

# Patient Experience Matters

Jan, Feb, Mar 2017

## 8086

Friends & Family  
Test Responses



Patients complimented

- ⇒ Staff attitudes & behaviour
- ⇒ Their overall experience
- ⇒ Their care & treatment

## Reasons to be Proud

# 97%

Extremely likely /  
Likely  
to recommend

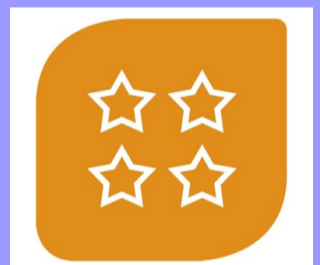
## Learning from Surveys

## 298

## Surveys

Patients told us

- ⇒ Staff ensure their privacy & dignity
- ⇒ Staff treat them with respect
- ⇒ They would like more staff to ask their consent for medical students to be present during treatment or examination



**NHS** choices



Based  
on 176  
ratings



*My husband and I are raving to everyone about the delivery and post natal care we got at Bath. The team work incredibly well together, one wouldn't think that the midwives look after so many women for 13 hour shifts; the support and warmth never wavered. Maternity Service User*

## PALS & Complaints

## 892

PALS Enquiries



Patients contacted us about

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



# 62

Formal Complaints  
reduction on  
Jan, Feb, Mar 2016