

This information includes data for April 2016

Urgent Care

	Arrow Ward		CCU		Frome AAU/SSU		Gilwern unit		Lugg Ward		Wye Ward	
	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days
Complaints - Communication with Nursing staff	0	0.0	0	0	0	0.0	0	0.0	0	0.0	0	0.0
Complaints - Clinical/Patient care	1	1.3	0	0	0	0.0	0	0.0	2	2.3	0	0.0
Complaints - Attitude of Nursing staff	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Compliments	6	n/a	15	n/a	1	n/a	12	n/a	13	n/a	27	n/a
Friends and Family Test Response Rate	34.5%	n/a	100%	n/a	90%	n/a	52%	n/a	75%	n/a	55.7%	n/a
Friends and Family Test Recommendation Percentage	85%	n/a	100%	n/a	94%	n/a	100%	n/a	96%	n/a	100%	n/a
MRSA Bacteramia	0	0.0	0	0	0	0.0	0	0.0	0	0.0	0	0.0
Clostridium Difficile (post)	0	0.0	0	0	0	0.0	0	0.0	0	0.0	0	0.0
Drug Errors (exc. Missed medication)	0	0.0	0	0.0	0	0.0	1	2.2	2	2.3	0	0.0
Missed Medication Incidents	1	1.3	0	0.0	3	3.1	1	2.2	0	0.0	0	0.0
Slips, trips and falls	4	5.3	0	0.0	3	3.1	4	8.9	9	10.2	8	10.7
Patient falls - Moderate harm or above (SIRI)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pressure Ulcers (3&4) Internal Investigation	0	0.0	0	0.0	2	2.1	0	0.0	0	0.0	0	0.0
Pressure Ulcers (3&4) SI reportable	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Bed Days	755	n/a	155	n/a	958	n/a	450	n/a	886	n/a	746	n/a
Sickness												

Key

Colour	
Green	0
Yellow	1 & 2
Red	3 +

FFT Response rate key

Colour	%
Green	Over 40%
Yellow	30-40%
Red	Under 30%

FFT Score key

Colour	%
Green	100-95%
Yellow	90-94%
Red	0-89%

Community Hospitals

	Ross CH		Leominster CH		Bromyard CH		Hillside	
	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days
Complaints - Communication with Nursing staff	0	0.0	0	0.0	0	0.0	1	1.6
Complaints - Clinical/Patient care	0	0.0	0	0.0	0	0.0	0	0.0
Complaints - Attitude of Nursing staff	0	0.0	0	0.0	0	0.0	0	0.0
Compliments	11	n/a	6	n/a	12	n/a	0	n/a
Friends and Family Test Response Rate	86.7%	n/a	93.9%	n/a	93.3%	n/a	100%	n/a
Friends and Family Test Recommendation Percentage	100%	n/a	100%	n/a	100%	n/a	100%	n/a
MRSA Bacteramia	0	0.0	0	0.0	0	0.0	0	0.0
Clostridium Difficile (post)	0	0.0	0	0.0	0	0.0	0	0.0
Drug Errors (exc. Missed medication)	0	0.0	0	0.0	0	0.0	0	0.0
Missed Medication Incidents	0	0.0	0	0.0	0	0.0	0	0.0
Slips, trips and falls	2	2.5	5	6.6	6	11.8	9	14.1
Patient falls - Moderate harm or above (SIRI)	0	0.0	0	0.0	0	0.0	0	0.0
Pressure Ulcers (3&4) Internal Investigation	0	0.0	0	0.0	1	2.0	0	0.0
Pressure Ulcers (3&4) SI reportable	0	0.0	0	0.0	0	0.0	0	0.0
Bed Days	814	n/a	756	n/a	510	n/a	638	n/a
Sickness								

