

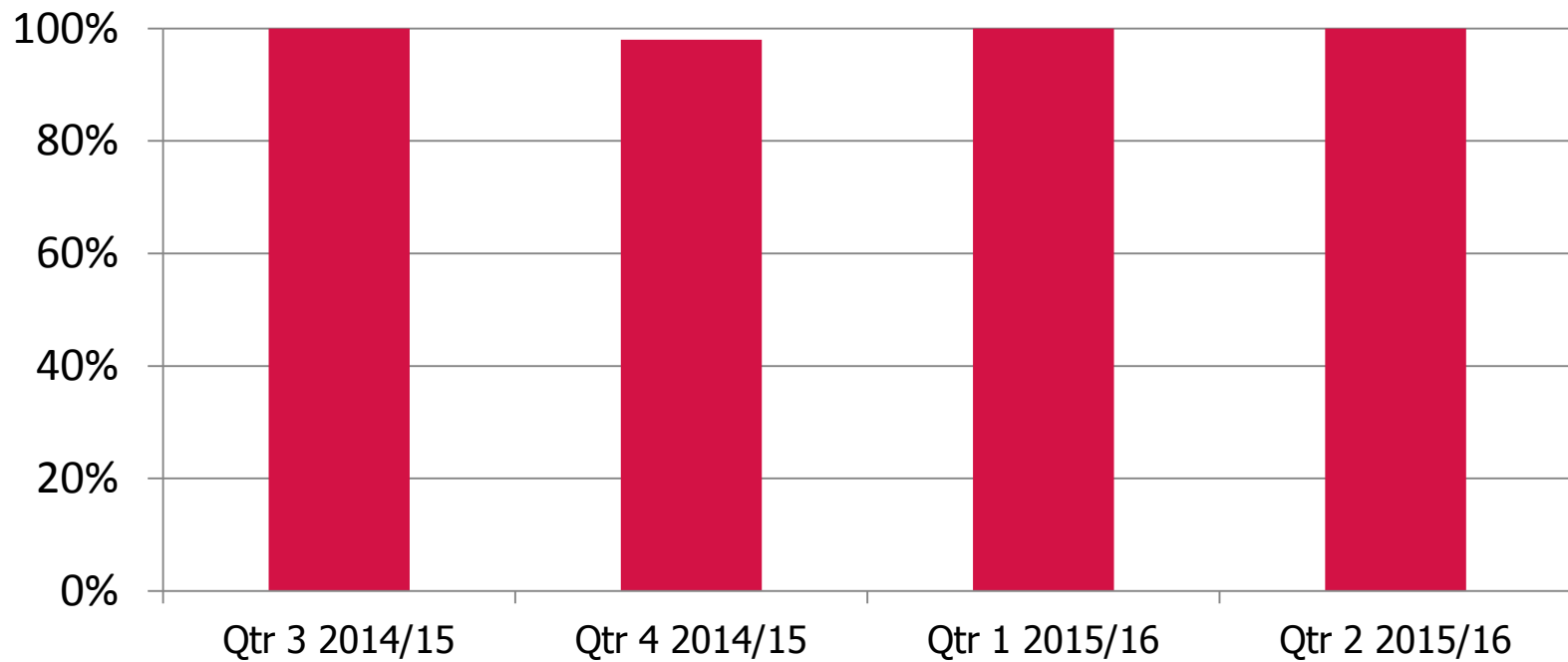
Patient Satisfaction Survey

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?

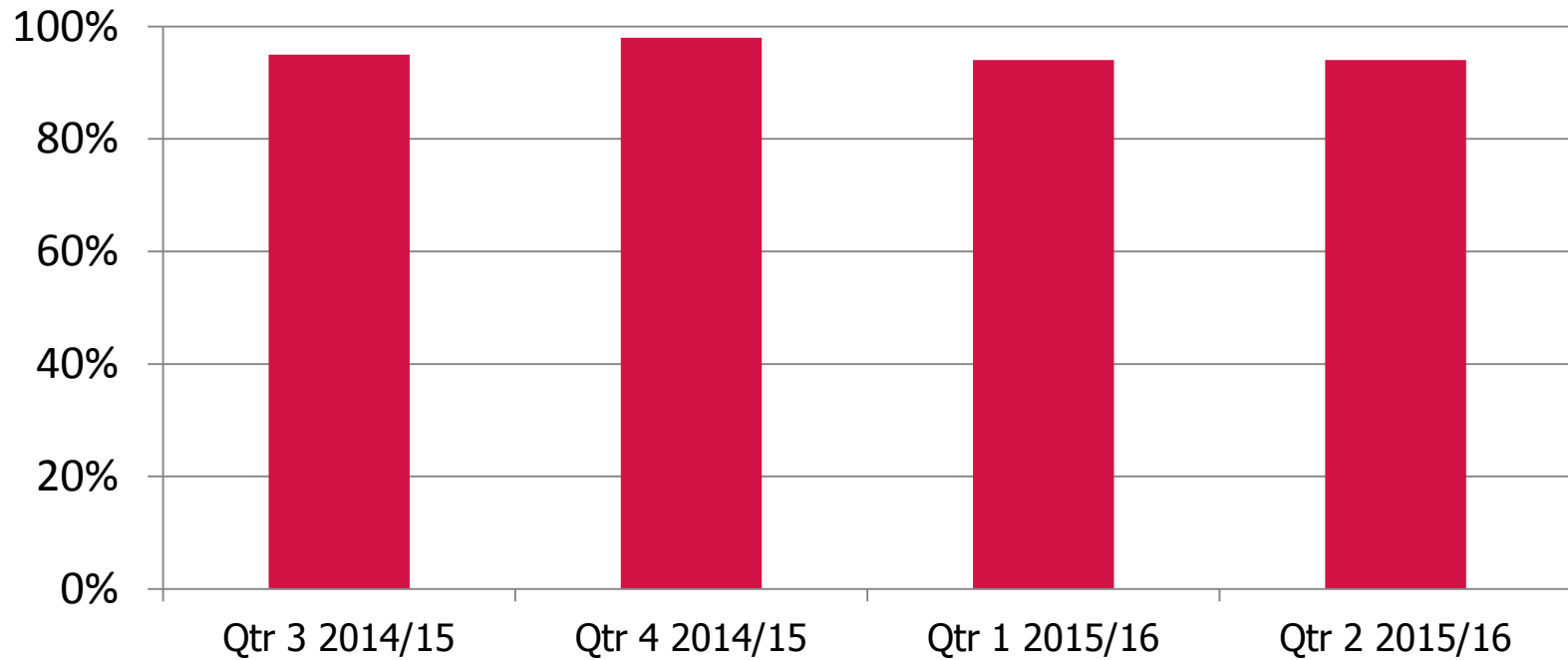


*Satisfaction % based on proportion of completed answers entered as Yes or Unsure

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?

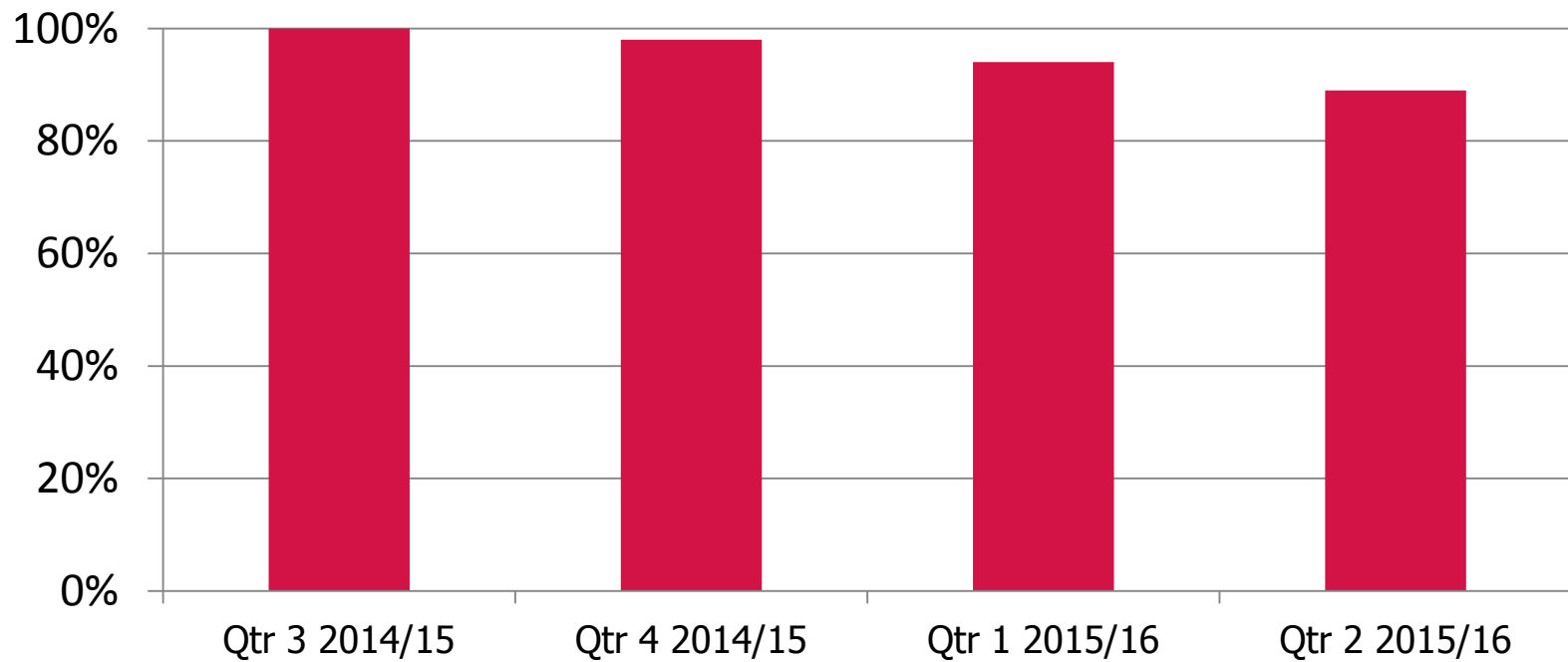


*Satisfaction % based on proportion of completed answers entered as Yes, completely or Yes, somewhat

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the admission process?

