CCS NHS Trust Quality Performance Dashboard

Data usually supplied but not available this month

Not relevant/not applicable to this area

			Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	
		2021-22 target													
Standard/Indicator	Description	Ceiling or Baseline	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	Sparklin
SAFETY Patient safety															
Incidents															
	New patient safety incidents including Sls, Never Events and medication incidents		147	162	129	164	152	144	142	142	170	134	122	173	\sim
Total number of new Datix incidents	Severe harm	No target	0	0	1	0	0	0	0	0	0	0	0	0	
reported in month	Moderate harm Low harm		18	12 21	11 18	11 26	9 37	3 23	9 18	6 19	7 21	3 16	7 9	8 19	\sim
	No harm		127	129	99	127	106	118	115	117	142	115	106	146	~~~
Serious incidents	No. of new SIs declared requiring investigation (excluding Safeguarding SIs)	0	0	2	0	0	0	1	0	0	1	0	0	0	$\Lambda_{\Lambda\Lambda}$
derious incluents	No. of new Safeguarding Sls declared (Adults & Children)	0	0	0	0	0	0	0	0	0	0	0	0	0	
Never Events	Number of never events reported in month	0	0	0	0	0	0	0	0	0	0	0	0	0	
Medicines Management	Number of medication incidents reported (CCS) % CCS medication incidents no harm	no target no target	20 95%	23 87%	24 96%	23 91%	11 91%	14 79%	17 94%	13 100%	23 91%	18 89%	11 91%	22 86%	~~
Infection Prevention		, J													
Clinical Interventions Audit	Compliance with spread of infection indicator	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
UV light compliance	All clinical teams No. of new outbreaks declared, e.g. Covid-19,	100%	71%	71%	70%	54%	73%	74%	81%	81%	82%	76%	75%	81%	~~~
Outbreaks	Norovirus, etc.	No target	1	4	1	1	1	5	1	0	1	2	3	0	$\Delta \Delta $
EFFECTIVENESS Mandatory training (Target for mandatory training subjects which p	previously													
	ln line with Trust Training Needs Analysis												1		
Overall mandatory training	(*excludes L2&L3 Adult Safeguarding training and	90%	90%	91%	88%	92%	93%	93%	91%	94%	94%	94%	93%	93%	$\sqrt{}$
	FTSU compliance data up to March 2022) Level 1: % staff trained	90%	97%	97%	91%	97%	96%	97%	97%	97%	97%	97%	97%	97%	V
Safeguarding training (Children)	Level 2: % staff trained	90%	89%	89%	97%	97%	97%	96%	91%	97%	97%	95%	94%	95%	
	Level 3: % staff trained Level 4: % staff trained	90% 90%	83% 87%	85% 71%	83% 57%	88% 63%	84% 100%	84% N/A	85% N/A	90% N/A	91% 33%	91% N/A	90% 71%	87% 87%	~~
	Safeguarding induction compliance - Data pending	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Level 1: % staff trained Level 2: % staff trained*	90%	97% 82%	97% 84%	98% 86%	98% 93%	97% 93%	97% 94%	97% 90%	97% 99%	97% 88%	97% 93%	97% 92%	97% 94%	_~~
Safeguarding training (Adults) Prevent Basic	Level 3: % staff trained* (target updated from 60%	80%	60%	63%	67%	72%	76%	72%	74%	87%	79%	80%	82%	81%	~~
	to 80% in April 2022) Mental Capacity Act	90%	84%	85%	86%	92%	92%	90%	90%	92%	92%	92%	92%	91%	
	Deprivation of Liberty	90%	91%	92%	92%	93%	91%	92%	92%	92%	91%	92%	92%	92%	~~
Aw areness	% of staff undertaking Prevent training	85%	96%	86%	96%	97%	96%	96%	97%	96%	95%	95%	94%	93%	V
WRAP3 Manual handling	% of staff undertaking WRAP training % of staff undertaking manual handling (patients)	85% 90%	97% 83%	97% 84%	97% 79%	97% 81%	97% 80%	97% 86%	97% 86%	97% 89%	97% 89%	97% 90%	97% 87%	95% 88%	
Fire safety	% of staff undertaking frantial frantialing (patients) % of staff undertaking fire safety training	90%	88%	87%	87%	94%	93%	93%	92%	94%	94%	93%	91%	91%	~~
CPR/Resus	% of staff undertaking CPR/Resus training	90%	87%	89%	88%	90%	90%	91%	87%	89%	89%	89%	90%	89%	~~
PaC training Freedom To Speak Up	% of staff undertaking IPaC training % of staff undertaking FTSU training*	90%	94% 88%	94% 88%	95% 90%	98% 88%	97% 95%	98% 95%	96% 92%	98% 96%	97% 96%	97% 96%	98% 96%	97% 97%	_~~
