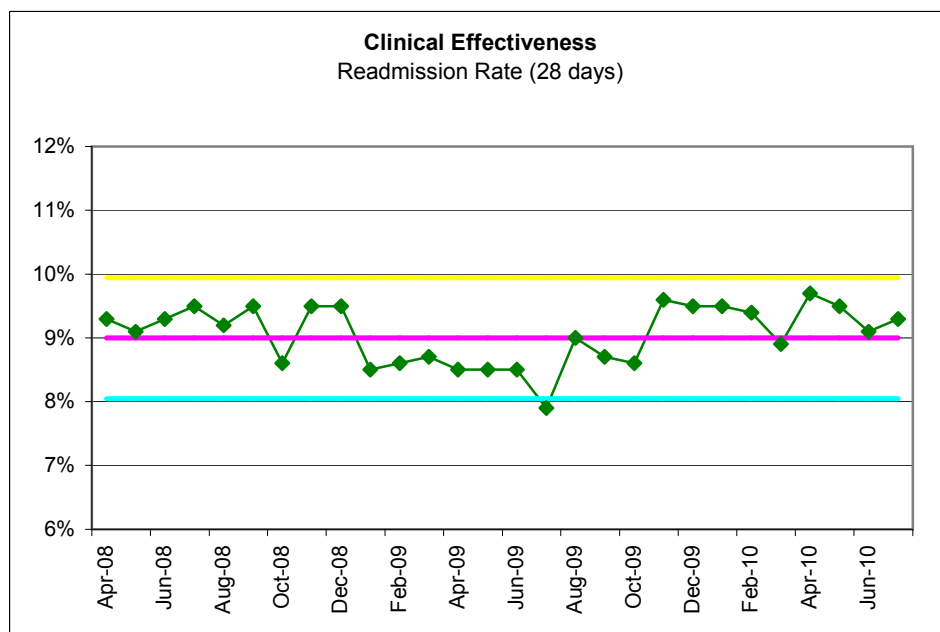


Appendix 2 Re-admission rates



Appendix 3

Patient reported experience of medicines management & Patient survey reported cleanliness 2009 survey results

Question	Trust	Average
Staff did not do everything to help control pain	26%	28%
Not fully told purpose of medications	18%	20%
not fully told side-effects	52%	47%
not told how to take medication clearly	17%	19%
not given completely clear written information about medicines	30%	30%
Room or ward not very clean	6%	4%
Toilet not very or not at all clean	9%	7%