH response rates**

Table 8 shows STH response rates for the past 6 months for inpatients, A&E and combined scores. Whilst the Trust did not achieve the CQUIN target of an overall 15% response rate for quarter 1, we are now working towards the next CQUIN target of an overall 20% response rate for quarter 4 and aim to achieve 20% from November 2013:

**Table 8: STH FFT response rates April – September 2013 for A&E, inpatients and combined:**



The table shows a peak in response rates during June, when existing volunteers were redeployed to wards and to A&E as a temporary measure to improve overall response rates for quarter 1. However, this approach is not sustainable and giving out FFT cards needs to be built into everyday working practice and to become a routine part of the discharge process. Actions being taken to improve response rates are outlined later.

## b. Benchmarked response rates

Response rates for Shelford Group trusts are shown in the table below, ranked by the August data. STH is highlighted in yellow and the England average in bold:

**Table 9: Combined (A&E/inpatient) FFT response rates for Shelford Group Trusts:**

Trust name	April	May	June	July	August
Imperial College Healthcare NHS Trust	20.5%	20.8%	18.4%	20.6%	20.4%
University College London Hospitals NHS Foundation Trust	5.9%	7.8%	16.6%	22.9%	20.1%
Cambridge University Hospitals NHS Foundation Trust	20.2%	21.5%	21.8%	22.4%	17.4%
Oxford University Hospitals NHS Trust	17.9%	10.9%	18.8%	17.1%	15.8%
King's College Hospital NHS Foundation Trust	11.4%	16.1%	12.7%	9.5%	15.3%
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	15.5%	16.5%	12.3%	11.6%	15.1%
Guy's And St Thomas' NHS Foundation Trust	12.0%	11.2%	14.3%	13.4%	14.3%
Sheffield Teaching Hospitals NHS Foundation Trust	7.8%	11.6%	15.9%	14.5%	14.0%
University Hospitals Birmingham NHS Foundation Trust	10.3%	11.4%	11.2%	12.4%	11.2%
Central Manchester University Hospitals NHS Foundation Trust	9.9%	9.7%	9.1%	12.0%	8.9%
<b>England (including Independent Sector Providers)</b>	<b>10.9%</b>	<b>13.2%</b>	<b>15.9%</b>	<b>16.1%</b>	<b>17.1%</b>

The table highlights that STH response rates are consistently below the England average. Further analysis at local level shows that there is considerable variation in both response rates and scores both from ward to ward and from month to month. Low response rates can have a disproportionate impact on scores and variations in ward/department level scores may be as a result of the low numbers of patient responses.

## c. Ward level response rates

Using 6 months of aggregated data, there are 29 areas (28 wards and A&E) where the 20% response rate target is not currently being met. Work is on-going to improve response rates across the board, however there is a focus on those areas with the most scope for improvement. Table 10 shows the wards achieving the highest and lowest response rates, using 6 months of aggregated data:

**Table 10: Top and bottom 10 wards ranked by response rate (6 months aggregate data):**

Top 10			Bottom 10		
Ward	Care Group / Directorate	Response Rate	Ward	Care Group / Directorate	Response Rate
Q2	Emergency Care / Geriatric Med	73.7%	P4	SCM&R / Clinical Haematology	0.0%*
P1	Emergency Care / Gastroenterology	71.2%	Acute Spinal Injuries Ward	SCM&R / Rehabilitation	0.0%**
Burns Unit	Surgical Services / Plastics	69.7%	Huntsman 6	Surgical Services / Orthopaedics	0.6%
Q1	Emergency Care / Geriatric Med	67.3%	Huntsman 7	Surgical Services / Orthopaedics	1.4%
F2	Surgical Services / Gen Surgery	51.6%	A&E	Emergency Care - A&E	2.8%
F1	Surgical Services / Orthopaedics	50.4%	Chesterman 1	SYRS - Cardiology	3.2%
Robert Hadfield 4	Emergency Care / Gen Medicine	48.1%	Firth 3	Surgical Services - Gen Surgery	3.7%
L2	Head and Neck / Neurology	38.3%	Firth 2	SYRS - Vascular Surgery	3.7%
Renal Unit - E Floor	SYRS / Nephrology	36.2%	Ward 2	SCM&R / Clinical Oncology	5.7%
Brearley 3	Emergency Care / Respiratory	35.5%	SAC	Surgical Services - Gen Surgery	6.1%

\*There was some confusion regarding patient eligibility for FFT on P4. This has now been clarified and 5 responses have been received during the first 3 weeks of October, meaning a response rate of over 20%.

