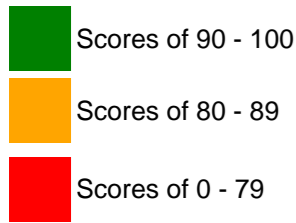


Monthly Performance Heat Map

Showing: Survey results for chosen area displayed as a heat map. For twelve months previous to date selected.

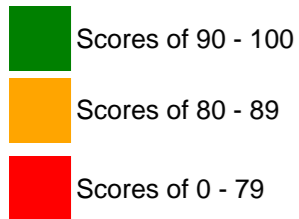


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Question:	Survey	2021	2021	2021	2022	2022	2022	2022	2022	2022	2022	2022	2022	Benchmark
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	
1. Do you feel that you were treated with Dignity & Respect?	CTM Patient Experience Questionnaire	100	-	63	80	100	80	100	95	100	100	99	91	85
2. Do you feel that you were Listened to?	CTM Patient Experience Questionnaire	75	-	71	85	100	75	100	83	89	91	98	88	85
3. Given all the information you needed?	CTM Patient Experience Questionnaire	25	-	71	85	100	75	100	84	84	95	95	69	85
4. Do you feel that you were given enough privacy?	CTM Patient Experience Questionnaire	25	-	54	95	100	50	100	87	96	89	100	84	85
5. Given the support you needed to help with any communication needs?	CTM Patient Experience Questionnaire	100	-	67	81	100	75	100	90	93	100	100	25	85
6. Able to speak in Welsh or your preferred language to staff if you needed to?	CTM Patient Experience Questionnaire	-	-	79	25	100	100	-	60	100	100	100	-	85
7. How clean was it?	CTM Patient Experience Questionnaire	-	-	79	94	100	92	100	99	95	96	99	91	85
8. Did you see staff clean their hands before they cared for you?	CTM Patient Experience Questionnaire	-	-	63	100	100	92	100	99	92	100	100	75	85
9. Did you feel that everything you needed for your care was available?	CTM Patient Experience Questionnaire	-	-	83	100	100	100	100	90	93	98	99	81	85

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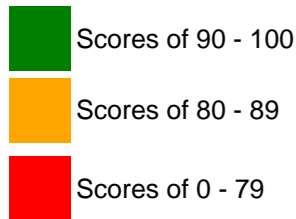
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10. If you asked for assistance did we respond in a timely manner?	CTM Patient Experience Questionnaire	-	-	92	75	100	83	100	88	92	99	99	75	85
11. Did you feel safe in our care?	CTM Patient Experience Questionnaire	-	-	46	100	100	83	100	96	95	100	99	84	85
12. Were you involved as much as you wanted to be in decisions about your care including discharge?	CTM Patient Experience Questionnaire	-	-	79	81	100	92	100	88	88	99	93	88	85
13. Were things explained to you in a way that you could understand?	CTM Patient Experience Questionnaire	-	-	58	94	100	92	100	93	95	95	97	78	85
14. Did you feel you understood what was happening in your care?	CTM Patient Experience Questionnaire	-	-	92	94	100	100	100	84	95	93	94	78	85
15. Were you involved as much as you wanted to be in decisions about your care including discharge?	CTM Patient Experience Questionnaire	-	-	83	94	100	83	100	83	95	92	93	78	85
16. Were things explained to you in a way that you could understand?	CTM Patient Experience Questionnaire	-	-	63	92	100	92	100	78	100	92	94	81	85
17. Did you feel you understood what was happening in your care?	CTM Patient Experience Questionnaire	-	-	67	92	100	83	100	100	98	92	97	72	85
18. Were you given help with your hygiene needs when you needed it?	CTM Patient Experience Questionnaire	-	-	67	-	100	100	100	92	91	95	100	25	85
19. Were you given help with feeding and drinking if you needed it?	CTM Patient Experience Questionnaire	-	-	83	-	100	-	100	100	100	98	100	25	85

