

ALL TRUST

Total of 1,300 responses (16.0% response rate).

<i>Aggregate Index Score</i>	Jun 15
Trust overall	810
Surgical Division – Division 1	797
Emergency, Medical and Community Service Division – Division 2	811
Corporate	844
Estates & Facilities	769

- On or above target (at least 800)
- Close to target (700 - 799)
- Below target (less than 700)

Aggregate Index Score is derived from the % of respondents agreeing with relevant questions. Maximum of 1,000.

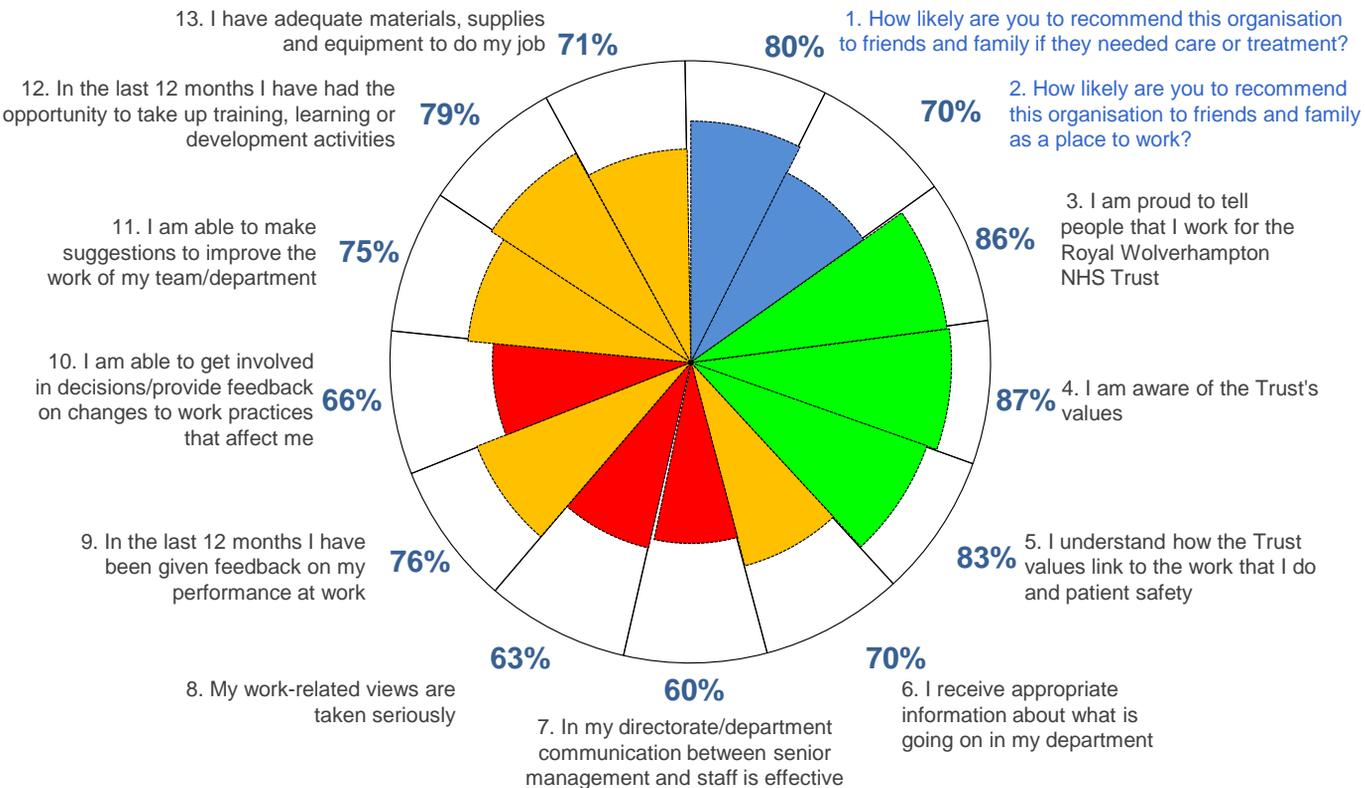
Index Score excludes 2 x Friends & Family; 1 x incident reporting question given context.

Context

1. ChatBack 2015 incorporates a revised question set with new scoring scales and revised team demographics: accordingly, direct comparison with previous surveys is not necessarily possible
2. The Trust scores just above the threshold level for Green (scoring broadly equivalent to an average of 81% agreement in each question)
3. Responses to all relevant questions receive 12 Green ratings, 5 Amber ratings and 3 Red ratings.
4. Additional scorecards and related spreadsheet reporting provide supplemental detail for each Division

- On or above target (at least 80% positive)
- Close to target (70% - 79% positive)
- Below target (less than 70% positive)

No specific targets have been applied to questions 1, 2, 16, 17 and 25, given context.



25. The last time you saw an error, near miss or incident that could have hurt staff or patients / service users, did you or a colleague report it? (*Figures exclude 'n/a' responses*)