Information	% of staff undertaking IG training	95%	88%	88%	88%	95%	95%	95%	92%	94%	95%	94%	92%	92%	$/\sim$
governance Safeguarding				l								l			
Safeguarding supervisions	% eliqible staff	95%	91.33%	88.85%	95.69%	90.93%	93.01%	91.30%	84.24%	79.25%	82.49%	86.76%	79.88%	85.59%	\mathcal{M}
(Children)															\bigvee
Workforce/HR	Monthly sickness absence rate (target effective	4.5%	5.21%	6.03%	6.23%	5.43%	5.63%	6.32%	4.97%	4.99%	6.66%	6.53%	7.56%	6.29%	/ے
Sickness	from April 2022) Short-term sickness absence rate	3.6%	2.34%	3.54%	3.28%	2.35%	2.51%	3.26%	2.17%	2.47%	3.42%	3.22%	3.52%	3.28%	\sim
	Long-term sickness absence rate	N/A	2.87%	2.49%	2.95%	3.09%	3.12%	3.06%	2.80%	2.52%	3.24%	3.31%	4.04%	3.01%	~
	Rolling cumulative sickness absence rate (target							6.31%	6.24%	6.16%	6.20%	6.19%			
	updated from 4% to 4.5% in April 2022)	4.5% by year end	5.61%	5.69%	5.87%	6.18%	6.22%					0.1370	6.27%	6.26%	
Turnover	updated from 4% to 4.5% in April 2022) Rolling year turnover	4.5%	5.61% 13.36%	5.69% 14.04%	5.87% 15.07%	6.18% 14.92%	6.22% 15.24%	15.10%	15.18%	14.92%	14.56%	14.37%	6.27% 14.55%	6.26% 14.78%	<i></i>
Stability	updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant	4.5% by year end N/A 85%	13.36% 86.56%	14.04% 87.03%	15.07% 87.99%	14.92% 87.46%	15.24% 86.84%	82.85%	82.43%	82.56%	14.56% 82.38%	14.37% 82.78%	14.55% 83.42%	14.78% 85.03%	
	updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year w hich remains constant % of staff w ith appraisals	4.5% by year end N/A 85% 94%	13.36%	14.04% 87.03% 88.73%	15.07%	14.92%	15.24% 86.84% 90.72%			82.56% 88.91%	14.56%	14.37%	14.55% 83.42% 87.20%	14.78%	~
Stability Appraisals Staff Friends & Family	updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year w hich remains constant % of staff w ith appraisals Recommending CCS as place for treatment - Quarterly reporting	4.5% by year end N/A 85%	13.36% 86.56%	14.04% 87.03%	15.07% 87.99%	14.92% 87.46%	15.24% 86.84%	82.85%	82.43%	82.56%	14.56% 82.38%	14.37% 82.78%	14.55% 83.42%	14.78% 85.03%	
Stability Appraisals Staff Friends & Family test	updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment -	4.5% by year end N/A 85% 94%	13.36% 86.56%	14.04% 87.03% 88.73%	15.07% 87.99%	14.92% 87.46%	15.24% 86.84% 90.72%	82.85%	82.43%	82.56% 88.91%	14.56% 82.38%	14.37% 82.78%	14.55% 83.42% 87.20% No data	14.78% 85.03%	~
Stability Appraisals Staff Friends & Family	updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year w hich remains constant % of staff w ith appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to w ork - Quarterly reporting	4.5% by year end N/A 85% 94% no target	13.36% 86.56%	14.04% 87.03% 88.73% 83.83%	15.07% 87.99%	14.92% 87.46%	15.24% 86.84% 90.72% 84.31%	82.85%	82.43%	82.56% 88.91% 79.78%	14.56% 82.38%	14.37% 82.78%	14.55% 83.42% 87.20% No data collection	14.78% 85.03%	
Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (updated from 4% to 4.5% in April 2022) 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 monthly targets) No. of formal complaints received in month	4.5% by year end N/A 85% 94% no target	13.36% 86.56%	14.04% 87.03% 88.73% 83.83%	15.07% 87.99%	14.92% 87.46%	15.24% 86.84% 90.72% 84.31%	82.85%	82.43%	82.56% 88.91% 79.78%	14.56% 82.38%	14.37% 82.78%	14.55% 83.42% 87.20% No data collection	14.78% 85.03%	~~~
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Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (updated from 4% to 4.5% in April 2022) 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 monthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, o. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - percentage of complaints responded to within 40 days	4.5% by year end N/A 85% 94% no target no target 100% no target 100%	13.36% 86.56% 88.01%	14.04% 87.03% 88.73% 83.83% 70.70%	15.07% 87.99% 89.16%	14.92% 87.46% 89.39%	15.24% 86.84% 90.72% 84.31% 67.64%	82.85% 91.80%	82.43%	82.56% 88.91% 79.78% 74.15%	14.56% 82.38% 88.85%	14.37% 82.78% 87.27%	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100%	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75%	
Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (updated from 4% to 4.5% in April 2022) 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 monthly targets) No. of formal complaints received in month standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days No. of complaints - percentage of complaints responded to within 40 days No. of complaints - percentage of complaints responded to within 40 days No. of complaints - percentage of complaints	4.5% by year end NVA 85% 94% no target no target 100% no target 100% 0	13.36% 86.56% 88.01%	14.04% 87.03% 88.73% 83.83% 70.70%	15.07% 87.99% 89.16%	14.92% 87.46% 89.39%	15.24% 86.84% 90.72% 84.31% 67.64%	82.85% 91.80% 5	82.43% 89.52%	82.56% 88.91% 79.78% 74.15%	14.56% 82.38% 88.85%	14.37% 82.78% 87.27%	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75% 0	
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Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (updated from 4% to 4.5% in April 2022) 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 monthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints - percentage of complaints responded to within 35 days Complex complaints - percentage of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022)	4.5% by year end N/A 85% 94% no target no target 100% no target 10	13.36% 86.56% 88.01%	14.04% 87.03% 88.73% 83.83% 70.70%	15.07% 87.99% 89.16%	14.92% 87.46% 89.39%	15.24% 86.84% 90.72% 84.31% 67.64%	82.85% 91.80% 5	82.43% 89.52%	82.56% 88.91% 79.78% 74.15%	14.56% 82.38% 88.85%	14.37% 82.78% 87.27%	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75% 0	
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Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints	updated from 4% to 4.5% in April 2022) Rolling year turnover % of employees over one year w hich remains constant % of staff w with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to w ork - Quarterly reporting monthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, o. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 35 days Complex complaints - percentage of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints responded to upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of responses sent on time by total no. of responses sent	4.5% by year end NVA 85% 94% no target no target 100% 0 0 No target 100% 0 No target # / # 100%	13.36% 86.56% 88.01% 6 0	14.04% 87.03% 88.73% 83.83% 70.70%	15.07% 87.99% 89.16% 4 4 0 0 45.91	14.92% 87.46% 89.39% 12 0 0	15.24% 86.84% 90.72% 84.31% 67.64%	82.85% 91.80% 5 0 0	13 0 0 45	82.56% 88.91% 79.78% 74.15% 5 0 0 0 58.42	14.56% 82.38% 88.85% 12 0 0	14.37% 82.78% 87.27% 5 0 0	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75% 0	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints	updated from 4% to 4.5% in April 2022) Rolling year turnover Rolling year which remains constant Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting monthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints - percentage of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days No. of accepted PhSO referrals in month No. of complaints - percentage of complaints responded to within 40 days No. of accepted PhSO referrals in month No. of complaints - percentage of complaints responded to within 40 days No. of complaints - percentage in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of responses sent on time by total no. of	4.5% by year end N/A 85% 94% no target no target 100% no target 100% 0 No target # / #	13.36% 86.56% 88.01% 6	14.04% 87.03% 88.73% 83.83% 70.70%	15.07% 87.99% 89.16% 4	14.92% 87.46% 89.39%	15.24% 86.84% 90.72% 84.31% 67.64%	82.85% 91.80% 5 0	82.43% 89.52%	82.56% 88.91% 79.78% 74.15% 5	14.56% 82.38% 88.85% 12 0	14.37% 82.78% 87.27% 5	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75% 0	
