## **CCS NHS Trust Quality Performance Dashboard 2022-23 Overall Trust**

Overall Trust			Annual termet		-			/	Sep-22	
			Annual target Ceiling or	ccs	ccs	ccs	ccs	ccs	ccs	
Standard/Indicator	Description	Contact	Baseline	Overall	Overall	Overall	Overall	Overall	Overall	Sparkline
SAFETY										
Incidents	Normal fraction for the state of the land of the state of			100	404	450		4.40	4.40	$\sim$
	New patient safety incidents including medication incidents Severe harm	_		129 1	164 0	152 0	144 0	142 0	142 0	/
Total number of new Datix	Moderate harm	_	no target	11	11	9	3	9	6	$\overline{}$
incidents reported in month	Low harm		j.	18	26	37	23	18	19	$\overline{}$
	No harm	L Ward		99	127	106	118	115	117	$\sim\sim$
	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)		no target	0	0	0	1	0	0	$\wedge$
Serious Incidents	No. of new Safeguarding SIs declared (Adults & Children)	_	no target	0	0	0	0	0	0	
Never Events	Number of never events reported in month		0	0	0	0	0	0	0	
Medicines Management	Number of medication incidents reported (CCS)	A Darvill	no target	24	23	11	14	17	13	$\langle$
-	% CCS medication incidents no harm	A Daivin	no target	<mark>96%</mark>	91%	91%	79%	94%	100%	$\geq$
Infection Prevention & Contr			100%	N1/0	N1/A	N1/A	N1/A	N1/A	N1/A	
Clinical Interventions Audit UV light compliance	Compliance with spread of infection indicator All clinical teams	C Sharp	100% 100%	N/A 70%	N/A 54%	N/A <b>73%</b>	N/A <b>74%</b>	N/A <b>81%</b>	N/A 81%	
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.		no target	1	1	1	5	1	0	$\sim$
EFFECTIVENESS										
Mandatory training Overall mandatory training	In line with Trust Training Needs Analysis		90%	88%	92%	93%	93%	91%	94%	$\sim$
overall manualory training	In line with Trust Training Needs Analysis Level 1: % staff trained	-	90%	88% 91%	92% 97%	93% 96%	93% 97%	91% 97%	94% 97%	/
Safeguarding training	Level 2: % staff trained		90%	97%	97%	97%	96%	91%	97%	$\sim$
(Children)	Level 3: % staff trained		90%	83%	88%	84%	84%	85%	90%	$\sim$
	Level 4: % staff trained		90%	57%	63%	100%	N/A	N/A	N/A	$\leq$
	Safeguarding induction compliance - data pending		100%	N/A	N/A	N/A	N/A	N/A	N/A	
	Level 1 Safeguarding Adults: % staff trained	_	90%	98%	98%	97%	97%	97%	97%	
Safeguarding training (adults)	Level 2 Safeguarding Adults: % staff trained	_	90%	86%	93%	93%	94%	90%	99%	
	Level 3 Safeguarding Adults: % staff trained Mental Capacity Act	J Michael	80% 90%	67% 86%	72% 92%	76% 92%	72% 90%	74% 90%	87% 92%	
	Deprivation of Liberty		90%	92%	93%	92 % 91%	90%	90%	92%	$\overline{}$
Prevent Basic Awareness	% of staff undertaking Prevent training		85%	96%	97%	96%	96%	97%	96%	$\tilde{\wedge}$
WRAP	% of staff undertaking WRAP training		85%	97%	97%	97%	97%	97%	97%	
Moving & Handling	% of staff undertaking moving and handling (patients)		90%	79%	81%	80%	86%	86%	89%	$\langle$
Fire safety	% of staff undertaking fire safety training	_	90%	87%	94%	93%	93%	92%	94%	
CPR/Resus	% of staff undertaking CPR/Resus training	_	90%	88%	90%	90%	91%	87%	89%	$\sim$
IPaC training Freedom To Speak Up	% of staff undertaking IPaC training % of staff undertaking FTSU training	_	90% 90%	95% 90%	98% 88%	97% 95%	98% 95%	96% 92%	98% 96%	
Information governance	% of staff undertaking IG training	_	90%	88%	95%	95% 95%	95% 95%	92%	90% 94%	$\sim$
Safeguarding										,
Safeguarding supervisions	% eligible staff supervised	V Patel/	95%	95.69%	90.93%	93.01%	91.30%	84.24%	79.25%	$\searrow$
(Children) Record keeping		D Shulver								
	Compliance against Trust standards for auditing.	H Howe	100%							
Record keeping audit	Quarterly or six-monthly reporting - TBC	пноже	100%							
Workforce/HR										
	Monthly sickness absence rate		4 5%	6 23%	5 43%	5 63%	6 32%	4 97%	4 99%	$\searrow$
	Monthly sickness absence rate Short-term sickness absence rate	-	4.5% 3.6%	6.23% 3.28%	5.43% 2.35%	5.63% 2.51%	6.32% 3.26%	<b>4.97%</b> 2.17%	4.99% 2.47%	$\sim$
Sickness	Monthly sickness absence rate Short-term sickness absence rate Long-term sickness absence rate	-	4.5% 3.6% N/A	6.23% 3.28% 2.95%	5.43% 2.35% 3.09%	5.63% 2.51% 3.12%	6.32% 3.26% 3.06%	4.97% 2.17% 2.80%	4.99% 2.47% 2.52%	
Sickness	Short-term sickness absence rate Long-term sickness absence rate	-	3.6% N/A 4.5%	3.28% 2.95%	2.35% 3.09%	2.51% 3.12%	3.26% 3.06%	2.17% 2.80%	2.47% 2.52%	$\langle \langle \langle \rangle \rangle$
	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate		3.6% N/A 4.5% by year end	3.28% 2.95% 5.87%	2.35% 3.09% 6.18%	2.51% 3.12% 6.22%	3.26% 3.06% 6.31%	2.17% 2.80% 6.24%	2.47% 2.52% 6.16%	}//{