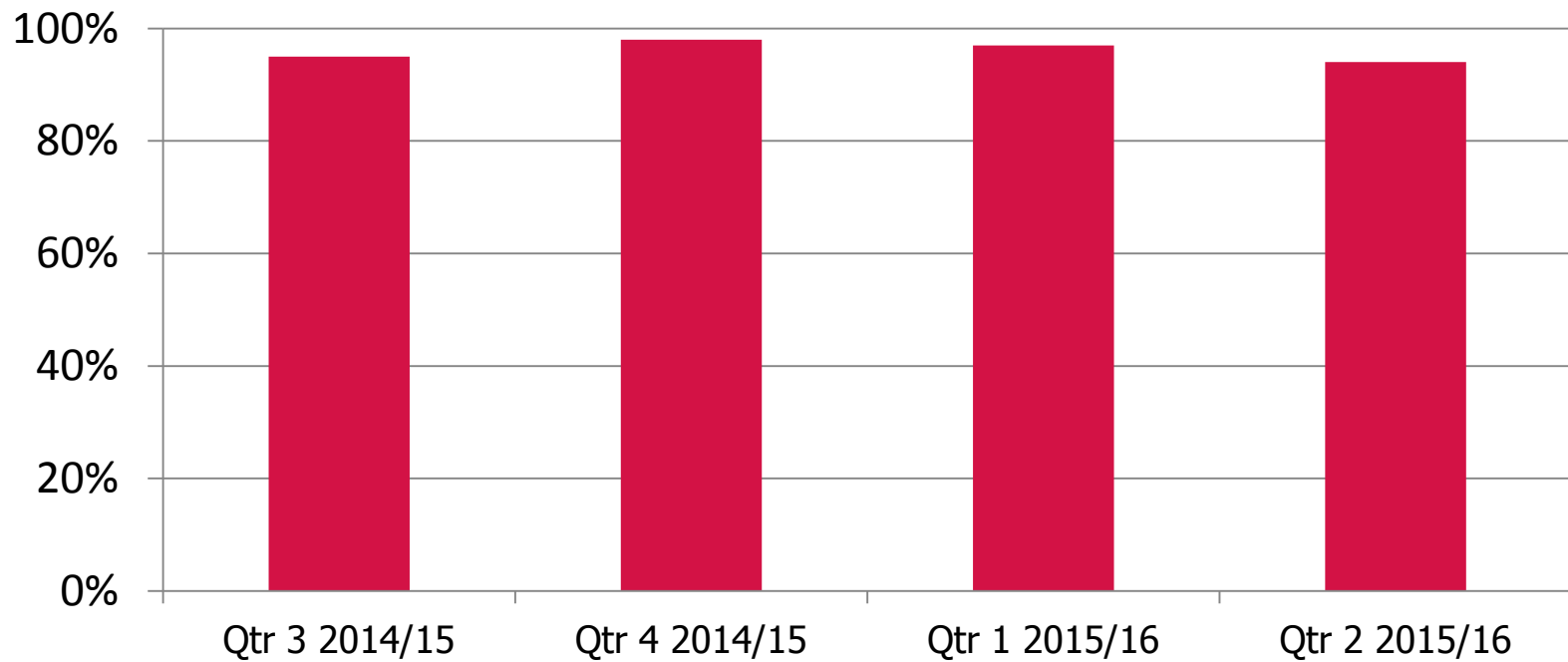


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

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?

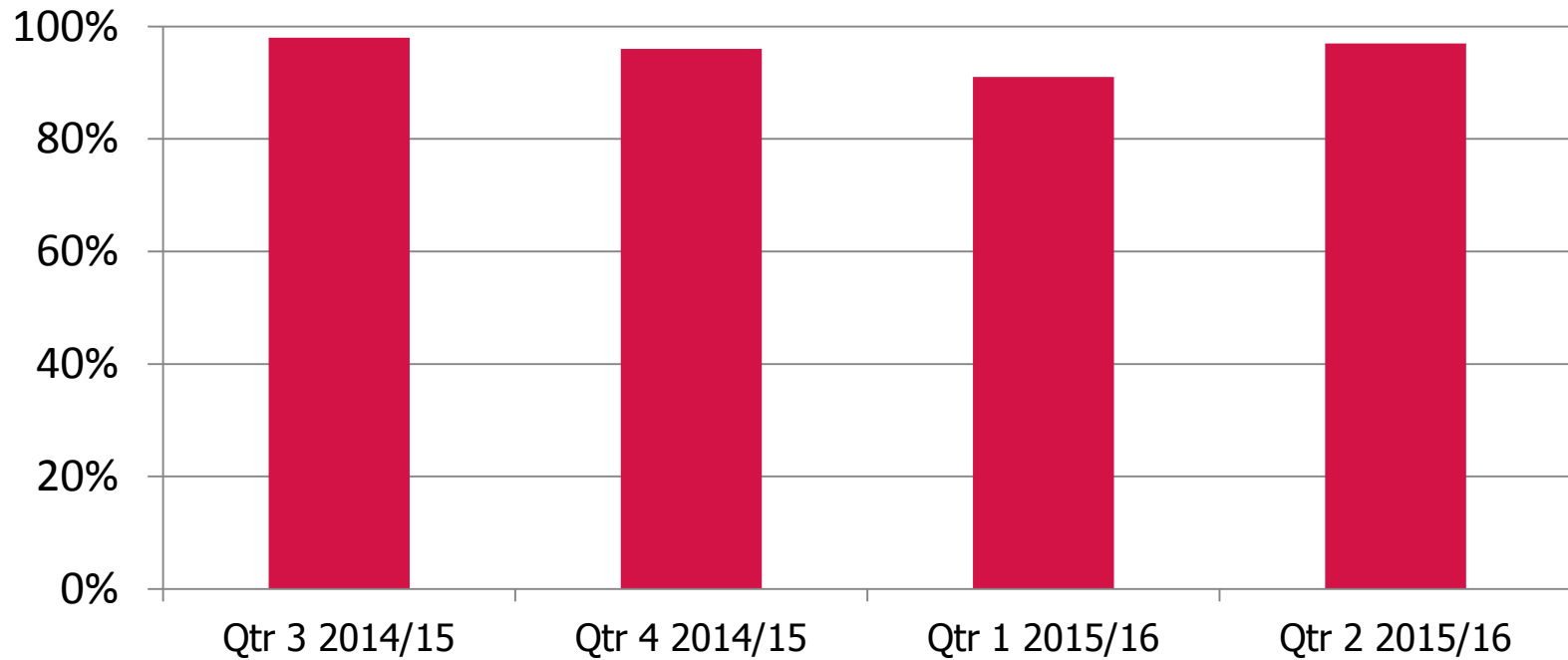


*Satisfaction % based on proportion of completed answers entered as Yes, completely or Yes, somewhat

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

Was your diagnosis discussed with you?

