Comparison of April to Sept 2014 with Oct 2014 to March 2015

Urgent Care

	Arrow Ward		CCU		Frome AAU/SSU		Lugg Ward		Wye Ward		Ross CH		Leominster CH		Bromyard CH		Hillside	
	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15
Complaints - Communication with Nursing staff	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Complaints - Clinical care	0	0	0	0	4	0	1	4	3	0	0	0	0	0	0	1	1	0
Complaints - Attitude of Nursing staff	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Compliments	22	59	150	156	79	46	134	121	76	123	128	97	106	117	136	96	68	84
MRSA Bacteraemia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Clostridium Difficle (post)	3	0	0	0	4	4	5	2	0	5	2	4	2	0	0	3	1	1
Drug Errors	4	14	0	0	10	33	4	21	15	10	3	3	1	2	3	2	2	0
Slips, trips and falls	27	28	1	2	39	44	65	75	25	34	50	38	25	39	21	10	34	43
Patient falls - Moderate harm or above (SIRI)	3	1	1	0	0	0	1	0	0	1	0	1	0	0	2	1	1	0
Pressure Ulcers (3&4)	3	5	0	0	4	3	3	3	1	0	0	0	0	0	0	0	0	0

Elective Care

	Leadon Ward		ITU		Monnow Ward		Redbrook Ward		Teme Ward	
	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15
Complaints - Communication with Nursing staff	1	0	0	0	0	0	1	0	0	0
Complaints - Clinical care	0	0	0	0	0	0	0	0	1	1
Complaints - Attitude of Nursing staff	1	0	0	0	0	0	1	0	1	1
Compliments	110	107	58	50	181	132	130	45	271	122
MRSA Bacteraemia	0	0	0	0	0	0	0	0	0	0
Clostridium Difficle (post)	2	9	2	0	0	1	3	7	0	1
Drug Errors	3	9	2	5	4	4	8	7	0	5
Slips, trips and falls	12	10	0	0	17	5	10	13	9	9
Patient falls - Moderate harm or above (SIRI)	1	0	0	0	0	0	3	0	0	1
Pressure Ulcers (3&4)	0	2	2	1	1	0	1	1	0	0

Integrated Family Health Services

	Childrens Ward		Maternity Ward		Womens Health Ward		SCBU		Delivery Suite	
	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15	April to Sept 2014	Oct to March 2014/15
Complaints - Communication with Nursing staff	0	0	0	0	0	0	0	0	0	0
Complaints - Clinical care	0	0	2	1	2	2	0	0	1	0
Complaints - Attitude of Nursing staff	0	0	0	0	0	0	0	0	0	0
Compliments	218	256	111	99	76	87	81	76	77	36
MRSA Bacteraemia	0	0	0	0	0	0	0	0	0	0
Clostridium Difficle (post)	0	0	0	0	1	1	0	0	0	0
Drug Errors	0	1	1	2	1	5	0	0	2	2
Slips, trips and falls	0	1	2	1	4	4	0	0	0	0
Patient falls - Moderate harm or above (SIRI)	0	0	0	0	0	0	0	0	0	0
Pressure Ulcers (3&4)	0	0	0	0	0	0	0	0	0	0

Key

Colour	Comparison
	Stayed the same but positive or an improvement
	Stayed the same or increased by 1
	Deterioration or no improvement