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Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints Informal complaints Complaints upgraded Complaints upgraded Complaints	updated from 4% to 4.5% in April 2022) 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 monthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints - percentage of complaints responded to within 35 days Complex complaints - percentage of complaints responded to within 35 days Complex complaints - percentage of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (ceased reporting in November 2022) No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of informal complaints received in month No. of complaints upgraded (informal to formal)	4.5% by year end N/A 85% 94% no target no target 100% no target 100% 0 No target # / # 100% no target	13.36% 86.56% 88.01% 6 0 1/9 111% 20 2	14.04% 87.03% 88.73% 83.83% 70.70% 9 0 1/5 20% 28 5 3	15.07% 87.99% 89.16% 4 4 0 0 0 45.91 23	14.92% 87.46% 89.39% 112 0 0 40	15,24% 86,84% 90,72% 84,31% 67,64% 10 0 0 0 55	82.85% 91.80% 5 0 0 44 16	13 0 0 0 45 28	82.56% 88.91% 79.78% 74.15% 5 0 0 0 58.42	14.56% 82.38% 88.85% 12 0 0 47 29	14.37% 82.78% 87.27% 5 0 0 0 72	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0 0	14.78% 85.03% 89.47% 7 7 4/4 100% 3/4 75% 0 0	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
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Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints Complaints Complaints upgraded Complaints dow ngraded Claims Friends & Family test	updated from 4% to 4.5% in April 2022) Rolling year turnover Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting Rounding CCS as place to work - Quarterly reporting Rounding CCS as place to work - Quarterly reporting Rounding CCS as place to work - Quarterly reporting Rounding CCS as place to work - Quarterly reporting Rounding CCS as place to work - Quarterly reporting CCS place to the time time time time time time time tim	4.5% by year end N/A 85% 94% no target no target 100% no target 100% 0 No target # / # 100% no target	13.36% 86.56% 88.01% 6 0 1/9 111% 20 2	14.04% 87.03% 88.73% 83.83% 70.70% 9 0 1/5 20% 28 5 3	15.07% 87.99% 89.16% 4 4 0 0 0 45.91 23	14.92% 87.46% 89.39% 112 0 0 40	15,24% 86,84% 90,72% 84,31% 67,64% 10 0 0 0 55	82.85% 91.80% 5 0 0 44 16	13 0 0 0 45 28	82.56% 88.91% 79.78% 74.15% 5 0 0 0 58.42	14.56% 82.38% 88.85% 12 0 0 47 29	14.37% 82.78% 87.27% 5 0 0 0 72	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0 0	14.78% 85.03% 89.47% 7 7 4/4 100% 3/4 75% 0 0	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
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Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints Complaints Complaints upgraded Complaints dow ngraded Claims Friends & Family test	updated from 4% to 4.5% in April 2022) 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 monthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - percentage of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days Complex complaints - percentage of complaints responded to within 40 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Average number of days to respond to formal complaints (cased reporting in November 2022) No. of responses sent on time by total no. of responses sent on time by total