

Patient Experience Matters

July, Aug, Sept 2017

8716

Friends & Family
Test Responses



Reasons to be Proud

97%

Extremely likely /
Likely
to recommend

Patients complimented

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

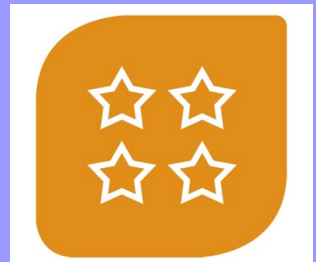
Learning from Questionnaires

351

Questionnaires

Carers and family members told us

- ⇒ Staff make them feel welcome
- ⇒ Their knowledge of the patient's needs is valued by staff
- ⇒ They would like to know more about the Carer HUB

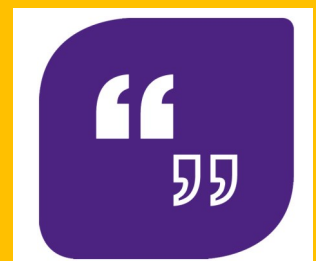


My wife was so impressed with the length of time that the consultant [] spoke to her on the phone following my operation, to explain what had been involved, and their courteous manner and that of the other consultant shows that your hospital and the NHS is in the best possible hands. (referral from Orthopaedics to Neurology)

NHS choices



Based
on 177
ratings



PALS & Complaints

756

PALS Enquiries



Patients contacted us

- ⇒ For advice & information (348)
- ⇒ To resolve an issue (315)
- ⇒ To give feedback (58)
- ⇒ To give a compliment (35)



51

Formal Complaints
reduction on
Apr, May, June 2017