	Emergency Dept.	CAU	Discharge Lounge
	Number	Number	Number
Complaints - Communication with Nursing staff	1	0	0
Complaints - Clinical/Patient care	5	0	0
Complaints - Attitude of Nursing staff	0	0	0
Compliments	1	17	3
Friends and Family Test Response Rate	10.5%	70.8%	n/a
Friends and Family Test Recommendation Percentage	80%	100%	n/a
MRSA Bacteramia	0	0	0
Clostridium Difficile (post)	0	0	0
Drug Errors (exc. Missed medication)	0	1	0
Missed Medication Incidents	1	0	0
Slips, trips and falls	1	0	0
Patient falls - Moderate harm or above (SIRI)	0	0	0
Pressure Ulcers (3&4) Internal Investigation	0	0	0
Pressure Ulcers (3&4) SI reportable	0	0	0
Sickness			

Elective Care

	Leadon Ward		ITU		Monnow Ward		Redbrook Ward		Teme Ward		Daycase Unit/Endoscopy	
	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days
Complaints - Communication with Nursing staff	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	14.0
Complaints - Clinical/Patient care	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3	10.5
Complaints - Attitude of Nursing staff	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Compliments	35	n/a	11	n/a	20	n/a	37	n/a	27	n/a	15	n/a
Friends and Family Test Response Rate	40.6%	n/a	n/a	n/a	38.8%	n/a	78.9%	n/a	65.1%	n/a	13.1%	n/a
Friends and Family Test Recommendation Percentage	96%	n/a	n/a	n/a	100%	n/a	97%	n/a	98%	n/a	96%	n/a
MRSA Bacteramia	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Clostridium Difficile (post)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Drug Errors (exc. Missed medication)	1	1.7	1	6.8	0	0.0	0	0.0	2	4.6	0	0.0
Missed Medication Incidents	2	3.5	1	6.8	0	0.0	0	0.0	0	0.0	0	0.0
Slips, trips and falls	7	12.1	0	0.0	1	1.9	4	5.6	2	4.6	2	7.0
Patient falls - Moderate harm or above (SIRI)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Pressure Ulcers (3&4) Internal Investigation	0	0.0	0	0.0	1	1.9	0	0.0	0	0.0	0	0.0
Pressure Ulcers (3&4) SI reportable	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Bed Days	579	n/a	147	n/a	530	n/a	711	n/a	435	n/a	285	n/a
Sickness												

Integrated Family Health Services

	Childrens Ward		Maternity Ward		Womens Health Ward		SCBU		Delivery Suite	
	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days	Number	Per 1000 bed days
Complaints - Communication with Nursing staff	0	0	0	0	0	0.00	0	0	0	0
Complaints - Clinical/Patient care	0	0.0	0	0	1	4.98	0	0	0	0
Complaints - Attitude of Nursing staff	0	0	0	0	0	0.00	0	0	0	0
Compliments	30	n/a	20	n/a	1	n/a	10	n/a	21	n/a
Friends and Family Test Response Rate	21.7%	n/a	52.3%	n/a	58.2%	n/a	n/a	n/a	49%	n/a
Friends and Family Test Recommendation Percentage	100%	n/a	100%	n/a	100%	n/a	n/a	n/a	97%	n/a
MRSA Bacteramia	0	0	0	0	0	0.00	0	0	0	0
Clostridium Difficile (post)	0	0	0	0	0	0.00	0	0	0	0
Drug Errors (exc. Missed medication)	1	4.2	2	5.8	0	0.0	0	0.0	1	0
Missed Medication Incidents	2	8.3	0	0.0	0	0.0	0	0.0	1	0
Slips, trips and falls	0	0.0	0	0.0	0	0.0	0	0	0	0
Patient falls - Moderate harm or above (SIRI)	0	0	0	0	0	0.00	0	0	0	0
Pressure Ulcers (3&4) Internal Investigation	0	0	0	0	0	0.00	0	0	0	0
Pressure Ulcers (3&4) SI reportable	0	0	0	0	0	0	0	0	0	0
Bed Days	240	n/a	343	n/a	201	n/a	164	n/a	*	n/a
Sickness										

*Discharge figures are unavailable from this area as they can have multiple bed occupancies a day