Turnover	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover	R Moody	3.6% N/A 4.5% by year end N/A	3.28% 2.95% 5.87% 15.07%	2.35% 3.09% 6.18% 14.92%	2.51% 3.12% 6.22% 15.24%	3.26% 3.06% 6.31% 15.10%	2.17% 2.80% 6.24% 15.18%	2.47% 2.52% 6.16% 14.92%	
Turnover Stability	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate	R Moody	3.6% N/A 4.5% by year end	3.28% 2.95% 5.87%	2.35% 3.09% 6.18%	2.51% 3.12% 6.22%	3.26% 3.06% 6.31%	2.17% 2.80% 6.24%	2.47% 2.52% 6.16%	
Turnover Stability Appraisals	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant	R Moody	3.6% N/A 4.5% by year end N/A 85%	3.28% 2.95% 5.87% 15.07% 87.99%	2.35% 3.09% 6.18% 14.92% 87.46%	2.51% 3.12% 6.22% 15.24% 86.84%	3.26% 3.06% 6.31% 15.10% 82.85%	2.17% 2.80% 6.24% 15.18% 82.43%	2.47% 2.52% 6.16% 14.92% 82.56%	
Turnover Stability Appraisals Pulse Survey Results	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting	R Moody	3.6% N/A 4.5% by year end N/A 85% 94% no target	3.28% 2.95% 5.87% 15.07% 87.99%	2.35% 3.09% 6.18% 14.92% 87.46%	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31%	3.26% 3.06% 6.31% 15.10% 82.85%	2.17% 2.80% 6.24% 15.18% 82.43%	2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78%	
Turnover Stability Appraisals	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals	R Moody	3.6% N/A 4.5% by year end N/A 85% 94%	3.28% 2.95% 5.87% 15.07% 87.99%	2.35% 3.09% 6.18% 14.92% 87.46%	2.51% 3.12% 6.22% 15.24% 86.84% 90.72%	3.26% 3.06% 6.31% 15.10% 82.85%	2.17% 2.80% 6.24% 15.18% 82.43%	2.47% 2.52% 6.16% 14.92% 82.56% 88.91%	
Turnover Stability Appraisals Pulse Survey Results	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting	R Moody	3.6% N/A 4.5% by year end N/A 85% 94% no target	3.28% 2.95% 5.87% 15.07% 87.99%	2.35% 3.09% 6.18% 14.92% 87.46%	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31%	3.26% 3.06% 6.31% 15.10% 82.85%	2.17% 2.80% 6.24% 15.18% 82.43%	2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78%	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting	R Moody	3.6% N/A 4.5% by year end N/A 85% 94% no target	3.28% 2.95% 5.87% 15.07% 87.99%	2.35% 3.09% 6.18% 14.92% 87.46%	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31%	3.26% 3.06% 6.31% 15.10% 82.85%	2.17% 2.80% 6.24% 15.18% 82.43%	2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78%	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4)	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting	R Moody	3.6% N/A 4.5% by year end N/A 85% 94% no target	3.28% 2.95% 5.87% 15.07% 87.99%	2.35% 3.09% 6.18% 14.92% 87.46%	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31%	3.26% 3.06% 6.31% 15.10% 82.85%	2.17% 2.80% 6.24% 15.18% 82.43%	2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78%	<pre> </pre>
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (monthly	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting targets)	R Moody	3.6% N/A 4.5% by year end N/A 85% 94% no target no target	3.28% 2.95% 5.87% 15.07% 87.99% 89.16%	2.35% 3.09% 6.18% 14.92% 87.46% 89.39%	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64%	3.26% 3.06% 6.31% 15.10% 82.85% 91.80%	2.17% 2.80% 6.24% 15.18% 82.43% 89.52%	2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78% 74.15%	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Recommending CCS as place to work - Quarterly reporting No. of formal complaints received in month Average number of days to respond to formal complaints No. of accepted PHSO referrals in month	R Moody	3.6% N/A 4.5% by year end N/A 85% 94% no target no target	3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 89.16% 4 45.91 0	2.35% 3.09% 6.18% 87.46% 89.39% 89.39% 12 40 0	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 55 0	3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44 0	2.17% 2.80% 6.24% 82.43% 89.52% 89.52% 13 45 0	2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 5 58.42 0	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (monthly Complaints	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Recommending CCS as place to work - Quarterly reporting No. of formal complaints received in month Average number of days to respond to formal complaints No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month		3.6% N/A 4.5% by year end N/A 85% 94% no target no target no target no target 0 0	3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 89.16% 4 45.91 0 0	2.35% 3.09% 6.18% 87.46% 89.39% 40.00 0 0	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 10 555 0 0 0	