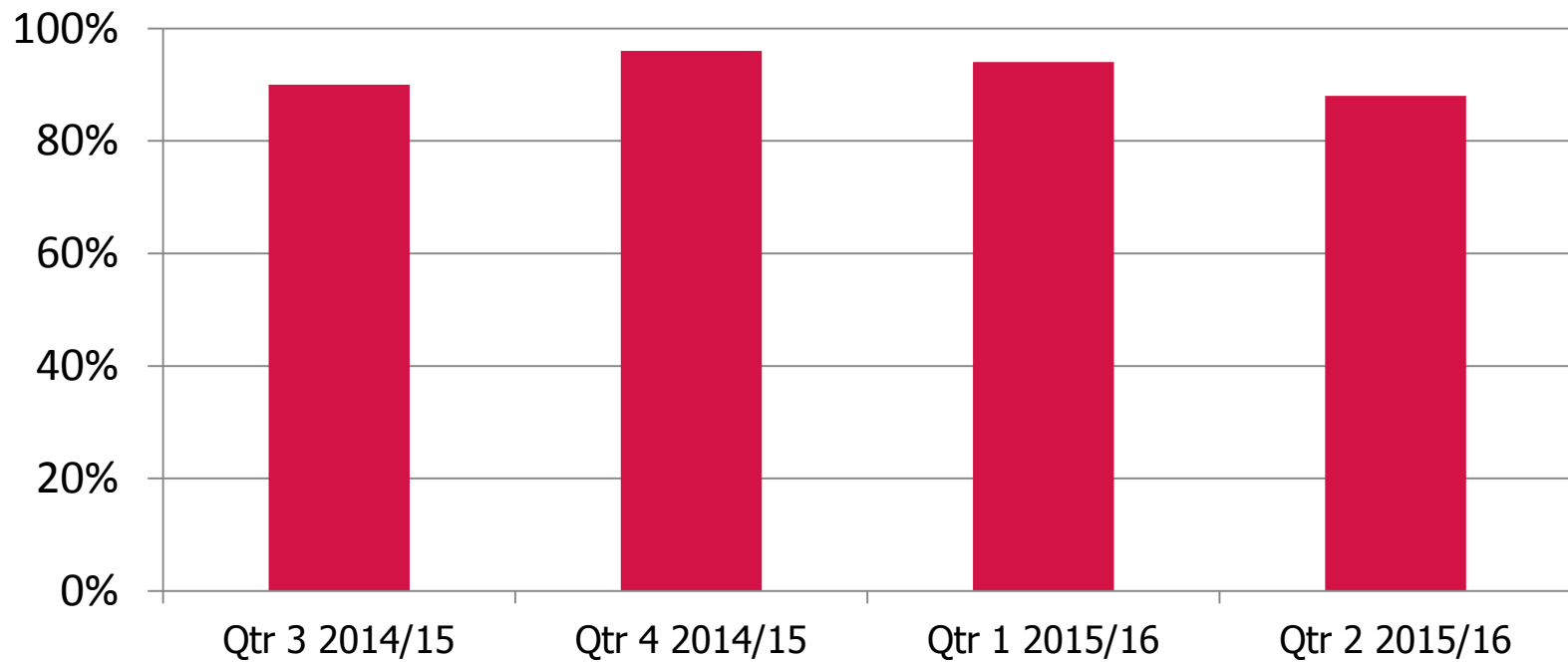


*Satisfaction % based on proportion of completed answers entered as Yes or Unsure

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?

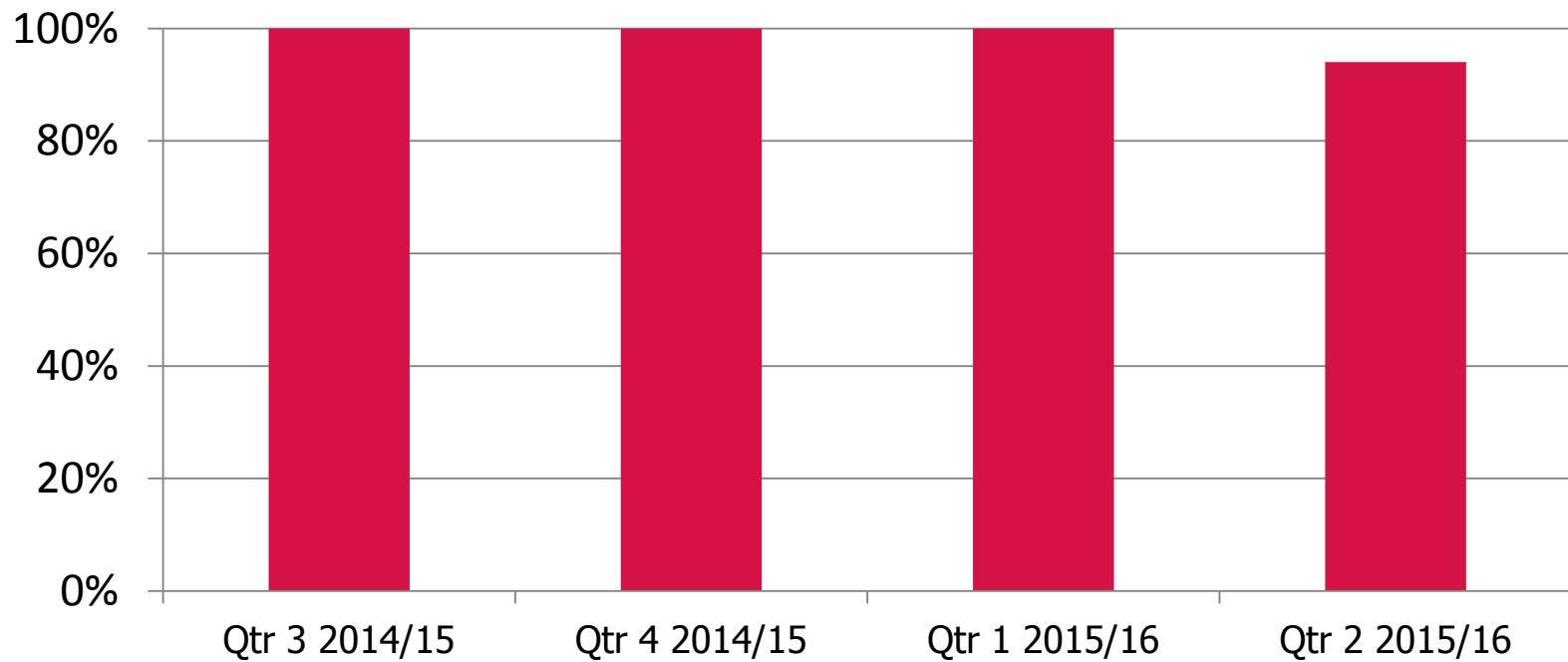


*Satisfaction % based on proportion of completed answers entered as Yes, completely or Yes, somewhat

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

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

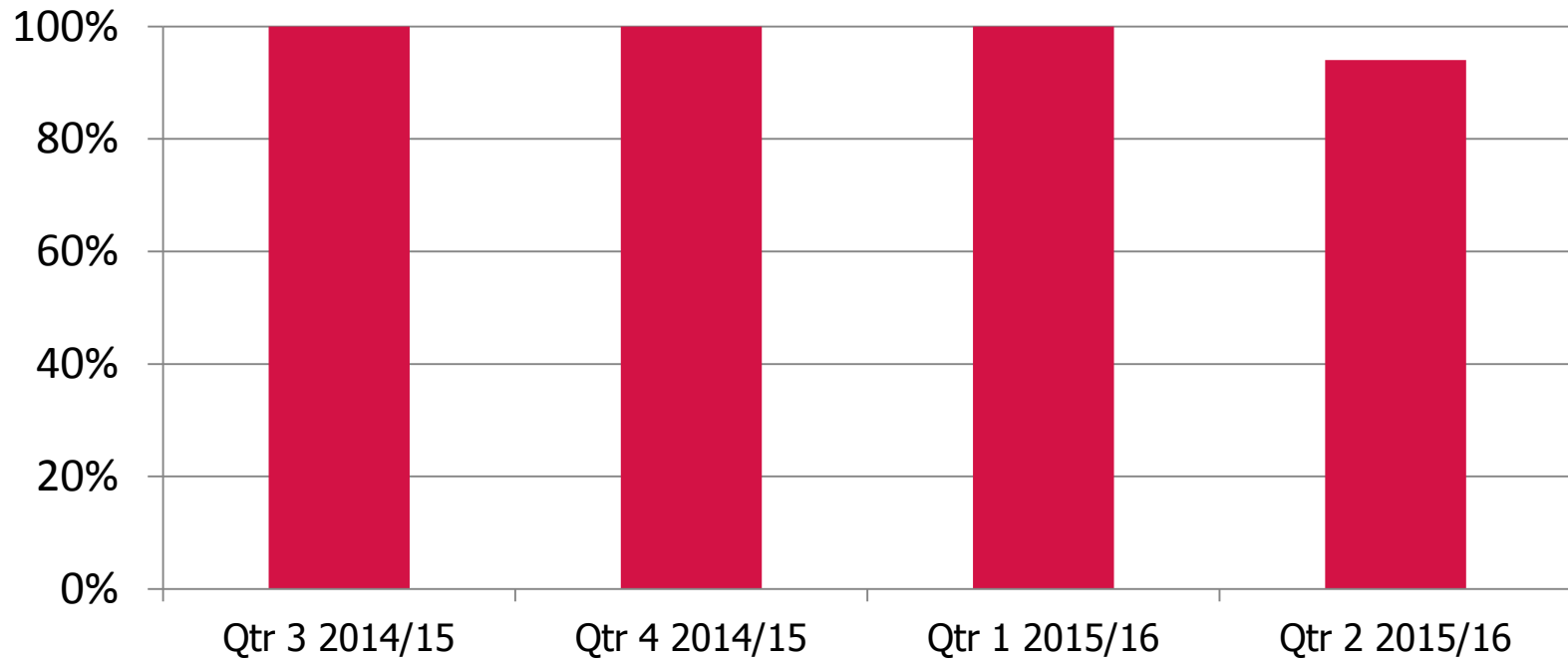


*Satisfaction % based on proportion of completed answers entered as Yes, always or Yes, sometimes

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

During your stay, did you feel safe?

