

1.1. Reporting Exercise

Use the background detail on the following page to create two graphics which support the narrative text provided. Results are provided for two survey questions. Create a separate graphic for each of these questions and incorporate into this document.

Your graphics may be any combination of charting, data visualisation, infographic or text.

You should aim to provide an impactful visual which illustrates the main headline(s) from the survey results whilst also providing supporting detail regarding base size, calculation of scores, etc.

You may use any tools/software you wish to create your graphics, but any working files should be saved and provided where possible.

1.2. Background Detail

Q13. How satisfied are you with the overall quality of your nursing team?	2021 Q1	
	#	%
* Extremely satisfied	384	91%
* Fairly satisfied	33	8%
* Neither satisfied nor dissatisfied	2	0%
* Fairly dissatisfied	0	0%
* Extremely dissatisfied	3	1%
Don't know / can't remember	0	0%
Missing	1	

Score (percent positive) = 99% of respondents extremely or fairly satisfied (based on 422 responses). Positive measure.

Q14. Careforce aims to assign a maximum of three nurses to each person. Have you been seen by more than three nurses?	2021 Q1	
	#	%
* Yes	273	69%
* No	121	31%
Don't know	26	6%
Missing	3	

Score = 69% of respondents have been seen by more than three nurses (based on 394 responses). Negative measure.

Careforce Patient Survey - Scoring Methodology

In the table below, in the column "Scoring", a "1" indicates answers used as part of the numerator and denominator in the scoring calculation; a "0" indicates answers used as part of the denominator only; a cell shaded in grey containing "n/s" indicates an answer is not scored and not included as part of the calculation/base size.

	Question	Answer Option	Scoring
Q1 3	How satisfied are you with the overall quality of your nursing team?	1 Extremely satisfied	1
		2 Fairly satisfied	1
		3 Neither satisfied nor dissatisfied	0
		4 Fairly dissatisfied	0
		5 Extremely dissatisfied	0
		6 Don't know / can't remember	n/s
Q1 4	Careforce aims to assign a maximum of three nurses to each person. Have you been seen by more than three nurses?	1 Yes	1
		2 No	0
		3 Don't know	n/s

Client Brand Guidelines

Preferred font is Arial

Primary accent colour is "Teal" (R:29 G:129 B:140)

1.3. Add Graphics to Narrative Text

Quality of Care

In this section of the survey, patients were asked about their experience of Careforce nurses and if they were treated with privacy, dignity and respect. Patients were overwhelmingly positive about their nursing team. 91% are extremely satisfied with the nursing team and 8% are fairly satisfied.

The challenge in this section will be to address the high volume of patients who have been seen by more than three nurses.