3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44 0 0 0	2.17% 2.80% 6.24% 82.43% 89.52% 49.52% 13 45 0 0 0	2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 5 58.42 0 0	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (monthly Complaints	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Recommending CCS as place to work - Quarterly reporting No. of formal complaints received in month Average number of days to respond to formal complaints No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month	R Moody Patient Experience	3.6% N/A 4.5% by year end N/A 85% 94% no target no target no target 0 0 0 0 no target	3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 89.16% 4 45.91 0 0 23	2.35% 3.09% 6.18% 14.92% 87.46% 89.39% 89.39% 12 40 0 0 0 21	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 67.64% 10 555 0 0 0 28	3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44 0 0 0 16	2.17% 2.80% 6.24% 82.43% 89.52% 89.52% 1 3 4 5 0 0 0 28	2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 58.42 0 0 0 28	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (monthly Complaints	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Recommending CCS as place to work - Quarterly reporting No. of formal complaints received in month Average number of days to respond to formal complaints No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month No. of new claims received in month	Patient	3.6% N/A 4.5% by year end N/A 85% 94% no target no target no target 0 0 0 no target no target no target no target	3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 89.16% 4 45.91 0 0 23 0	2.35% 3.09% 6.18% 14.92% 87.46% 89.39% 40 40 0 0 21 0	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 67.64% 10 555 0 0 0 28 1	3.26% 3.06% 6.31% 15.10% 82.85% 91.80% 91.80% 5 44 0 0 0 16 0	2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 89.52% 1 3 4 5 0 0 0 0 28 2 8 2	2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 74.15% 58.42 0 0 0 28 0	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (monthly Complaints Informal complaints Claims Friends & Family Test	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Recommending CCS as place to work - Quarterly reporting No. of formal complaints received in month Average number of days to respond to formal complaints No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month No. of new claims received in month % of patients who have a good or very good experience	Patient Experience	3.6% N/A 4.5% by year end N/A 85% 94% no target no target no target 0 0 0 no target no target 90%	3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 	2.35% 3.09% 6.18% 87.46% 89.39% 40 40 0 0 21 0 96.22%	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 67.64% 10 555 0 10 28 1 97.45%	3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44 0 0 0 16	2.17% 2.80% 6.24% 82.43% 89.52% 89.52% 1 3 4 5 0 0 0 28	2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 58.42 0 0 0 28	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (monthly Complaints Informal complaints Claims	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Recommending CCS as place to work - Quarterly reporting No. of formal complaints received in month Average number of days to respond to formal complaints No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month No. of new claims received in month	Patient Experience	3.6% N/A 4.5% by year end N/A 85% 94% no target no target no target 0 0 0 no target no target no target no target	3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 89.16% 4 45.91 0 0 23 0	2.35% 3.09% 6.18% 14.92% 87.46% 89.39% 40 40 0 0 21 0	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 67.64% 10 555 0 0 0 28 1	3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44 0 0 16 0 97.73%	2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 39.52% 45 0 0 28 2 97.01%	2.47% 2.52% 6.16% 14.92% 82.56% 88.91% 79.78% 74.15% 74.15% 58.42 0 0 28 0 0 28 0 97.44%	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (monthly Complaints Informal complaints Claims Friends & Family Test	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Recommending CCS as place to work - Quarterly reporting No. of formal complaints received in month Average number of days to respond to formal complaints No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month No. of new claims received in month No. of new claims received in month % of patients who have a good or very good experience % of patient who have a poor or very poor