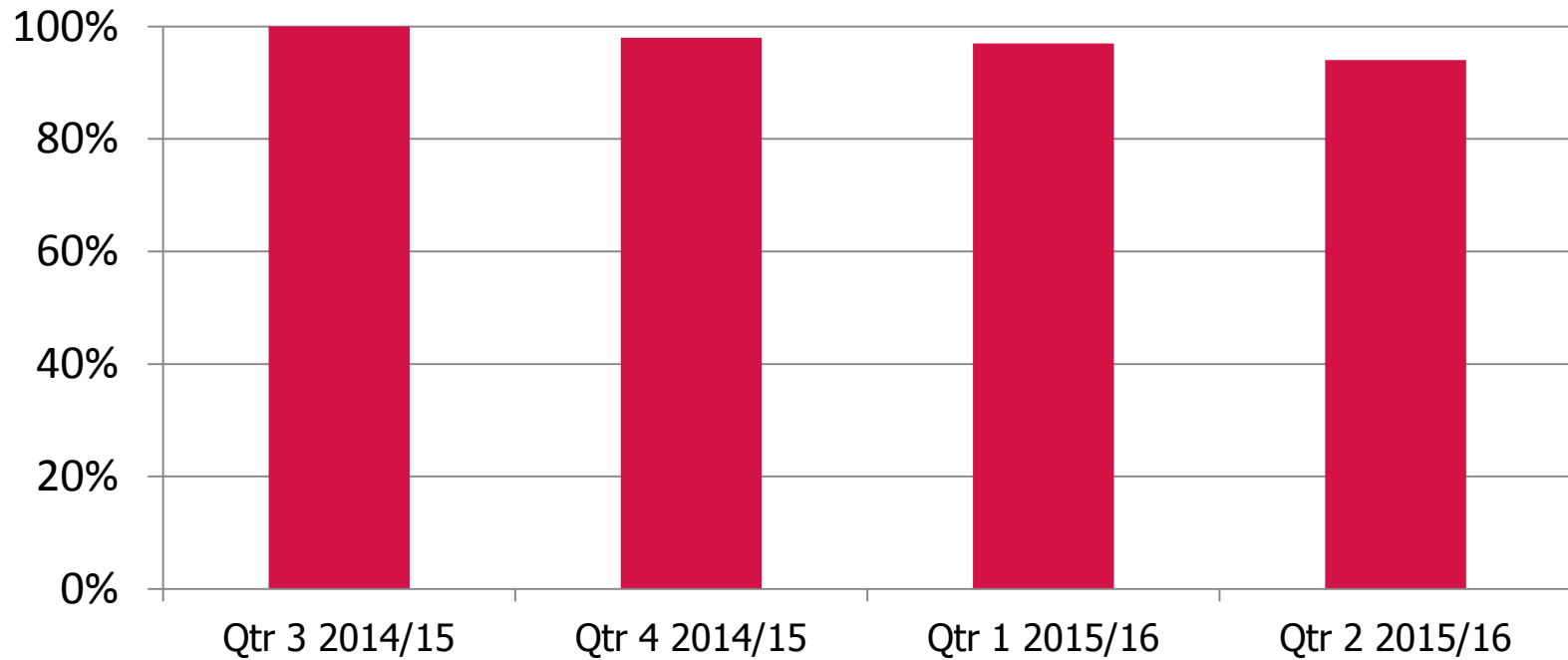


*Satisfaction % based on proportion of completed answers entered as Yes, always or Yes, sometimes

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

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

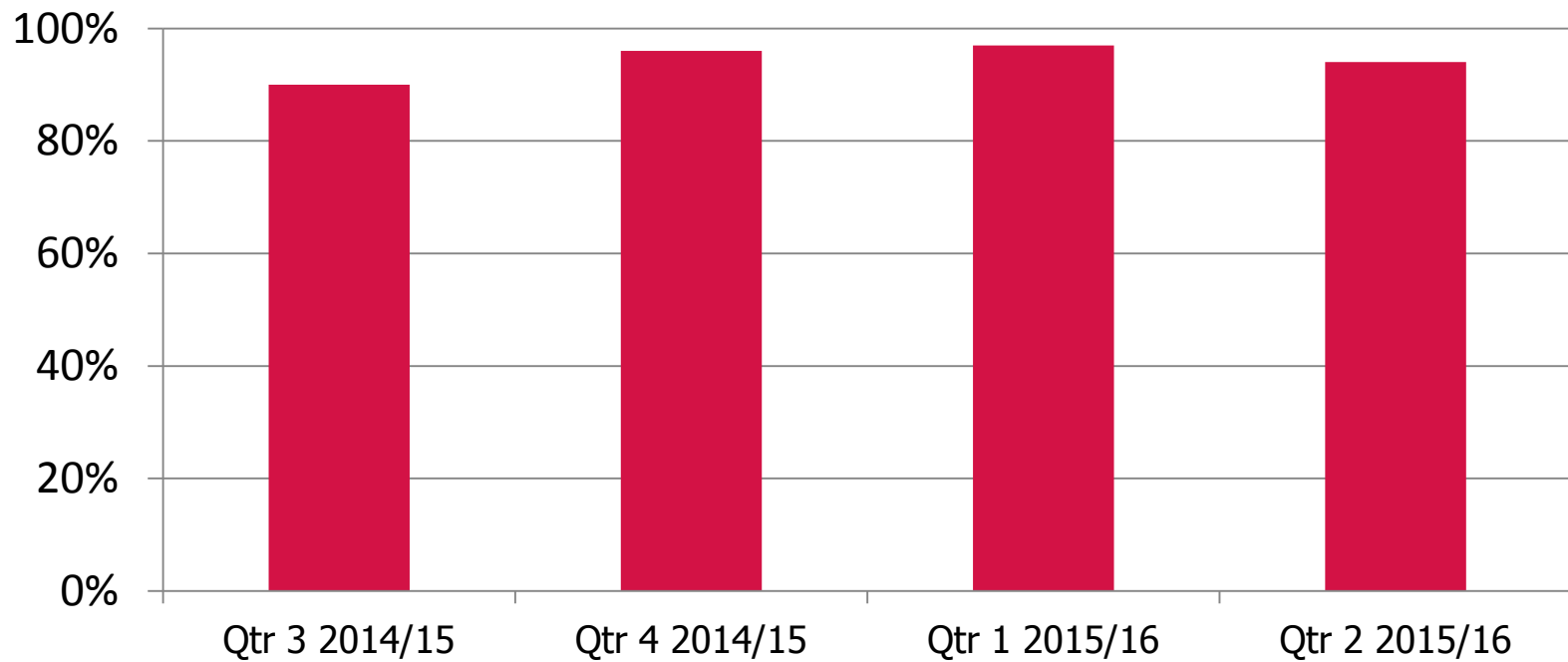


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

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?

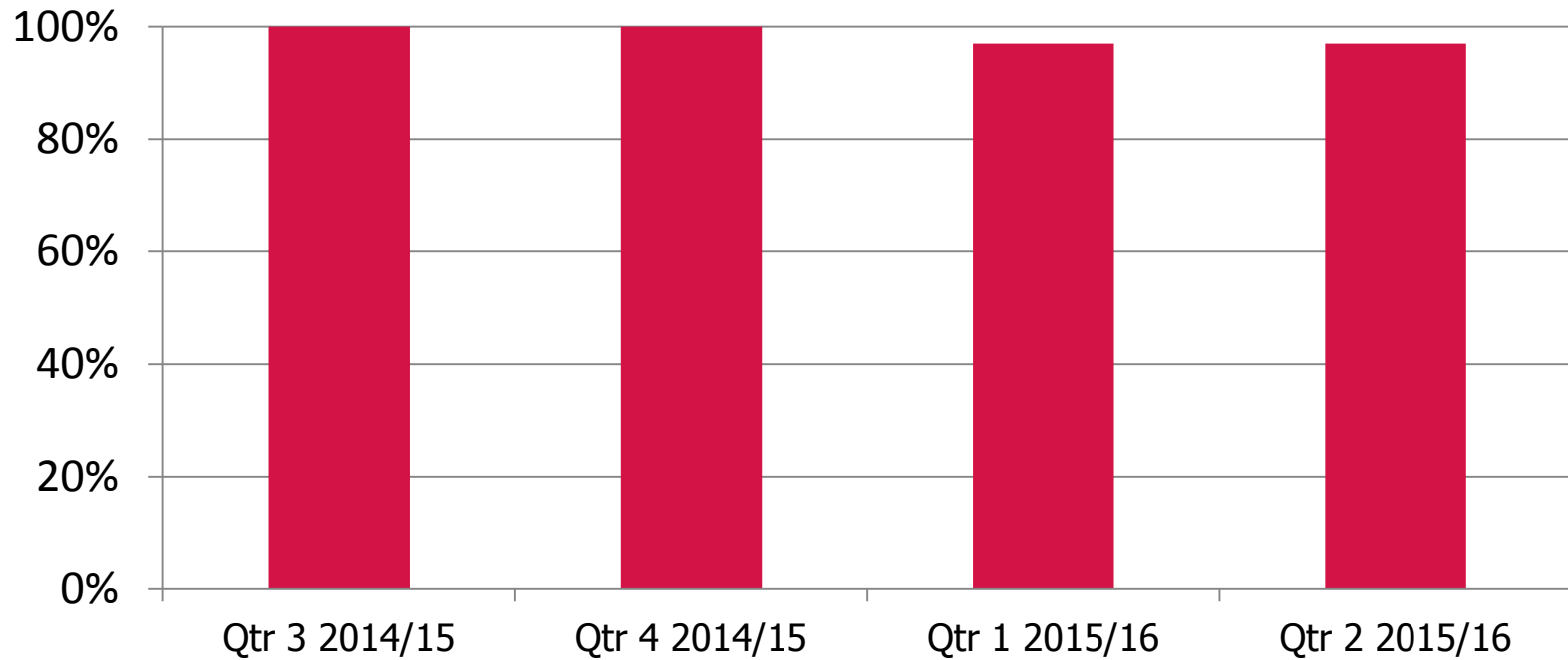


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the Nursing Staff?