\*\*Following additional awareness raising of FFT for staff on Acute Spinal Injuries, 2 responses were received during the third week of October, meaning a response rate of over 20% for October.

#### **d. Actions to improve response rates**

A key priority is to improve response rates and, in order to address this issue the following actions are being taken:

- In A&E, a trial of texting patients following discharge is to begin shortly. The trial will initially be for a 3 month period and response rates will be monitored closely during this time.
- A new weekly summary of response rates and scores by ward/department is now circulated to Nurse Directors at the end of each week, in the same format as the 6 month aggregated summary in Appendix 3. Wards with lower response rates are then followed up quickly to identify any issues and appropriate actions are taken. As a result, response rates for a number of the 'bottom 10' wards shown in table 10 have improved during October.
- The Trust's FFT Coordinator is meeting with staff from a number of different areas over the coming month, to further raise awareness of FFT and to discuss any difficulties.

#### **4. Next steps**

Work will continue to improve response rates, with the pilot of texting A&E patients on discharge commencing shortly. The new process for reviewing low scoring wards has commenced and this will provide assurance that appropriate actions are being taken where necessary.

FFT data for maternity will be available from mid-November and this will subsequently be reported as part of the regular FFT reports. Roll out to outpatients, day cases and community will commence from April 2014, with full implementation from July 2014. Whilst this is ahead of the national implementation deadline of April 2015, many other trusts are now beginning the roll out and a number of areas across the Trust are keen to implement as soon as possible.

Monthly summary reports will continue to be provided along with more detailed quarterly reports.

## Triangulated patient experience data: wards scoring below FFT England average

Ward Info	Care Group	Emergency Care					Surgical Services			
	Directorate	Endocrinology	Geriatric Medicine			Trauma and Orthopaedics				
	Ward Name	Robert Hadfield 1	Brearley 5	Brearley 7	Huntsman 5	Robert Hadfield 6	Huntsman 4	Huntsman 6	Huntsman 7	Vickers 4
Friends and Family Test - 6 Month data	Total number of people eligible to respond	308	203	135	1558	243	608	624	509	229
	Total Responses	71	37	40	228	79	50	4	7	16
	Response Rates	23.1%	18.2%	29.6%	14.6%	32.5%	8.2%	0.6%	1.4%	7.0%
	FFT Score	56	57	53	51	-1	62	25	-14	19
Website Feedback and Comment Cards - 12 month data	Total Comment Cards/Website feedback Received	15	8	3	9	30	12	23	20	12
	Percent of Cards with Positive Score	93.3%	75.0%	66.7%	66.7%	93.3%	83.3%	90.5%	80.0%	75.0%
	Number of Positive Points Raised within Freetext Feedback	23	3	3	8	51	19	38	34	12
	Number of Negative Points Raised within Freetext Feedback	12	3	2	6	7	7	13	11	4
Complaints - 12 month data	Complaints received	5	9	1	8	1	14	25	10	4
	As a % of estimated activity	0.8%	2.2%	0.4%	0.3%	0.2%	1.2%	2.0%	1.0%	0.9%



