Patient Satisfaction Survey
Quarter 3 2014 – Quarter 2 2016
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

When you arrived, were you made to feel welcome?

* Satisfaction % based on proportion of completed answers entered as Yes or Unsure
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

Soon after you arrived, were meal/visitor times explained to you?

*Satisfaction % based on proportion of completed answers entered as Yes, completely or Yes, somewhat
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the admission process?

*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

Were you involved as much as you wanted to be in decisions about your care and treatment?

*Satisfaction % based on proportion of completed answers entered as Yes, completely or Yes, somewhat
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

Was your diagnosis discussed with you?

*Satisfaction % based on proportion of completed answers entered as Yes or Unsure
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

If you were given any medication, did staff explain any possible side effects in a way that you could understand?

*Satisfaction % based on proportion of completed answers entered as Yes, completely or Yes, somewhat
How did our most recent In-patients rate us?

During your stay, were you treated with respect and dignity?

* Satisfaction % based on proportion of completed answers entered as Yes, always or Yes, sometimes
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

During your stay, did you feel safe?

* Satisfaction % based on proportion of completed answers entered as Yes, always or Yes, sometimes
How did our most recent In-patients rate us?

What was your overall opinion of how staff communicated with you?

*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the helpfulness and relevance of the therapy programme?

* Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the Nursing Staff?

*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of your Consultant?

- Qtr 3 2014/15
- Qtr 4 2014/15
- Qtr 1 2015/16
- Qtr 2 2015/16
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the Junior Doctor?

*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the Therapists?

*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of other staff; reception/housekeeping/maintenance etc?

*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good*
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

Did you find that the catering in the hospital met your nutritional needs?

*Satisfaction % based on proportion of completed answers entered as Yes, always or Yes, sometimes
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the quality of food served in the hospital?

*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the comfort & cleanliness of the Hospital and your room?

*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

Before you left hospital, were you given information about how to get help in a crisis, or if urgent help is needed?

*Satisfaction % based on proportion of completed answers entered as Yes or Unsure
How did our most recent In-patients rate us?

Have you had the opportunity to meet with staff and discuss your aftercare plan when you leave hospital?

*Satisfaction % based on proportion of completed answers entered as Yes or Unsure*
How did our most recent In-patients rate us?

Overall, how would you rate the care received during your recent stay in hospital?

*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good*
How did our most recent In-patients rate us?

In-Patient Survey 2015/16

How likely are you to recommend our service to friends and family if they need similar care or treatment?

* Satisfaction % based on proportion of completed answers entered as Extremely likely (scores 9-10) and likely (scores 7-8)