

# Patient Experience Matters

July, Aug, Sept 2016

## 9,948

Friends & Family  
Test Responses



## Reasons to be Proud

# 96%

Extremely likely /  
Likely  
to recommend

Patients complimented our

- ⇒ Staff attitudes & behaviour
- ⇒ Care & Treatment
- ⇒ Timeliness

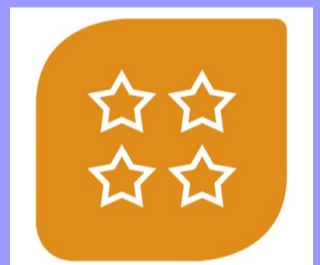
## Learning from Surveys

## 545

## Surveys

Patients told us

- ⇒ Staff communication is clear & easy to understand
- ⇒ They feel able to ask questions
- ⇒ Written information requires improvement



**NHS** choices



Based  
on 158  
ratings



At all times, in all departments and by all staff, I was treated with dignity, respect and consideration. I cannot praise the RUH too highly. Thank you for looking after me so well

## PALS & Complaints

## 814

PALS Enquiries



Patients contacted us about

- ⇒ Care & treatment
- ⇒ Communication & information
- ⇒ Appointments



## 46

Formal Complaints

Significant reduction on  
July, Aug, Sept 2015