Ward Info	Care Group	Emergency Care				Surgical Services			
	Directorate	Endocrinology	Geriatric Medicine			Trauma and Orthopaedics			
	Ward Name	Robert Hadfield 1	Brearley 5	Brearley 7	Huntsman 5	Robert Hadfield 6	Huntsman 4	Huntsman 6	Huntsman 7
Question 1*	98.10%	100.00%	97.60%	100.00%	100.00%	100.00%	97.30%	97.60%	98.70%
Question 2*	95.10%	97.90%	97.50%	87.10%	94.60%	92.60%	97.10%	96.30%	92.20%
Question 3*	83.70%	84.90%	69.00%	79.40%	84.00%	66.20%	64.40%	69.00%	80.80%
Question 4*	87.50%	98.10%	88.10%	79.40%	94.70%	79.20%	82.20%	80.20%	85.90%
Question 5*	85.60%	77.40%	71.80%	96.70%	75.30%	98.70%	95.90%	95.20%	98.70%
Question 6*	82.70%	92.30%	76.30%	87.10%	91.80%	89.60%	83.30%	89.50%	98.70%
Question 7*	83.30%	78.00%	76.30%	93.50%	86.10%	87.00%	81.90%	83.50%	87.00%
Question 8*	93.10%	95.10%	93.60%	92.50%	94.20%	94.50%	94.20%	92.20%	100.00%
Question 9*	89.40%	94.30%	90.20%	93.50%	88.20%	85.70%	83.60%	92.00%	91.00%
Question 10*	88.50%	82.70%	81.00%	92.10%	88.20%	92.00%	84.90%	88.20%	89.70%
Question 11*	98.80%	97.80%	97.00%	98.10%	100.00%	93.70%	98.60%	93.90%	97.10%
Question 12*	56.60%	61.40%	29.40%	52.70%	59.70%	67.20%	48.60%	60.30%	56.50%
Question 13*	88.20%	100.00%	97.10%	88.90%	87.70%	88.50%	88.60%	89.90%	92.10%
Question 14*	78.40%	77.40%	75.60%	77.00%	86.80%	84.20%	83.30%	80.00%	76.30%
Question 15*	76.00%	83.00%	80.50%	77.80%	78.90%	76.30%	67.60%	74.40%	82.10%
Question 16*	87.70%	87.10%	85.70%	94.10%	91.70%	91.70%	97.10%	89.70%	100.00%
Question 17*	89.60%	90.00%	90.90%	97.40%	90.00%	90.00%	100.00%	90.60%	100.00%
Question 18*	88.20%	89.70%	96.40%	94.90%	93.20%	87.20%	92.50%	91.80%	92.20%
Question 19*	98.90%	100.00%	96.90%	86.20%	98.60%	85.10%	82.60%	86.60%	93.30%
Question 20*	98.90%	98.00%	100.00%	93.30%	98.50%	88.40%	84.50%	85.90%	97.30%
Question 21*	95.10%	100.00%	88.10%	95.10%	91.90%	92.20%	93.10%	89.40%	93.50%
Question 22*	95.10%	94.30%	92.50%	95.20%	97.40%	90.90%	98.60%	95.40%	98.70%
Question 23*	94.20%	92.50%	92.90%	95.30%	94.70%	96.10%	98.70%	97.70%	98.70%
Question 24*	100.00%	100.00%	95.20%	96.90%	100.00%	96.10%	97.20%	94.20%	98.70%
Question 25*	95.00%	96.20%	95.20%	96.90%	98.60%	90.80%	97.20%	94.30%	96.20%

Frequent Feedback - 12 month data

\* The Frequent Feedback questions are listed on the next page



85% or above  
(excellent)



75% - 85% (good)



65% - 75% (average)



65% or below (poor)

