Understanding your report

The name of the Organisation the document is reporting on.

The 5 star rating is calculated by averaging the score for the recommend question and any additional questions asked.

For example, if using the comprehensive form the average score includes the FFT, dignity, involved, information, cleanliness and staff questions.

The star rating includes all enabled services within the Organisation.

Each service for the Organisation is listed alphabetically. Adult and child responses are separated.

The response rate will show if eligible respondent numbers are entered before downloading the report.

The number of responses for each service will appear underneath the response rate in brackets.

Organisation Report

Date 01 May - 31 May 2015

All data within this date range will be included in the report.

Your average score for all questions this period

★ 1 ★ 2 ★ 3 ★ 4 ★ 5 **4.73**

Reviews this period **3927**

Total number of reviews collected for all services for the specified date range.

Your recommend scores

5 Star Score	% Likely to recommend	% Unlikely to recommend
4.65	**92.1%**	**2.1%**

Scores in these 3 boxes are calculated using the recommend question only. The 5 star score is the average score of all reviews.

The % likely and unlikely to recommend scores are calculated using the algorithms:

$$\text{Recommend \%} = \frac{\text{Extremely likely + Likely responses}}{\text{All responses}} \times 100$$

$$\text{Unlikely recommend \%} = \frac{\text{Extremely unlikely + Unlikely responses}}{\text{All responses}} \times 100$$

Adult Services

Name	This period Responses	Score	Last 6 months Score	Trend	Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
A&E Radiology	16.1% (10)	4.47	4.73		▲	▲	▲	▲	▲	▲
Accident and Emergency	4.6% (21)	4.84	4.81		▲	▲	▲	▲	▲	▲
Antenatal Clinic - Community	28.1% (9)	4.86	4.93		▲	▲	▶	▲	▲	▶
Antenatal Clinic Blood Room	8.7% (2)	5.00	4.92		▲	▶	▶	▲	▼	▼
Audiology Clinic	27.4% (17)	4.95	4.96		▲	▲	▶	▲	▶	▶
B Endoscopy Unit	50.0% (1)	5.00	5.00		▶	▼	▲	▼	▲	▲
Blood & Bone Marrow Transplant Clinic	3.3% (3)	4.96	4.94		▲	▲	▲	▲	▲	▶
Breast Surgery Clinic	46.2% (36)	4.93	4.90		▲	▲	▲	▼	▲	▲
C4 Derm Laser & Surgery	60.9% (14)	4.91	4.88		▶	▲	▲	▲	▲	▲
C5 Day Case	40.8% (69)	4.84	4.85		▲	▲	▶	▲	▲	▼
Cardiac Surgery Clinic	21.1% (8)	4.83	4.96		▶	▲	▲	▲	▲	▲
Complex Rehab Services Clinic	9.1% (3)	4.96	4.90		▲	▲	▶	▲	▲	▼
Dialysis Unit	11.6% (109)	4.86	4.85		▲	▼	▶	▼	▲	▲
Delivery Suite	2.8% (6)	5.00	4.98		▲	▲	▲	▼	▲	▲

iWantGreatCare

Understanding your report

Scores are split into "This period" as stated at the top of the report and the average score over the last 6 months.

The 5 star rating is calculated by averaging the responses for the recommend question and all addional questions for each service.

The 5 star score for the last 6 months is the average of all questions for those months. This score acts as a benchmark comparison for the current date range.

The trendline is based on the average 5 star score, showing the trend for the last 6 months.

A solid line depicts where data was collected and a broken, dotted line shows when no data was collected.

Rise and falls show incline and decline in performance over time.

The vertical axis ranges from 0 to 5 stars, whilst the horizontal axis represents 6 months previous on the left, to present date on the right.

Performance for each question is split into individual columns.

Coloured arrows depict both the trend and ranking for each service.

