

**SUBMIT**

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Performance Exception Report																			
Month	Executive Director: J Tozer																		
	Completed by: D Fumival																		
Indicator	Cancelled Operations																		
Variation from plan	The Trust recorded 1.4% non-clinical cancellations on the day for the month of August against the below 0.8% target. The below graph demonstrates a significant deterioration in both weeks 3 and 5 of the Month.																		
	<table border="1"> <caption>Data extracted from the Performance Exception Report graph</caption> <thead> <tr> <th>Week</th> <th>Number Cancelled</th> <th>% Cancelled (Cumulative)</th> </tr> </thead> <tbody> <tr><td>1</td><td>6</td><td>0.6</td></tr> <tr><td>2</td><td>4</td><td>0.7</td></tr> <tr><td>3</td><td>9</td><td>1.0</td></tr> <tr><td>4</td><td>10</td><td>1.1</td></tr> <tr><td>5</td><td>16</td><td>1.4</td></tr> </tbody> </table>	Week	Number Cancelled	% Cancelled (Cumulative)	1	6	0.6	2	4	0.7	3	9	1.0	4	10	1.1	5	16	1.4
Week	Number Cancelled	% Cancelled (Cumulative)																	
1	6	0.6																	
2	4	0.7																	
3	9	1.0																	
4	10	1.1																	
5	16	1.4																	
Reason for variation	<p><b>August - Week 3</b> In week 3 there were 9 cancellations on the day. 1 list overran because a patient had a difficult intubation and 3 others were cancelled due to overbooking of the Trauma lists. A further 2 patients were cancelled as a 2<sup>nd</sup> operating theatre needed opening overnight resulting in the theatre staff being unable to work the following day. 1 patient was cancelled due to failure of the x-ray machine and 2 patients were sent the wrong starving instructions.</p> <p><b>August - Week 5</b> During the final 5 days of August there were 16 cancellations on the day of which 10 were due to the failure of the endoscopy washers. 1 Gynae patient was cancelled because the surgeon was unwell, 3 were due to admin errors and 2 because emergencies took priority.</p>																		
Impact	Patient outcomes or experience																		

WASHINGTON STATE UNIVERSITY  
MEMORANDUM OF AGREEMENT  
Concerning the  
Sport Management Internship Program  
Department of Educational Leadership, Sport Studies, & Educational/Counseling Psychology

THIS AGREEMENT is between WASHINGTON STATE UNIVERSITY, hereinafter referred to as the "University," acting through its Department of Educational Leadership, Sport Studies, & Educational/Counseling Psychology, hereinafter referred to as the "Department," and \_\_\_\_\_ herein referred to as the "Organization," and is for the purpose of providing cooperative arrangements for the Internship Program for students enrolled in the Sport Management degree in the Department.

A. **The Organization agrees:**  
To supervise the Sport Management students participating in the Internship Program and to provide them a variety of experience opportunities within the scope of services offered by the Organization.

B. **The University agrees:**  
1. To make an official request to the Organization for placement of the Student within the Organization for his/her internship experience.  
2. To consider the interests and competencies of the student in relation to the function and program of the Organization when assigning the student to the Organization.  
3. To provide the Organization with material pertaining to the student and to the Internship Program in general.

C. **The Organization and the University agree:**  
1. That the Organization Site Supervisor and the University Sport Management Supervisor of the Internship Program will be responsible for determining and evaluating the program of experiences for the student assigned to the Organization.  
2. That neither party shall be responsible for costs or expenditures incurred by the other in the conduct of this program, other than those expenses defined in any separate agreements that may be made between the parties cooperating in this program.  
3. To not discriminate against any employee or applicant for employment or enrollment in courses of study because of race, color, creed, sex or national origin, physical, mental or sensory disability, marital status, sexual orientation, or status as a Vietnam-era or disabled veteran.

# Food co-op evaluation form

Dear Food Co-op customer

In order to help us ensure our food co-op is meeting your needs we would be very interested in hearing your views and experiences of shopping at the food co-op.

We would be very grateful if you could take a few minutes to fill in this short questionnaire.

## What things do you like about the food co-op?

- Being able to buy fresh food
- Meeting other people
- Accessing other services within the centre
- Volunteering at the food co-op
- Accessing healthy eating information
- Other

## What things do you not like about the food co-op?

- Poor quality food
- Unhelpful staff
- Prices
- Inconvenient opening time
- Inaccessible location
- Lack of shopping baskets
- Range of food
- Queues
- Meeting other people
- Other.....

## How do you find the quality of the produce sold at the food co-op?

- Excellent
- Good
- Poor

## How would you compare the price of produce sold at the food co-op to other shops?

- More Expensive
- The same
- Cheaper

Do you have any comments or suggestion on how we can improve the running of the food co-op? (For example location, timing, accessibility, quality, product range)

Thank You

Based on a evaluation form designed by Tower Hamlets Food Access Project

## Phrases for Employee Performance Evaluation- General Job Skills/Traits

Performance reviews are a sensitive matter. Most managers want to write good, fair and professional performance appraisals but it's not always easy for non-native speakers of English to find the right phrase. In this issue, we provide a number of example phrases, that can be used on performance appraisal forms, to describe the performance of any employee under a number of skill areas. You can choose phrases from five performance levels that are used on many performance appraisal forms:

1. Outstanding
2. Exceeds Expectations
3. Meets Expectations
4. Needs Improvement
5. Unacceptable

The phrases include general descriptions of employee performance, such as "shows strong initiative", as well as specific recommendations, such as "needs repeated instruction when learning a new task". Here, we will focus on the skill areas under the general area of "General Job Skills/Traits".

Using, or adapting, some of the phrases will help you to reduce the amount of time you use to write performance appraisals.

### General Job Skills

#### Outstanding

- Mastered every aspect of job
- Exceptional in every skill required on this job
- Rapidly created folders and sub-folders for extremely complex document database
- Exceptional organisational ability
- Learned and applied new software within two weeks

#### Exceeds Expectations

- Has natural ability to quickly comprehend instruction and apply new skills
- Performs efficiently and well
- Quickly adapted to new software
- Created a database comprising of over 500 separate documents

#### Meets Expectations

- Performs tasks competently
- Usually meets deadlines
- Needs strengthening in just a few areas



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