## Frequent Feedback Questions

Question 1	Have you shared a sleeping area, for example a room or bay, with patients of the opposite sex?
Question 2	On THIS WARD, have you used the same bathroom or shower area as patients of the opposite sex?
Question 3	Have you been disturbed by noise from staff whilst resting / sleeping?
Question 4	In your opinion, how clean is the hospital room or ward that you are in?
Question 5	When you have important questions to ask, are you able to understand the answers you are given?
Question 6	Do you have confidence and trust in the DOCTORS treating you?
Question 7	Do DOCTORS talk in front of you as if you aren't there?
Question 8	If you ever need to talk to a DOCTOR, do you get the opportunity to do so?
Question 9	Do you have confidence and trust in the NURSES/ MIDWIVES treating you?
Question 10	Do NURSES/ MIDWIVES talk in front of you as if you aren't there?
Question 11	Overall, how would you rate the attitude of the staff on this ward?
Question 12	Staff you have seen on this ward, have any of them demonstrated an excellent attitude?
Question 13	Staff you have seen on this ward, have any of them demonstrated a poor attitude?
Question 14	On this ward, have you been confused by staff giving different information or advice?
Question 15	Do the staff treating you introduce themselves?
Question 16	If you need help to eat or drink are you given the help you need?
Question 17	If you need help to wash or dress are you given the help you need?
Question 18	If you need help from staff getting to the bathroom or toilet, do you get it in time?
Question 19	Do you think the hospital staff do everything they can to help control your pain?
Question 20	When you use the call button do you get the help you need within an acceptable time?
Question 21	Are you involved as much as you want to be in decisions about your care and treatment?
Question 22	Are you given enough privacy when discussing your condition or treatment?
Question 23	Overall, do you feel you have been treated with respect and dignity during your stay?
Question 24	Overall, how would you rate the care you have received?
Question 25	Would you recommend this hospital to your family and friends?

## Analysis of patient comments for wards scoring below England average

Ward	Positive Themes	Negative Themes
<b>Huntsman 7</b> (score = -14)	Nursing care Attitude of Staff	Shortage of staff Inappropriate treatment / error Pharmacy waiting times
<b>Robert Hadfield 6</b> (score = -1)	Level of care Helpful and pleasant staff	Poor food / too much food. Rushed meal times
<b>Vickers 4</b> (score = 19)	Excellent treatment from all staff.  Kind and understanding nurses	Lack of entertainment on the ward (e.g. radio or TV) Noise Waiting Times Poor food
<b>Huntsman 6</b> (score = 25)	Attitude of Staff Good personal care.	Waiting times for assistance Noise
<b>Huntsman 5</b> (score = 51)	Attitude of Staff Ward cleanliness  Level of care	Shortage of staff Staff communication with patients  Noise Poor food
<b>Brearley 7</b> (score = 53)	Attitude of Staff Good care Ward cleanliness	No negative comments.
<b>Robert Hadfield 1</b> (score = 56)	Attitude of Staff Ward cleanliness Environment	Communication between staff Inappropriate treatment / error
<b>Brearley 5</b> (score = 57)	Attitude of Staff Food Level of care Ward cleanliness	Noise
<b>Huntsman 4</b> (score = 62)	Level of care Professionalism	Noise Shortage of staff Waiting times for assistance

## FFT scores and response rates by ward/department (6 month aggregate data)

Care Group	Directorate	Ward Name	FFT Response Rate	FFT Score
<b>Emergency Care</b>			<b>7.72%</b>	<b>67</b>
	<b>General Medicine</b>		<b>19.84%</b>	<b>69</b>
		Firth 5 / MAU 2	32.26%	76
		Huntsman 1 / MAU 1	13.31%	72
		Huntsman 5	14.63%	51
		Robert Hadfield 2	25.68%	81
		Robert Hadfield 4	48.08%	87
	<b>Gastroenterology</b>		<b>42.15%</b>	<b>80</b>
		Brearley 6	22.28%	76
		P1	71.21%	87
		P2	34.43%	71
	<b>Endocrinology</b>		<b>23.05%</b>	<b>56</b>
		Robert Hadfield 1	23.05%	56
	<b>Respiratory Medicine</b>		<b>24.90%</b>	<b>76</b>
		Brearley 1	21.80%	74
		Brearley 2	29.96%	78
		Brearley 3	35.54%	70
		Brearley 4	26.48%	72
		Cystic Fibrosis Ward	18.54%	93
		M2	9.17%	91
	<b>Geriatric Medicine</b>		<b>28.61%</b>	<b>58</b>
		Brearley 5	18.23%	57
		Brearley 7	29.63%	53
		Firth 6 / MAU 3	16.21%	65
		Q1	67.26%	78
		Q2	73.74%	82
		Robert Hadfield 3	24.40%	76
		Robert Hadfield 5	23.70%	65
		Robert Hadfield 6	32.51%	-1
	<b>A&amp;E (NGH)</b>		<b>2.83%</b>	<b>58</b>
		A&E	2.83%	58
<b>Head and Neck</b>			<b>28.98%</b>	<b>78</b>
	<b>ENT</b>		<b>30.62%</b>	<b>78</b>
		I1	30.62%	78
	<b>Neurosurgery</b>		<b>26.20%</b>	<b>80</b>
		N1/N2	26.20%	80