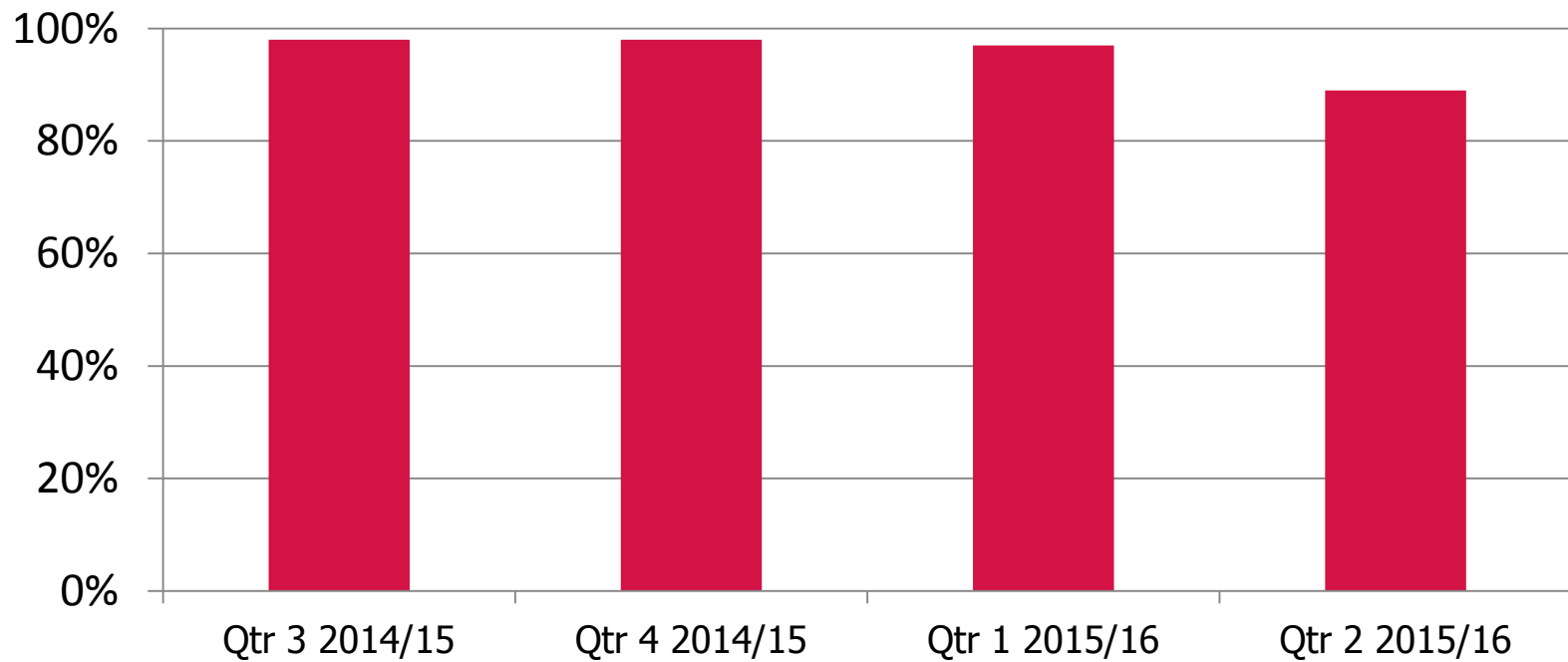


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

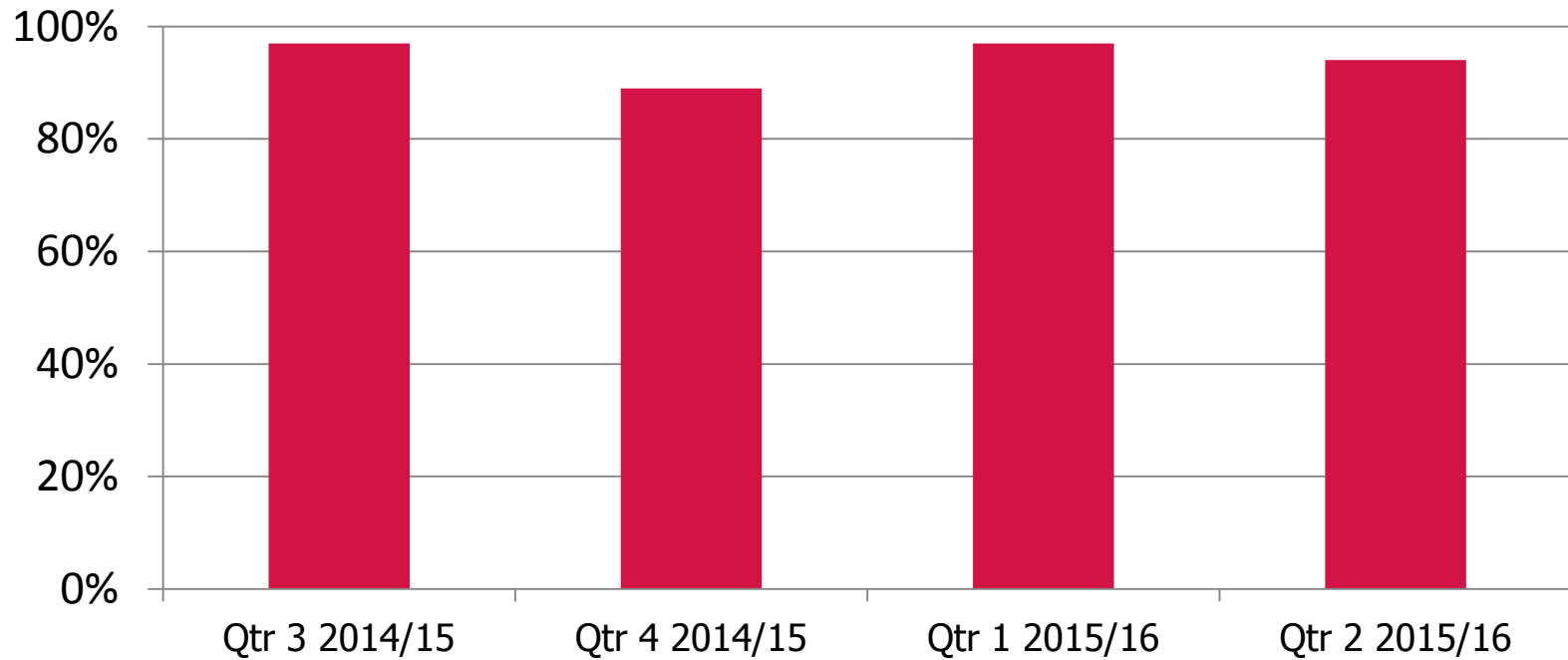
What was your overall opinion of your Consultant?



How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the Junior Doctor?

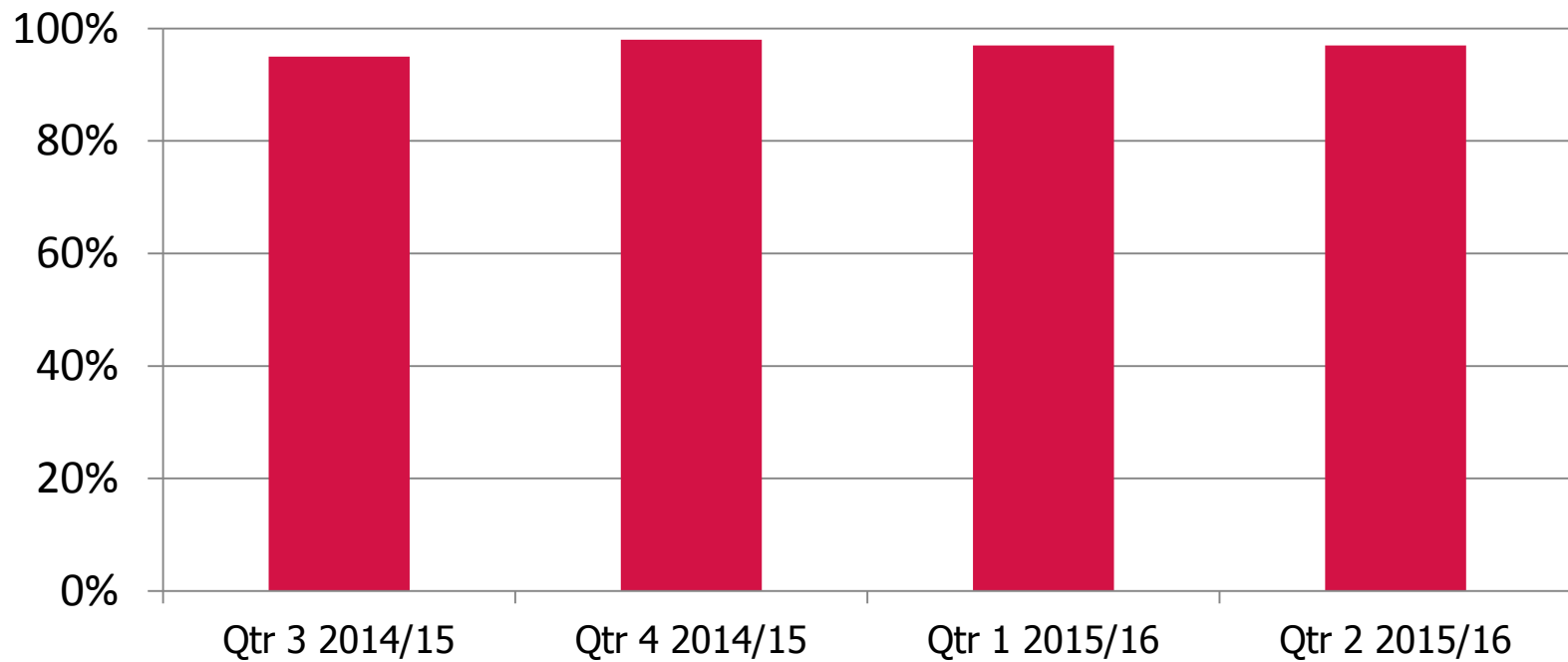


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

What was your overall opinion of the Therapists?

