

Patient Experience Matters

Oct, Nov, Dec 2016

8925

Friends & Family
Test Responses



Reasons to be Proud

97%

Extremely likely /
Likely
to recommend

Patients complimented

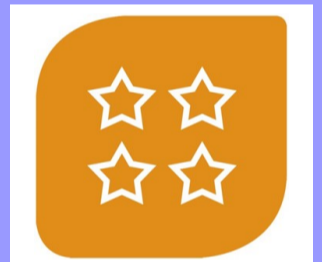
- ⇒ Staff Attitudes & Behaviour
- ⇒ Their overall experience
- ⇒ Our Timeliness

Learning from Surveys

Patients told us

195 Surveys

- ⇒ They got just the right amount to eat and drink
- ⇒ They were happy with the choice of food
- ⇒ Communication of the range of choices available requires improvement



I would like to share the great experience that I had today in this hospital.

The level of professional care and attention exceeded my expectations.

Having such a wonderful team of amazing human beings makes all the difference.

Well done all. And a big thank you for caring for me.

NHS choices



Based on 174 ratings



PALS & Complaints

1168

PALS Enquiries



Patients contacted us about

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



50

Formal Complaints
reduction on
Oct, Nov, Dec 2015