experience	Patient Experience	3.6% N/A 4.5% by year end N/A 85% 94% no target no target no target 0 0 0 0 no target no target 90% no target	3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 89.16% 4 45.91 0 0 23 0 96.88% 1.41%	2.35% 3.09% 6.18% 87.46% 89.39% 89.39% 7 7 89.39% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 67.64% 10 55 0 0 28 1 97.45% 1.29%	3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44 0 0 16 0 97.73% 1.00%	2.17% 2.80% 6.24% 82.43% 89.52% 89.52% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 79.78% 74.15% 5 58.42 0 0 0 28 0 0 28 0 97.44% 1.32%	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (monthly Complaints Informal complaints Claims Friends & Family Test experience score Patient Feedback	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Recommending CCS as place to work - Quarterly reporting No. of formal complaints received in month Average number of days to respond to formal complaints No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month No. of new claims received in month % of patients who have a good or very good experience % of patient who have a good or very good experience % of patient who have a good or very poor experience Total number of responses to FFT Total number of patients surveyed	Patient Experience	3.6% N/A 4.5% by year end N/A 85% 94% no target no target no target 0 0 no target 0 0 no target no target no target no target no target no target no target no target	3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 89.16% 4 4 45.91 0 0 23 0 96.88% 1.41% 1281	2.35% 3.09% 6.18% 87.46% 89.39% 89.39% 40 0 0 21 0 0 96.22% 1.85% 2221	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 67.64% 10 555 0 0 28 1 97.45% 1.29% 2552	3.26% 3.06% 6.31% 82.85% 91.80% 91.80% 5 44 0 0 16 0 97.73% 1.00% 2640	2.17% 2.80% 6.24% 82.43% 89.52% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 58.42 0 58.42 0 0 28 0 0 28 0 97.44% 1.32%	
Turnover Stability Appraisals Pulse Survey Results (reported in Q1, Q2 and Q4) EXPERIENCE Patient experience (monthly Complaints Informal complaints Claims Friends & Family Test experience score Patient Feedback	Short-term sickness absence rate Long-term sickness absence rate Rolling cumulative sickness absence rate Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Recommending CCS as place to work - Quarterly reporting No. of formal complaints received in month Average number of days to respond to formal complaints No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month No. of informal complaints received in month No. of new claims received in month % of patients who have a good or very good experience % of patient who have a good or very good experience % of patient who have a good or very poor experience Total number of responses to FFT Total number of patients surveyed	Patient Experience	3.6% N/A 4.5% by year end N/A 85% 94% no target no target no target 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3.28% 2.95% 5.87% 15.07% 87.99% 89.16% 39.16% 4 4 45.91 0 0 23 0 96.88% 1.41% 1281 1458	2.35% 3.09% 6.18% 87.46% 89.39% 7 7 7 7 7 89.39% 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	2.51% 3.12% 6.22% 15.24% 86.84% 90.72% 84.31% 67.64% 67.64% 10 555 0 0 28 1 97.45% 1.29% 2552 2657	3.26% 3.06% 4.15.10% 82.85% 91.80% 91.80% 5 44 0 0 16 0 97.73% 1.00% 2640 2733	2.17% 2.80% 6.24% 15.18% 82.43% 89.52% 3 3 4 5 0 0 2 8 2 9 7.01% 1.68% 2440 2636	2.47% 2.52% 6.16% 82.56% 88.91% 79.78% 74.15% 58.42 0 0 28 0 0 28 0 97.44% 1.32% 2345 2489	
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ccs	CCS	CCS	CCS	ccs	CCS	
Overall	Overall	Overall	Overall	Overall	Overall	Sparkline
129	164	152	144	142	142	
1	0	0	0	0	0	
11	11	9	3	9	6	$\sim$
18	26	37	23	18	19	
99	127	106	118	115	117	/ ~~
0	0	0	1	0	0	
0	0	0	0	0	0	
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24	23	11	14	17	13	
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N1/A	N1/A	N1/A	N1/A	N1/A	N1/A	[
N/A 70%	N/A 54%	N/A <b>73%</b>	N/A <b>74%</b>	N/A <b>81%</b>	N/A <b>81%</b>	
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97%	97%	97%	96%	91%	97%	$\sim$
83%	88%	84%	84%	85%	90%	
57%	63%	100%	N/A	N/A	N/A	
N/A	N/A	N/A	N/A	N/A	N/A	
98%	98%	97%	97%	97%	97%	
86%	93%	93%	94%	90%	99%	
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96%	97% 97%	96%	96%	97%	96%	
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N/A	Data usually supplied but not available this month
	Not relevant/not applicable to this area

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