<b>Neurology</b>		33.42%	81
	┆ L1	29.49%	77
	┆ L2	38.33%	84
<b>Eye Casualty</b>		28.24%	78
	┆ Eye Casualty	28.24%	78
<b>Obs &amp; Gynae</b>		26.00%	82
<b>Gynaecology</b>		26.00%	82
	┆ G2	26.00%	82
<b>Spec Cancer, Med, Rehab</b>		13.54%	86
<b>Clinical Haematology</b>		9.38%	85
	┆ P3	11.24%	85
	┆ P4	0.00%	0
<b>Rehabilitation</b>		13.10%	90
	┆ Acute Spinal Injuries Ward	0.00%	0
	┆ Osborn 2	14.68%	94
	┆ Osborn 4	25.00%	78
<b>Palliative Medicine</b>		23.08%	100
	┆ Macmillan Palliative Care Unit	23.08%	100
<b>Infectious Diseases</b>		24.85%	84
	┆ E1	22.13%	75
	┆ E2	26.47%	88
<b>Medical Oncology</b>		15.34%	90
	┆ Teenage Cancer Unit	25.93%	97
	┆ Ward 3	12.99%	87
<b>Clinical Oncology</b>		8.45%	81
	┆ O1	11.16%	81
	┆ Ward 2	5.72%	80
<b>Surgical Services</b>		16.36%	73
<b>General Surgery</b>		16.69%	78
	┆ F2	51.57%	85
	┆ Firth 3	3.69%	85
	┆ Firth 4	13.45%	72
	┆ Firth 8	15.21%	84
	┆ Firth 9	9.35%	73
	┆ Huntsman 2	16.63%	65
	┆ Surgical Admissions Centre	6.08%	66
<b>Urology</b>		20.74%	69
	┆ H1 / H2	20.74%	69

	<b>Trauma and Orthopaedics</b>	<b>13.29%</b>	<b>77</b>
	F1	50.40%	89
	Huntsman 4	8.22%	62
	Huntsman 6	0.64%	25
	Huntsman 7	1.38%	-14
	Vickers 4	6.99%	19
	<b>Plastic Surgery</b>	<b>69.70%</b>	<b>87</b>
	Burns Unit	69.70%	87
<b>SYRS</b>		<b>16.52%</b>	<b>86</b>
	<b>Cardiothoracic</b>	<b>20.22%</b>	<b>90</b>
	Chesterman 3	21.97%	90
	Chesterman 4	18.78%	91
	<b>Cardiology</b>	<b>18.38%</b>	<b>86</b>
	Chesterman 1	3.21%	92
	Chesterman 2	27.37%	86
	Firth 7	12.77%	84
	<b>Nephrology</b>	<b>19.52%</b>	<b>82</b>
	Renal Unit - E Floor	36.23%	81
	Renal Unit - F Floor	11.11%	84
	<b>Vascular Surgery</b>	<b>3.74%</b>	<b>66</b>
	Firth 2	3.74%	66
	<b>Total Inpatients</b>	<b>21.36%</b>	<b>77</b>
	<b>Total A&amp;E</b>	<b>6.42%</b>	<b>71</b>
	<b>STH TRUSTWIDE Total</b>	<b>12.96%</b>	<b>75</b>
	<b>ENGLAND AVERAGE*</b>	<b>17.10%</b>	<b>65</b>

Response Rate Colour Key: (20% target achieved)

Score Colour Key: (Equal to or above England Average)

(20% target not achieved)

(Below England Average)

\*England Average based on most recent (August) data