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20. If you needed help to use the toilet did we respond quickly and discreetly?	CTM Patient Experience Questionnaire	-	-	63	-	100	100	100	97	93	100	100	0	85
21. Did staff explain to you the importance of changing your position regularly to prevent you getting pressure sores?	CTM Patient Experience Questionnaire	-	-	50	-	100	50	100	89	100	95	94	75	85
22. Do you feel that you were kept comfortable and free from pain as far as possible?	CTM Patient Experience Questionnaire	-	-	63	100	100	100	100	99	100	100	99	71	85
23. Do you feel that you were able to get as much sleep and rest at night as you needed?	CTM Patient Experience Questionnaire	-	-	63	-	88	100	100	63	83	80	97	67	10
24. Using a scale of 0-10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?	CTM Patient Experience Questionnaire	-	-	80	77	100	87	100	88	88	89	95	79	85
Overall:		65	-	70	88	100	83	100	89	94	95	97	78	
Respondents:		1	0	6	5	3	5	1	26	14	21	20	8	

Questions

1	Do you feel that you were treated with Dignity & Respect?	CTM Patient Experience Questionnaire
2	Do you feel that you were Listened to?	CTM Patient Experience Questionnaire
3	Given all the information you needed?	CTM Patient Experience Questionnaire
4	Do you feel that you were given enough privacy?	CTM Patient Experience Questionnaire
5	Given the support you needed to help with any communication needs?	CTM Patient Experience Questionnaire
6	Able to speak in Welsh or your preferred language to staff if you needed to?	CTM Patient Experience Questionnaire
7	How clean was it?	CTM Patient Experience Questionnaire
8	Did you see staff clean their hands before they cared for you?	CTM Patient Experience Questionnaire

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- Scores of 90 - 100
- Scores of 80 - 89
- Scores of 0 - 79

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9	Did you feel that everything you needed for your care was available?	CTM Patient Experience Questionnaire
10	If you asked for assistance did we respond in a timely manner?	CTM Patient Experience Questionnaire
11	Did you feel safe in our care?	CTM Patient Experience Questionnaire
12	Were you involved as much as you wanted to be in decisions about your care including discharge?	CTM Patient Experience Questionnaire
13	Were things explained to you in a way that you could understand?	CTM Patient Experience Questionnaire
14	Did you feel you understood what was happening in your care?	CTM Patient Experience Questionnaire
15	Were you involved as much as you wanted to be in decisions about your care including discharge?	CTM Patient Experience Questionnaire
16	Were things explained to you in a way that you could understand?	CTM Patient Experience Questionnaire
17	Did you feel you understood what was happening in your care?	CTM Patient Experience Questionnaire
18	Were you given help with your hygiene needs when you needed it?	CTM Patient Experience Questionnaire
19	Were you given help with feeding and drinking if you needed it?	CTM Patient Experience Questionnaire
20	If you needed help to use the toilet did we respond quickly and discreetly?	CTM Patient Experience Questionnaire
21	Did staff explain to you the importance of changing your position regularly to prevent you getting pressure sores?	CTM Patient Experience Questionnaire
22	Do you feel that you were kept comfortable and free from pain as far as possible?	CTM Patient Experience Questionnaire
23	Do you feel that you were able to get as much sleep and rest at night as you needed?	CTM Patient Experience Questionnaire
24	Using a scale of 0-10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?	CTM Patient Experience Questionnaire

Scores of 90 - 100

Scores of 80 - 89

Scores of 0 - 79

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Available Filters:

Note: The available filter selection is dependent on the report that is being generated.