The direction of the arrow shows whether the service has pimproved or declined in performance versus the previous month.
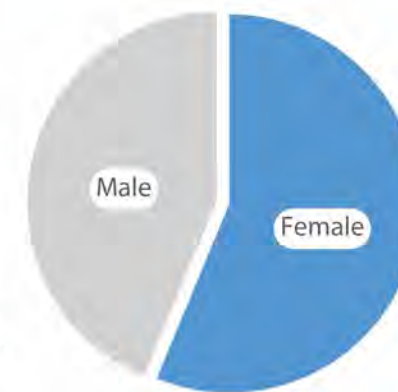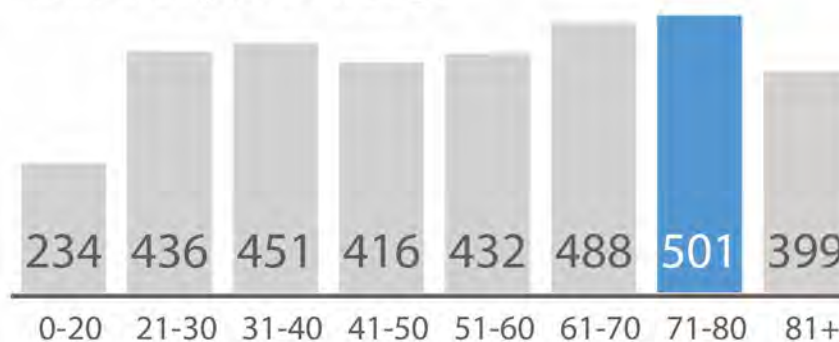
An upwards arrow is an improvement, a sideways arrow shows no change whilst a downward arrow is a decline in performance.

The colour relates to the rank of that service on that particular question.

Green represents the top third of services, amber the middle third and red the bottom third.

For example, a green upwards arrow means the service has improved since the previous month and is ranked in the top third of services.

Name	This period Responses	This period Score	Last 6 months Score	Trend	Questions Recommend	Dignity/Respect	Involvement	Information	Cleanliness	Staff
Trauma & Orthopaedics Wing	13.4% (14)	4.73	4.95		↑	↓	↓	↑	↓	↓
Ultrasound	22.4% (54)	4.91	4.85		↑	↑	↑	↑	↑	↑
Q50 Ultrasound	32.3% (15)	4.33	4.55		↑	↑	↑	↑	↑	↑
Ultrasound Wing	28.1% (9)	4.86	4.93		↑	↑	↑	↑	↑	↑
Ultrasound - Jubilee Wing	8.7% (2)	5.00	4.92		↓	↓	↓	↓	↓	↓
Unknown	27.4% (17)	4.95	4.96		↓	↓	↓	↓	↓	↓
Urogynaecology Clinic	50.0% (1)	5.00	5.00		↓	↓	↓	↑	↑	→
Urogynaecology Physio	3.3% (3)	4.96	4.94		↓	↑	↓	↑	↑	↑
Urology Centre	46.2% (36)	4.93	4.90		↑	↓	↓	↓	↓	↓
Vascular (Radiology)	60.9% (14)	4.91	4.88		↓	↑	↓	↑	→	↑
Vascular Surgery	8.7% (2)	5.00	4.92		→	↓	↑	↓	↑	↑
W1 Day Surgery Unit	52.1% (18)	4.88	4.93		↑	↑	↑	↑	→	→
W2 Day Treatment Unit	45.6% (26)	4.96	4.95		↑	↑	↑	↓	↑	↑
W3 Endoscopy Unit	28.5% (16)	4.93	4.95		→	↑	↑	↑	↑	↑
Wheelchair Services	34.4% (16)	4.78	4.91		↑	→	↑	↑	↑	→
X-ray	26.1% (11)	4.47	4.73		↑	↑	↑	↑	↑	↑

Reviews by patient's age

0-20	21-30	31-40	41-50	51-60	61-70	71-80	81+
234	436	451	416	432	488	501	399

Male / Female

Top three services (with 5 reviews or more)

Lymphoedema Unit	5.00
L21 Stroke Ward	5.00
BDWE Endoscopy Unit	4.98

Bottom three services (with 5 reviews or more)

Elderly Medicine Admissions	4.32
Surgical Assessment Unit	4.31
Dermatology Clinic	4.29

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