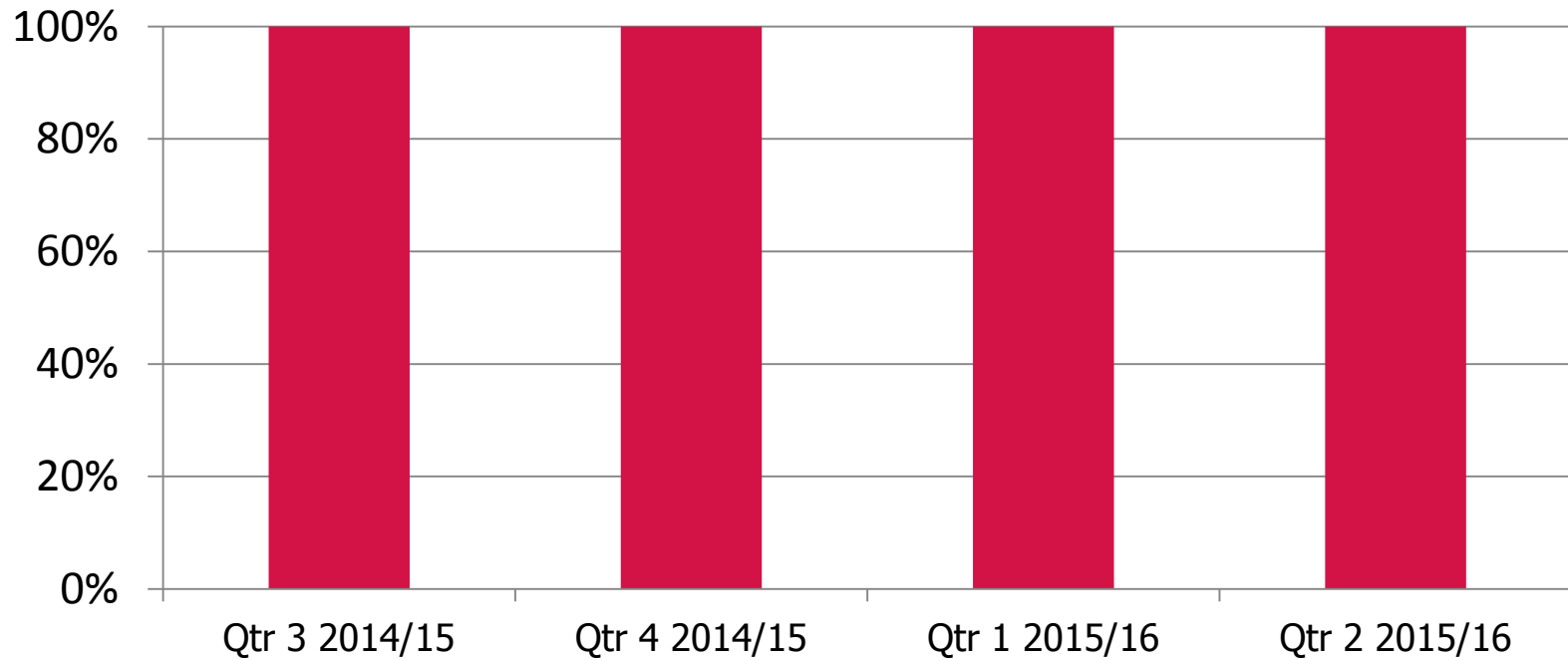


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

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?

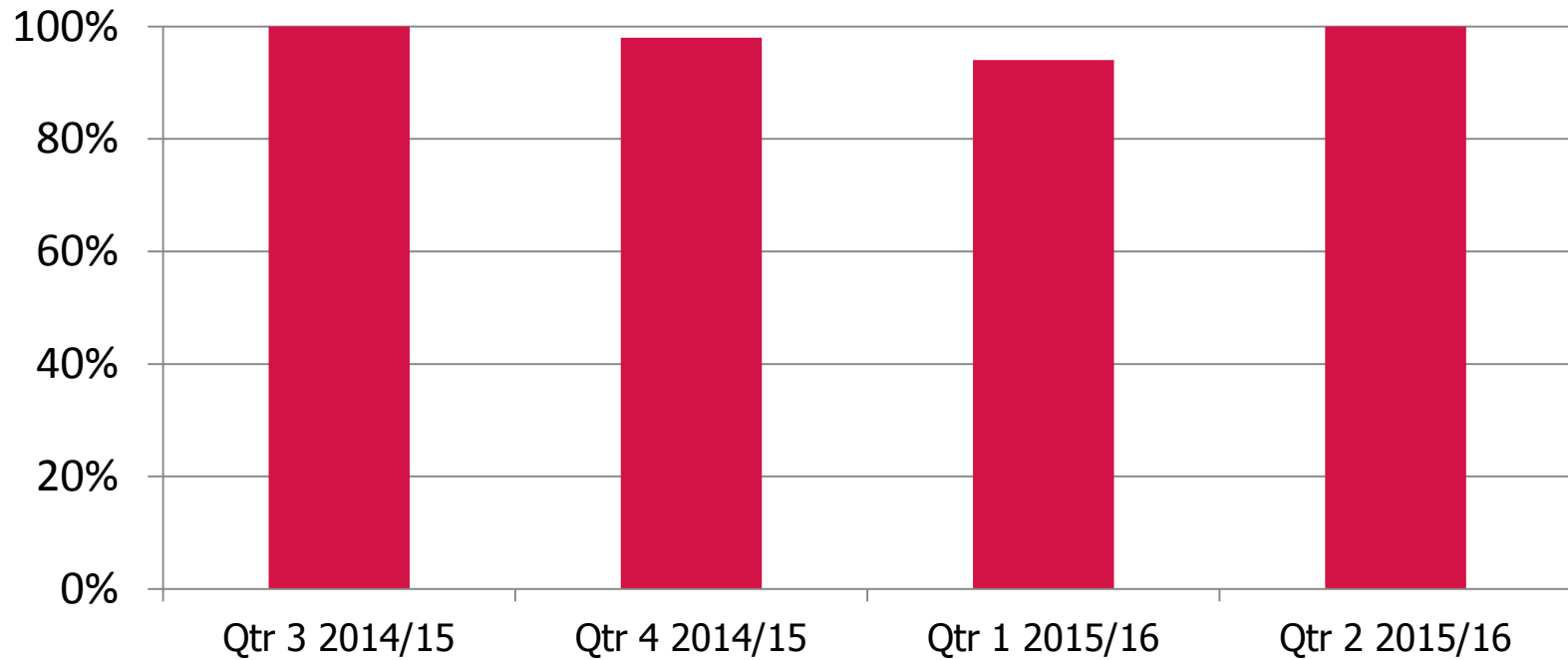


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

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?