Filter Option	Selection
Site	Community Clinic / Health Centre,Dental Practices,Dewi Sant Hospital,Glanrhyd Hospital,GP Practice / Medical Centre,Keir Hardie Health Park,Maesteg Community Hospital,Neath Port Talbot Hospital,Optometry Practices,Pharmacy,Prince Charles Hospital,Princess of Wales Hospital,Rehabilitation Unit,Respiratory Mobile Unit,Royal Glamorgan Hospital,Tonteg Site,Ty Elai ,Unmapped,Ysbyty Cwm Cynon,Ysbyty Cwm Rhondda,Ysbyty George Thomas Hospital
Locality	Bridgend Locality ,Corporate Function / Operations ,Merthyr & Cynon Locality ,Primary Care - Bridgend,Primary Care - Merthyr & Cynon,Primary Care - Rhondda & Taff,Rhondda & Taff Locality ,Unmapped
Service Group	Clinical Support Services ,Clinical Support Services,Community ,Facilities ,Medicine,Mental Health ,Mental Health ,Pharmacy & Medicines Management ,Primary Care,Primary Care - Bridgend ,Primary Care - Merthyr & Cynon ,Primary Care - Rhondda & Taff,Surgery, Anaesthetics, Theatres and Critical Care,Therapies,Unmapped,Wellness Improvement Service,Women & Children
Specialty	Adult Mental Health ,CAMHS ,Catering,Community Hospital Inpatient ,Critical Care,Dental Services ,Dietetics ,Dispensing Services ,District Nursing,Emergency Care ,General Medicine ,General Surgery ,Gynaecology ,Head & Neck,HSDU,Independent Contractors - General Practitioner,Independent Contractors -Optometrist,Lymphadema Service,Obstetrics,Occupational Therapy ,Older persons Mental Health ,Outpatients ,Paediatrics ,Pain Management ,Pathology,Patient Education,Physiotherapy ,Podiatry ,Pre-assessment,Primary Care,Psychosis Team,Radiology,Sexual Health,Specialist Palliative Care ,Speech & Language ,Speech and Language Therapy ,Theatres,Trauma & Orthopaedics ,Unmapped,Urgent Primary Care Access,Urgent Primary Care Access (Out of Hours) ,Wound Care Service
Sub specialty	Arthritis,Audiology ,Biochemistry ,Blood Bank ,Breast ,Breast Care ,CAMHS - Cwm Taf Morgannwg ,CAMHS - Tier 4 In-patient,Cardiac ,Cardio Pulmonary ,Cardiology ,Catering,Cellular Pathology ,Children's Outpatients ,Colo-rectal ,Community Drug & Alcohol,Community Drugs & Alcohol,Community Hospital Inpatient ,Community Mental Health ,Community Mental Health Team,Community Midwifery,Crisis resolution Home Treatment ,Critical Care,CT,Dental,Dermatology ,Diabetes,Dietetics,Dispensing Services ,District Nursing,Early Intervention Psychosis Team ,Emergency Care ,Endoscopy,ENT,Fibromyalgia,Gastroenterology,General Medicine,General Surgery ,Gynaecology ,Haematology ,Histology ,HSDU,Immunology,Independent Contractor (Dental) ,Independent Contractors - General Practitioner,Independent Contractors -Optometrist,In-patient rehabilitation services ,In-patient Services ,Lymphadema,Maternity ,Maxillo Facial,Mental Health,Microbiology,Mortuary,MRI,Neo-nates ,Occupational Therapy ,Older persons Mental Health ,Ophthalmology,Orthoptics,Outpatients ,Outreach & Recovery ,Pain,Pain Management ,Pathology,Physiotherapy ,Podiatry ,Pre-assessment,Primary Care,Primary Care Mental Health ,Psychiatric Rehabilitation ,Radiology,Respiratory ,Rheumatology,Sexual Health,Specialist Palliative Care ,Speech & Language ,Speech and Language Therapy,Stoma,Stress and Anxiety,Stroke,Support recovery ,Supported Recovery ,Teaching,Theatres,Trauma & Orthopaedics ,Ultrasound,Unmapped,Urgent Primary Care Access,Urgent Primary Care Access (Out of Hours) ,Urology ,Wound Care Service,x-ray
Location	All Filters Selected
Survey	CTM Patient Experience Questionnaire
Question	All Questions Selected
Response	All Responses Selected
Category	Standard
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-  Scores of 90 - 100
-  Scores of 80 - 89
-  Scores of 0 - 79



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