

Neighbourhood Team Nurse Sensitive Indicators - April 2016

Urgent Care	City	East	West	Virtual
	Number	Number	Number	Number
Complaints - Communication staff	0	0	0	0
Complaints - Clinical care	0	0	0	0
Complaints - Attitude of staff	0	0	0	0
Compliments	7	3	5	7
Friends and Family Test Recommendation Percentage	50%			
Drug Errors (exc. Missed medication)	0	0	0	0
Missed Medication Incidents	1	1	0	0
Slips, trips and falls	0	0	0	0
Patient falls - Moderate harm or above (SIRI)	0	0	0	0
Pressure Ulcers (3&4) Internal Investigation	0	0	0	0
Pressure Ulcers (3&4) SI reportable	0	0	0	0
Sickness				

data not split per team

Key

Colour	Number
	0
	1 - 2
	3+

FFT Score key

Colour	%
	100-95%
	90-94%
	0-89%