

# Patient Experience Matters

April, May, June 2017

## 9730

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 'See it my Way' The Loss of a loved one

# 94%

Of staff said they  
would change or  
improve the way they  
do things

Staff said they would

- ⇒ Give family or patients time to process information
- ⇒ Include family more in comfort care
- ⇒ Spend more time with the family

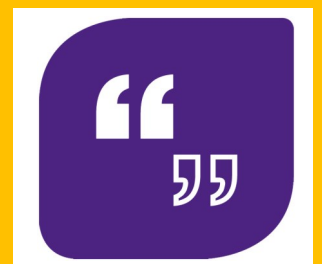


*For the first time since the beginning of this illness my Husband felt he was being listened to and acknowledged. Blood tests were sorted quickly and the diagnosis was good. Throughout we were treated with respect, care and compassion and cannot thank them enough for the professional and caring way we were treated (Emergency Department)*

**NHS** choices



Based  
on 181  
ratings



## PALS & Complaints

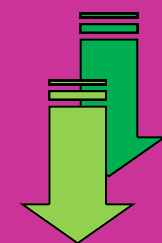
# 740

PALS Enquiries



Patients contacted us about

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



# 58

Formal Complaints  
reduction on  
Jan, Feb, Mar 2017