

This information includes data for August 2016

Medical Division	Arrow Ward		CCU		Frome AAU/SSU		Gilwern unit		Lugg Ward		Wye Ward		Bromyard CH		Hillside		Leominster CH		Ross CH	
	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	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	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Complaints - Clinical/Patient care	0	0.0	0	0.0	1	1.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	1.1
Complaints - Attitude of Nursing staff	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Compliments	0	n/a	14	n/a	9	n/a	7	n/a	0	n/a	0	n/a	2	n/a	0	n/a	26	n/a	19	n/a
Friends and Family Test Response Rate	11.1%	n/a	77.8%	n/a	3.0%	n/a	27.3%	n/a	37.3%	n/a	46%	n/a	94%	n/a	100%	n/a	100%	n/a	67.6%	n/a
Friends and Family Test Recommendation Percentage	86.0%	n/a	96%	n/a	33.0%	n/a	100%	n/a	77.0%	n/a	93%	n/a	100%	n/a	100%	n/a	100%	n/a	96%	n/a
MRSA Bacteraemia	0	0.0	0	0.0	0	0.0	0	0.0	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	0	0.0	0	0.0	0	0.0	0	0.0
Drug Errors (exc. Missed medication)	3	3.8	1	6.4	5	5.0	0	0.0	2	2.1	1	1.3	1	1.9	0	0.0	3	3.8	3	3.3
Missed Medication Incidents	3	3.8	0	0.0	5	5.0	0	0.0	0	0.0	0	0.0	1	1.9	0	0.0	1	1.3	1	1.1
Slips, trips and falls	3	3.8	0	0.0	3	3.0	10	22.3	8	8.4	6	7.7	1	1.9	12	18.4	3	3.8	4	4.4
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	0	0.0	0	0.0	0	0.0	0	0.0
Pressure Ulcers (3&4) Internal Investigation	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	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	0	0.0	0	0.0	0	0.0	0	0.0
Bed Days	789	n/a	157	n/a	1002	n/a	448	n/a	947	n/a	777	n/a	535	n/a	652	n/a	788	n/a	901	n/a
Sickness																				

	Emergency Dept.	CAU	Discharge Lounge	MRU
	Number	Number	Number	Number
Complaints - Communication with Nursing staff	1	0	0	0
Complaints - Clinical/Patient care	2	1	0	0
Complaints - Attitude of Nursing staff	0	0	0	0
Compliments	1	9	3	0
Friends and Family Test Response Rate	10.6%	55%	n/a	n/a
Friends and Family Test Recommendation Percentage	82%	86%	n/a	100%
MRSA Bacteraemia	0	0	0	0
Clostridium Difficile (post)	0	0	0	0
Drug Errors (exc. Missed medication)	2	1	1	0
Missed Medication Incidents	4	3	1	1
Slips, trips and falls	0	1	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				

Surgical Division	Leadon Ward		ITU		Monnow Ward		Redbrook Ward		Teme Ward		Daycase Unit/Endoscopy		Childrens Ward		Maternity Ward		Womens Health Ward		SCBU		Delivery Suite		Outpatients	
	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	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	
Complaints - Communication with Nursing staff	0	0.0	0	0.0	1	1.8	0	0.0	0	0.0	1	3.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	2
Complaints - Clinical/Patient care	0	0.0	0	0.0	1	1.8	0	0.0	0	0.0	1	3.4	0	0.0	0	0.0	1	4.9	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	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0
Compliments	18	n/a	0	n/a	21	n/a	0	n/a	0	n/a	1	n/a	30	n/a	11	n/a	0	n/a	0	n/a	11	n/a	0	n/a
Friends and Family Test Response Rate	47%	n/a	n/a	n/a	70.5%	n/a	44.1%	n/a	60.5%	n/a	20.3%	n/a	26.5%	n/a	40.3%	n/a	42.5%	n/a	0.0%	n/a	50%	n/a	0	n/a
Friends and Family Test Recommendation Percentage	94%	n/a	n/a	n/a	100%	n/a	80%	n/a	92%	n/a	98%	n/a	94%	n/a	94%	n/a	97%	n/a	0.0%	n/a	97%	n/a	96%	n/a
MRSA Bacteraemia	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	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	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	1	1.8	3	4.0	1	2.5	2	6.9	3	13.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0
Missed Medication Incidents	0	0.0	1	7.0	0	0.0	2	2.7	0	0.0	0	0.0	2	9.0	1	3.0	1	4.9	1	3.6	0	0.0	1	1
Slips, trips and falls	3	4.9	0	0.0	3	5.3	3	4.0	1	2.5	0	0.0	1	4.5	0	0.0	1	4.9	0	0.0	0	0.0	0	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	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	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	n/a
Pressure Ulcers (3&4) SI reportable	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	n/a
Bed Days	612	n/a	142	n/a	562	n/a	741	n/a	405	n/a	291	n/a	223	n/a	333	n/a	204	n/a	279	n/a	*	n/a	n/a	n/a
Sickness																								

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

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%