

NHS ECOSYSTEM DASHBOARD

Five converging indicators. One view of what matters.



These five indicators give an early signal of the health of your NHS.

Watch the trends. Spot the drift. Take action early.

1 COMPLAINTS

What patients think



Complaints per 1,000 patient contacts

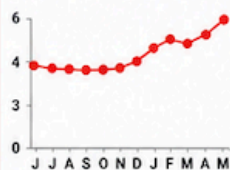


4.8

HIGH

Target: < 3.0

TREND (12 MONTHS)



WHY IT MATTERS

Rising complaints tell us where patient experience is falling short.

2 COMPLIMENTS

What patients value



Compliments per 1,000 patient contacts

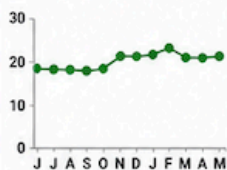


18.6

GOOD

Target: > 15.0

TREND (12 MONTHS)



WHY IT MATTERS

Compliments show what we're getting right and what matters most.

3 STAFF SICKNESS

How staff feel



Average sickness absence (%)

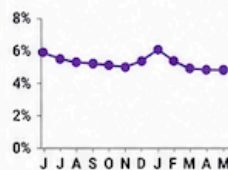


6.2%

MODERATE

Target: < 4.5%

TREND (12 MONTHS)



WHY IT MATTERS

High sickness rates are an early sign of pressure, burnout or poor morale.

4 STAFF TURNOVER

Do good people still want to stay?



Voluntary turnover (12 months %)

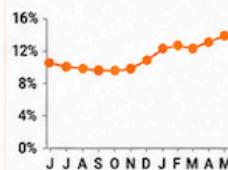


12.4%

HIGH

Target: < 9.0%

TREND (12 MONTHS)



WHY IT MATTERS

High turnover means we risk losing our best people and paying more to replace.

5 PATIENT DWELL TIME

How long patients spend in hospital



Average time from admission to discharge

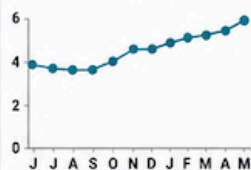


5.6 DAYS

HIGH

Target: < 4.5 days

TREND (12 MONTHS)



WHY IT MATTERS

Rising dwell time signals demand outstripping capacity somewhere in the system.

Status key: ● GOOD (on or better than target) ● MODERATE (slightly outside target) ● HIGH (significantly outside target)

NHS ECOSYSTEM – AT A GLANCE

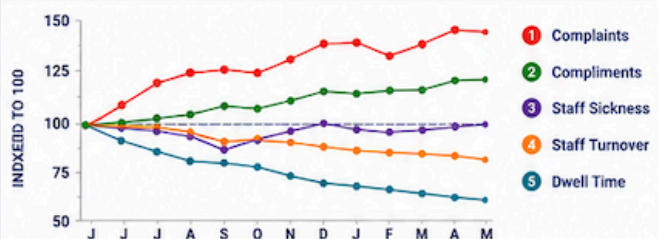
CURRENT STATUS



INDICATOR SUMMARY

- 1 COMPLAINTS HIGH
- 2 COMPLIMENTS GOOD
- 3 STAFF SICKNESS MODERATE
- 4 STAFF TURNOVER HIGH
- 5 PATIENT DWELL TIME HIGH

TRENDS OVER TIME (12 MONTHS)



WHAT THE DASHBOARD IS TELLING US



Patient experience is under pressure (rising complaints).



Staff are feeling the strain (sickness and turnover high).



Capacity is tight (dwell time increasing).

Act early. Small shifts today prevent big problems tomorrow.

HOW TO USE THIS DASHBOARD



REVIEW

Look at the five indicators together.



SPOT DRIFT

Watch the trends, not just the numbers.



DISCUSS

Use as a focus for leadership conversations.



ACT EARLY

Take action on the indicators that move worst.



Healthy NHS. Better care.

One system. Five signals. Better insights. Better decisions.
from Roy Lilley



ABOUT THIS DASHBOARD

This dashboard brings together five key indicators to give an early view of how your NHS is performing. It's designed for leaders at all levels.

No app.
No login.
Just insight.
Use it. Share it.
Improve it.