

**Table 1: Nursing Care Metrics – February 2012 – June 2012**

	<b>Feb 2012</b>	<b>Mar 2012</b>	<b>Apr 2012</b>	<b>May 2012</b>	<b>Jun 2012</b>
Medication Storage and Administration	↑ 89%	↑ 91%	↑ 97%	↑ 98%	↑ 99%
Infection Control and Privacy & Dignity	↑ 89%	↓ 87%	↑ 91%	↑ 95%	↑ 96%
Patient Observations	↑ 81%	↓ 79%	↑ 84%	↓ 83%	↑ 87%
Pain Management	↑ 72%	↑ 81%	↑ 84%	↑ 87%	↑ 91%
Tissue Viability	↑ 74%	↑ 79%	↑ 91%	↓ 90%	↓ 89%
Nutrition	↑ 82%	↑ 83%	↑ 91%	↑ 92%	↓ 91%
Fluid Management	↑ 64%	↑ 73%	↑ 85%	↑ 87%	↓ 82%
Falls assessment	↑ 92%	↓ 91%	↑ 98%	↓ 96%	↑ 98%
Continence	↑ 81%	↑ 83%	↑ 97%	↓ 93%	↓ 88%
Total	↑ 81%	↑ 83%	↑ 91%	↑ 92%	↑ 92%

**Table 2: Patient Experience Metrics – September 2011 to June 2012**

	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012
How clean is this ward (including toilets)?	↑ 95%	↓ 94%	↓ 91%	↑ 92%	↑ 97%	↓ 95%	↓ 94%	↑ 95%	■ 95%	■ 95%
As far as you know do the staffs wash or clean their hands between touching patients?	↑ 91%	↑ 92%	■ 92%	↓ 91%	↑ 95%	↓ 93%	↑ 94%	↑ 95%	↓ 92%	↑ 95%
Do you feel informed about potential medication side effects?	↓ 72%	↓ 58%	↓ 65%	↓ 71%	↓ 60%	↓ 67%	↓ 62%	↓ 46%	↓ 57%	↓ 65%
Do you feel you have enough privacy when discussing your condition or treatment with staff?	↑ 91%	↓ 87%	↓ 82%	↑ 85%	↑ 86%	↑ 92%	↓ 85%	↑ 88%	↑ 89%	↓ 85%
Do you feel that you have been treated with respect and dignity while you are on this ward?	↑ 97%	↓ 96%	■ 96%	↓ 90%	↑ 95%	↑ 97%	↓ 95%	↓ 91%	↑ 95%	↑ 98%
Do you feel involved in decisions about your treatment and care?	↓ 68%	↓ 77%	↑ 82%	↓ 80%	↑ 83%	↓ 82%	↑ 86%	↓ 80%	↑ 83%	↓ 77%
Have hospital staff been available to talk about any worries or concerns you have?	↑ 84%	↑ 86%	↑ 90%	↓ 81%	↑ 90%	↓ 89%	↓ 84%	↓ 82%	↑ 92%	↓ 90%
Do you get enough help from staff to eat your meals?	↑ 83%	↑ 86%	↑ 92%	↓ 83%	↑ 90%	■ 90%	■ 90%	↑ 92%	↓ 90%	↑ 98%
Whilst you have been on this ward have you ever shared a sleeping area with a member of the opposite sex?	↑ 100%	↓ 99%	↑ 100%	↓ 97%	↑ 99%	↓ 98%	■ 98%	↑ 100%	↓ 96%	↑ 98%
Do you think hospital staff do everything they can to help control your pain?	↑ 96%	↓ 88%	↑ 90%	↓ 82%	↑ 90%	↑ 91%	↓ 89%	■ 89%	↑ 93%	↓ 89%
When you use the call buzzer is it answered?	↓ 77%	↑ 81%	↑ 90%	↓ 82%	↑ 83%	↑ 85%	↓ 80%	↑ 88%	↑ 93%	↓ 89%
Have staff talked to you about your discharge from hospital?	↓ 32%	↓ 50%	↓ 61%	↓ 52%	↓ 55%	■ 55%	↓ 62%	↓ 64%	↓ 74%	↓ 63%
Total	↑ 82%	↑ 83%	↑ 86%	↓ 82%	↑ 85%	↑ 86%	↓ 85%	↓ 83%	↑ 87%	↓ 86%

**Friends and Family test “The Net Promoter Question “**

<b>1.1 PCT cluster name</b> (select from list)	West Mercia, PCT Cluster
<b>1.2 Time period - month</b> (select from list)	JUNE
<b>1.3 Provider name</b> (select from list)	Shrewsbury and Telford Hospital NHS Trust
<b>1.4 Provider pro-code</b> (populates automatically, please review)	RXW
<b>1.5 NPS tool</b> (please detail the data collection route)	
<b>2.0 Submission confirmations</b>	
<b>2.1 Confirmation of survey timeliness</b> (survey within 48 hours of discharge)	YES
<b>2.2 Confirmation of internal reporting</b> (monthly reporting to board at organisational, speciality and ward level, including plans for improvement)	YES
<b>2.3 Confirmation of weekly reporting</b> (if you are submitting combined monthly data please insert all figures in the week 1 column)	YES

### 3.0 Organisational NPS Response

	Week 1	Week 2	Week 3	Week 4	Week 5
START DATE	27/05/12	03/06/12	10/06/12	17/06/12	24/06/12
END DATE	02/06/12	09/06/12	16/06/12	23/06/12	30/06/12
<b>3.1 Total number of inpatients in period</b> (number of defined DISCHARGES within the period)	1313	1143	1218	1247	1242
<b>3.2 Total number of responses in period</b> (number of NPS responses from cohort in 3.1)	130	136	88	157	179
<b>3.3 Number of promoters</b>	99	101	59	102	133
<b>3.4 Number of passives</b>	26	31	21	40	40
<b>3.5 Number of detractors</b>	5	4	8	15	6
<b>4.0 Net Promoter Score</b>					
<b>4.1 Organisation NPS – weekly</b> (automatically populates from data entered above)	72.307692 31	71.323529 41	57.954545 45	55.414012 74	70.949720 67
<b>4.2 Organisation Monthly</b> (automatically populates from data entered above)	66.086956 52				

### Sample of data supplied to the wards

Week commencing 24th June 2012

Centre	Number of Responses	Net promoter Score
Emergency & Critical Care Centre Total	9	77.78%
Head & Neck Centre Total	0	
Medicine Centre Total	97	61.86%
Musculoskeletal Centre Total	9	66.67%
Oncology Centre Total	0	0.00%
Surgery Centre Total	16	56.25%
Women's & Children Centre Total	48	93.75%
<b>Trust overall total</b>	<b>179</b>	<b>70.95%</b>