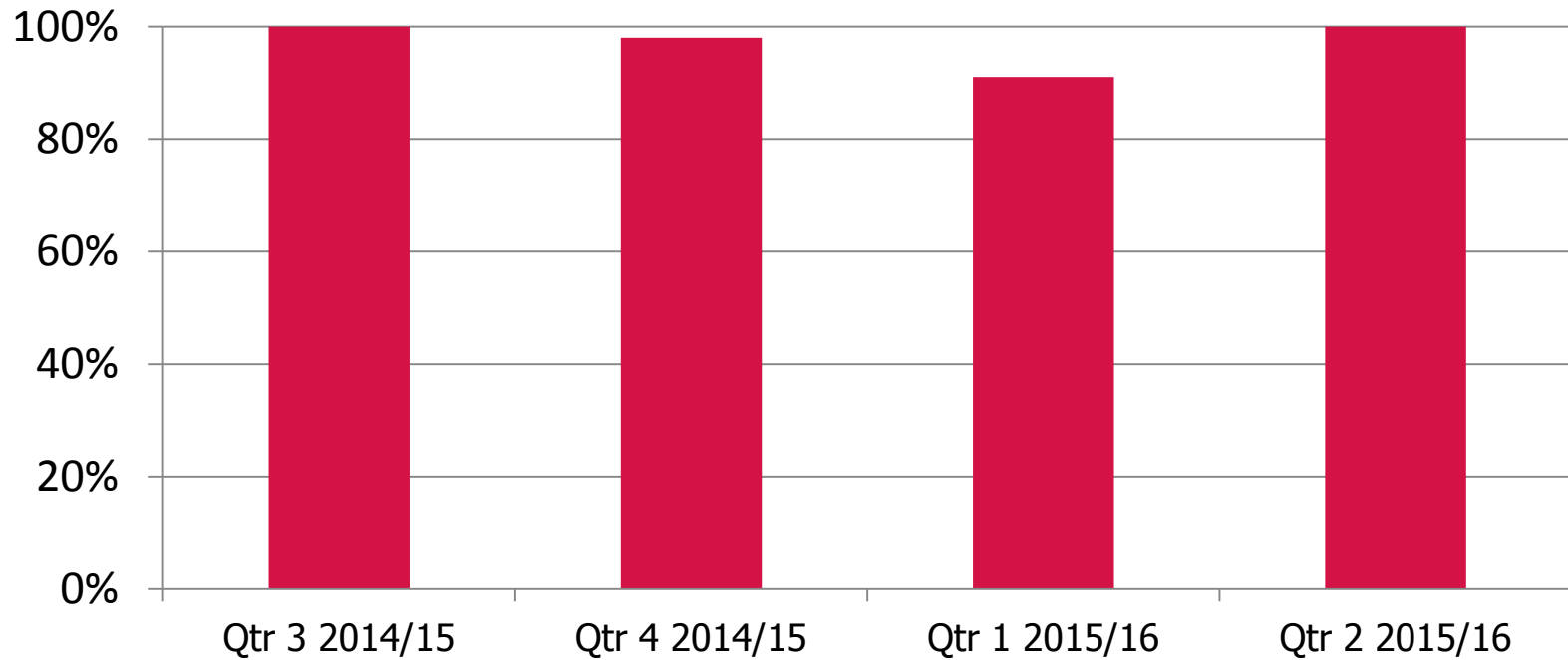


*Satisfaction % based on proportion of completed answers entered as Yes, always or Yes, sometimes

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?

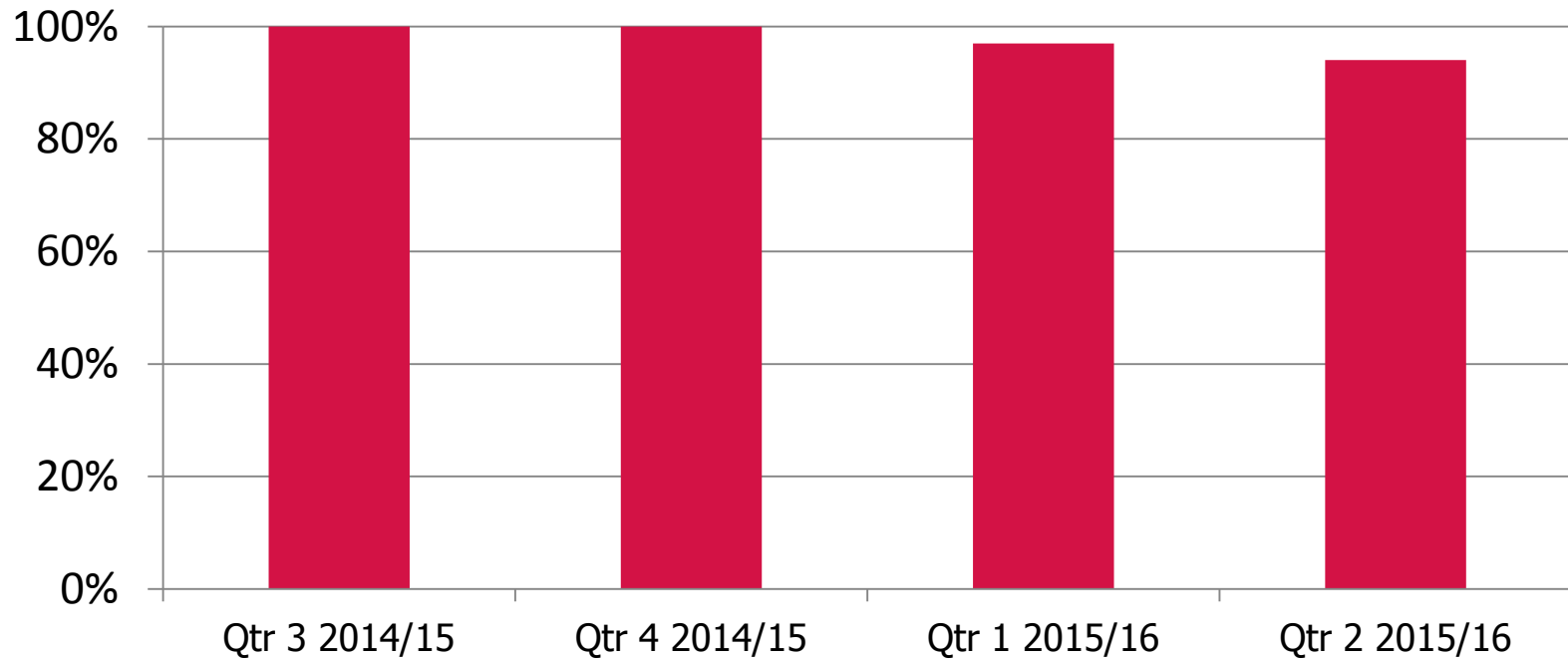


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

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?

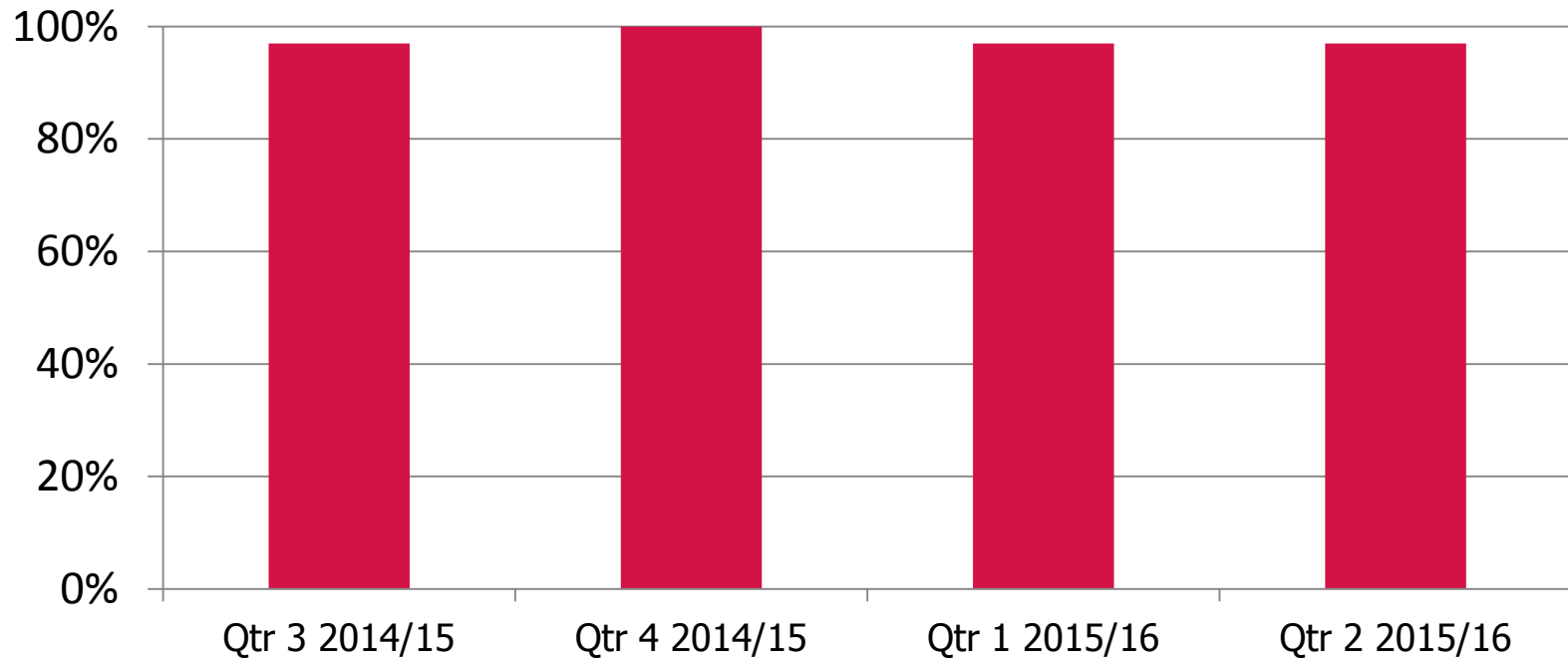


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

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?