no. of responses sent on finormal complaints received in month No. of complaints upgraded (informal to formal) No. of complaints with a down of the percentage responded to within target timeframe No. of informal complaints received in month No. of complaints with a percentage of the percentage responded (informal to informal) No. of new claims received in month % of patients who have a good or very good experience % of patients who have a poor or very poor experience No. of informal to propose so FFT Total number of patients surveyed	4.5% by year end NVA 85% 94% no target no target 100% 0 0 No target 100% no target 100% 0 0 No target 100% no t	13.36% 86.56% 88.01% 6 0 1/9 11% 20 2 1 94.91%	14.04% 87.03% 88.73% 83.83% 70.70% 9 0 11/5 20% 28 5 3 3 96.73%	15.07% 87.99% 89.16% 89.16% 89.16% 99	14.92% 87.46% 89.39% 12 0 0 40 40 21 0 96.22%	15,24% 86,84% 90,72% 84,31% 67,64% 10 0 0 0 55 28 28 1 1,29%	82.85% 91.80% 5 5 0 0 44 16 97.73% 1.00%	82.43% 89.52% 13 0 0 0 45 28 28 297.01%	82.56% 88.91% 79.78% 74.15% 5 0 0 0 58.42 28 0 97.44% 1.32%	14.56% 82.38% 88.85% 12 0 0 47 29 29 7.09%	14.37% 82.78% 87.27% 5 0 0 0 72 34 1 1 96.93%	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0 0 96.46%	14.78% 85.03% 89.47% 7 4/4 100% 3/4 75% 0 0 0 97.13%	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
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Stability Appraisals Staff Friends & Family test EXPERIENCE Patient experience (Complaints Complaints Complaints upgraded Complaints downgraded Claims Friends & Family test score Patient Feedback	updated from 4% to 4.5% in April 2022) 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 monthly targets) No. of formal complaints received in month Standard complaints - of responses sent in month, no. of complaints responded to within 35 days Standard complaints - percentage of complaints responded to within 35 days Complex complaints - percentage of complaints responded to within 35 days Complex complaints - of responses sent in month, no. of complaints - percentage of complaints responded to within 35 days Complex complaints - percentage of complaints responded to within 36 days No. of accepted PHSO referrals in month No. of complaints partially held or upheld by PHSO in month Avertage number of days to respond to formal complaints (ceased reporting in November 2022) No. of responses sent on time by total no. of responses sent Percentage responded to within target timeframe No. of informal complaints upgraded (informal to formal) No. of complaints down graded (informal to formal) No. of complaints down graded (informal to informal) No. of responses sent on time of patients who have a good or very good experience % of patients who have a poor or very poor experience No. of responses to FFT Total number of patients surveyed No. of positive comments recorded on IQVIA	4.5% by year end N/A 85% 94% no target no target 100% 0 No target 100% 0 No target 100% 10 No target 100% No ta	13.36% 86.56% 88.01% 6 0 1/9 11% 20 2 1 1 94.91% 1807 2026 2813 0 6	14.04% 87.03% 88.73% 83.83% 70.70% 9 0 1/5 20% 28 5 3 3 96.73% 1682 1827 0 6 6	15.07% 87.99% 89.16% 89	14.92% 87.46% 89.39% 12 0 0 40 40 21 1.85% 2221 2926	15,24% 86,84% 90,72% 84,31% 67,64% 10 0 0 0 55 28 28 1,29% 2,552 2,657 0 0 3 3 21	82.85% 91.80% 5 0 0 0 44 16 	82.43% 89.52% 13 0 0 0 45 28 28 27.01% 1.68% 2440 2436 4 4 21	82.56% 88.91% 79.78% 74.15% 5 0 0 0 58.42 28 28 2489 0 1.32% 2489	14.56% 82.38% 88.85% 12 0 0 47 29 29 7.09% 1.07% 2610 2744	14.37% 82.78% 87.27% 5 0 0 7 1.56% 2311 2555	14.55% 83.42% 87.20% No data collection in Q3 8 4/7 57% 1/1 100% 0 0 22 0 96.46% 1.96% 1584 1809	14.78% 85.03% 89.47% 7 444 100% 3/4 75% 0 0 97.13% 1.18% 2373 2605	
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