



<b>Trauma, Ortho, Rehab, Maternity, Dental &amp; Sexual Health</b>					14	71%	15	87%	20	95%	24	79%
<b>Unscheduled &amp; Acute Care*</b>			14	86%							0	
<b>Unscheduled Care</b>	14	43%			11	64%	16	81%	21	95%	15	80%
<b>Total (includes average %):</b>	137	72%	164	87%	155	67%	201	75%	183	86%	169	87%

***\*Datix codes retired Sept 2022***

## Constituency Enquiries

Number of Constituency enquires processed including 10 day compliance rate percentage

	(Q1) Apr 22 – Jun 22		(Q2) Jul 22 – Sep 22		(Q3) Oct 22 – Dec 22		(Q4) Jan 23 – Mar 23		(Q1) Apr 23 – Jun 23		(Q2) Jul 22 – Sep 22	
	<b>Adult Social &amp; Primary Care*</b>	62	89%	71	80%	0		0				0
<b>Adult Community, Older People's Services &amp; AHPs</b>			2	50%	56	52%	38	71%	40	83%	50	88%
<b>Anesthetics, Critical Care, Theatres, Sterile Services (ACCTSS) &amp; Surgery</b>					36	72%	42	67%	39	90%	32	75%
<b>Cancer &amp; Specialist Services*</b>					9	56%	7	86%	8	88%	9	89%
<b>Child Health &amp; NISTAR, Outpatients, Imaging &amp; Medical Physics</b>			2	50%	15	53%	25	72%	24	75%	17	65%
<b>Children's Community Services</b>	8	75%	9	56%	5	100%	6	50%	6	67%	9	78%
<b>Corporate Communications</b>											0	
<b>Finance</b>	4	75%	5	60%	12	100%	6	67%	3	100%	11	100%
<b>Human Resources</b>	4	75%	1	100%	3	33%	3	33%	1	100%	3	100%
<b>Medical</b>			1	100%	1	100%	2	50%			1	100%
<b>Mental Health, Intellectual Disability &amp; Psychological Services</b>			1	100%	24	62%	32	75%	36	92%	30	87%
<b>Nursing &amp; User Experience</b>	4	75%	5	100%	3	67%	7	43%	3	100%	1	100%
<b>Performance, Planning &amp; Informatics</b>	1	100%			3	67%	2	0%			2	100%
<b>Specialist Hospitals &amp; Women's Health*</b>	74	81%	68	76%							0	
<b>Surgery &amp; Specialist Services*</b>	40	75%	43	81%							0	
<b>Trauma, Ortho, Rehab, Maternity,</b>					54	63%	56	71%	50	84%	53	87%

<b>Dental &amp; Sexual Health</b>												
<b>Unscheduled &amp; Acute Care*</b>	30	70%	18	89%							0	
<b>Unscheduled Care</b>					16	44%	17	82%	8	50%	17	76%
<b>Total (includes average %):</b>	227	79%	226	79%	237	67%	243	59%	218	84%	235	88%

*\*Datix codes retired Sept 2022*

## DoH & Other Enquiries

### Number of DoH & Other enquires processed

	(Q1) Apr 22 – Jun 22	(Q2) Jul 22 – Sep 22	(Q3) Oct 22 – Dec 22	(Q4) Jan 23 – Mar 23	(Q1) Apr 23 – Jun 23	(Q2) Jul 23 – Sep 23
<b><i>Adult Social &amp; Primary Care*</i></b>	37	40				0
<b>Adult Community, Older People's Services &amp; AHPs</b>			7	11	2	4
<b>Anesthetics, Critical Care, Theatres, Sterile Services (ACCTSS) &amp; Surgery</b>			8	5	3	3
<b><i>Cancer &amp; Specialist Services*</i></b>	4	6	3	1	2	3
<b>Child Health &amp; NISTAR, Outpatients, Imaging &amp; Medical Physics</b>			11	1	4	0
<b>Children's Community Services</b>			5	2	1	1
<b>Corporate Communications</b>						0
<b>Finance</b>	12	11	7	1	5	4
<b>Human Resources</b>	9	14	7	4	1	3
<b>Medical</b>	1		2		6	1
<b>Mental Health, Intellectual Disability &amp; Psychological Services</b>		1	28	5	6	5
<b>Nursing &amp; User Experience</b>	5	7	3	1		0
<b>Performance, Planning &amp; Informatics</b>	7	4	5	3	1	0
<b><i>Specialist Hospitals &amp; Women's Health*</i></b>	33	23				0
<b><i>Surgery &amp; Specialist Services*</i></b>	25	24				0
<b>Trauma, Ortho, Rehab, Maternity, Dental &amp; Sexual Health</b>		1	15	9	9	7
<b><i>Unscheduled &amp; Acute Care*</i></b>	26	21				0
<b>Unscheduled Care</b>			5	2	3	2
<b>Total:</b>	<b>159</b>	<b>152</b>	<b>106</b>	<b>45</b>	<b>43</b>	<b>33</b>

***\*Datix codes retired Sept 2022***