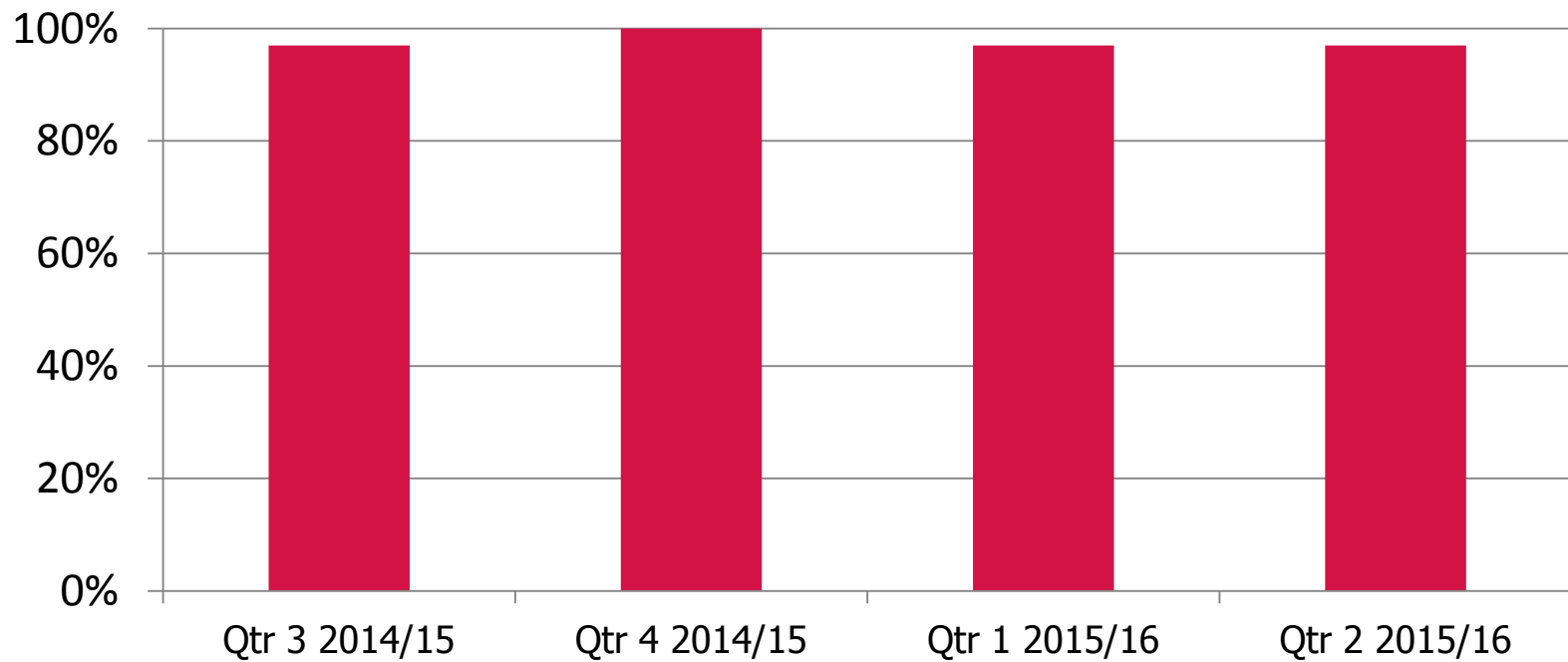


*Satisfaction % based on proportion of completed answers entered as Yes or Unsure

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

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

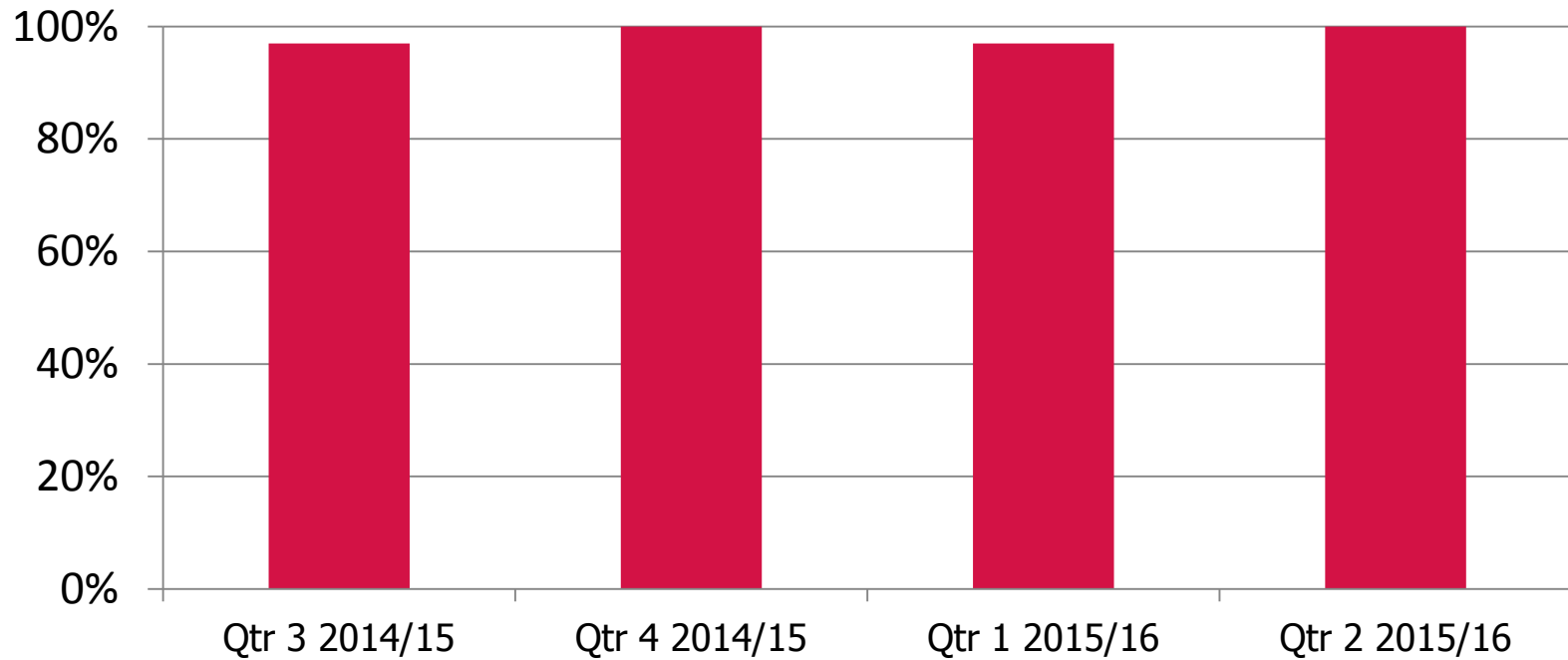


*Satisfaction % based on proportion of completed answers entered as Yes or Unsure

How did our most recent In-patients rate us?

In-Patient Survey 2015/16

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

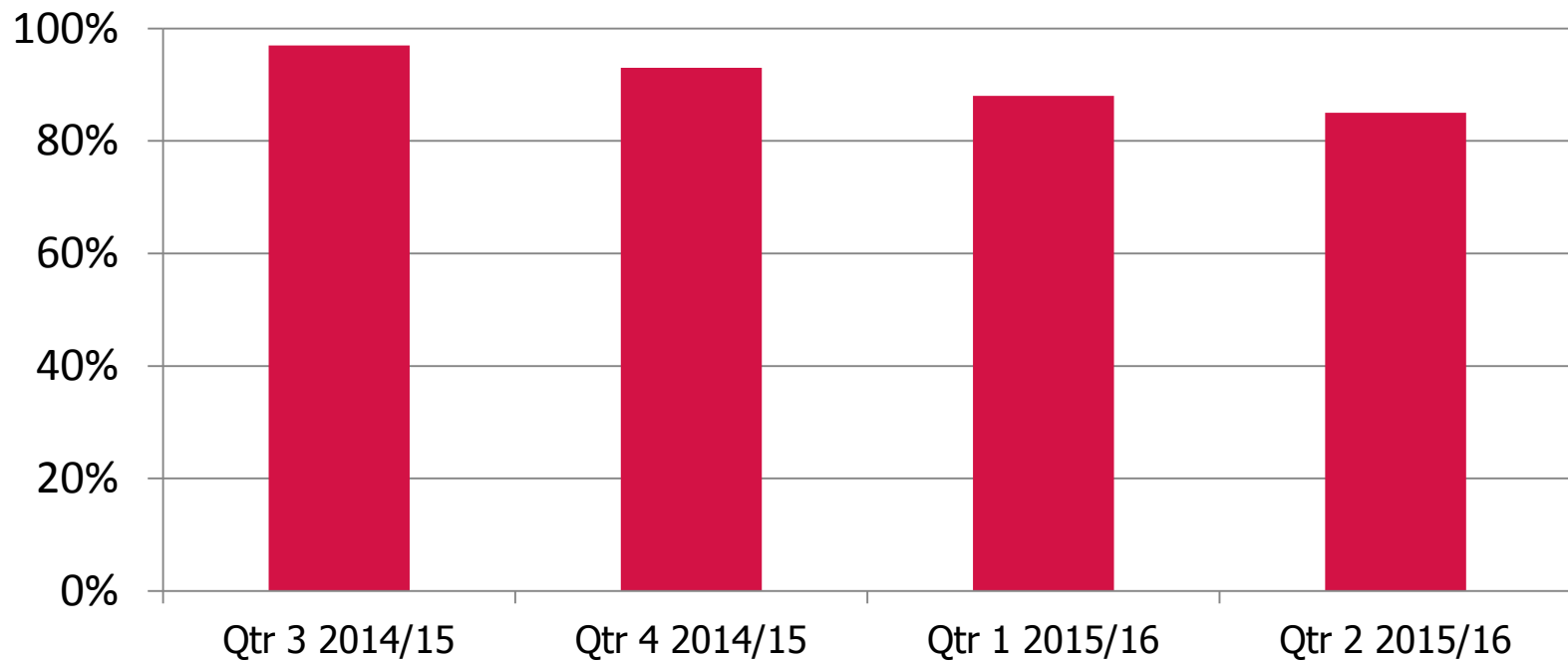


*Satisfaction % based on proportion of completed answers entered as Excellent, Very Good or Good

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)