



Patient Satisfaction Monitor

Eastern Surgery Quarter 1 April - June 2009

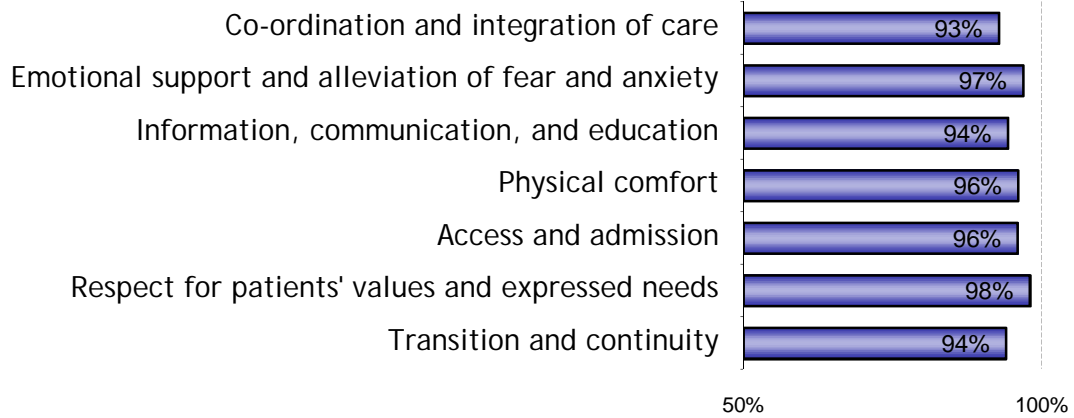
76 patient responses in April - June 2009

Headlines

Overall satisfaction 'Very good' or 'Excellent': **100** %

'Recommend' or 'Strongly recommend': **100** %

Hospital Satisfaction



The categories listed in the chart above are discussed in greater detail in the appendix at the end of this report

Development Notes

Please use this space provided to record development notes relating to this report

MSB Consultancy

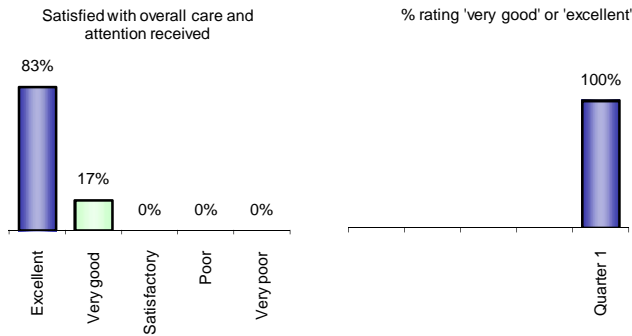
Tel: + 44 (0)1344 876300

www.msbconsultancy.com



Overall Satisfaction

Satisfied with overall care and attention received

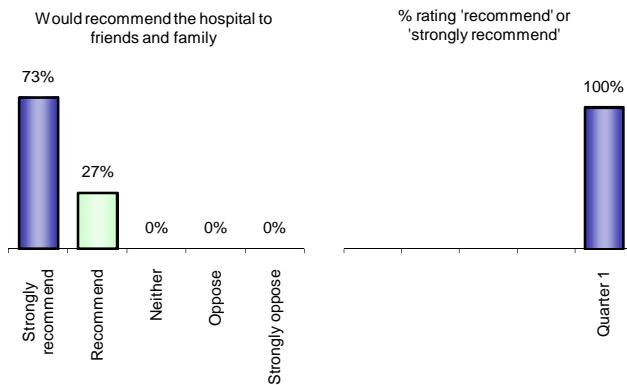


100% of patients rate the care and attention received at the Nuffield Health Hospital as 'very good' or 'excellent'.

(n) = The number of responses for each hospital - please note that low response numbers reduce the reliability of results (min 50 recommended)

Recommend

Would recommend the hospital to friends and family

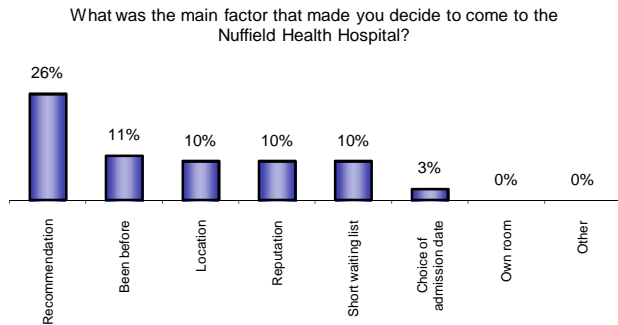


100% of patients would 'recommend' or 'strongly recommend' the Nuffield Health Hospital to friends and family.

(n) = The number of responses for each hospital

Admission to hospital

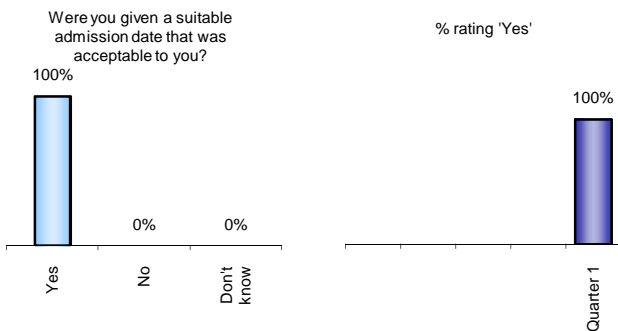
Decision to come to the Nuffield Health Hospital



The top 3 reasons for choosing the Nuffield Health Hospital are:

- 1) Recommendation (26%)
- 2) Been before (11%)
- 3) Location (10%)

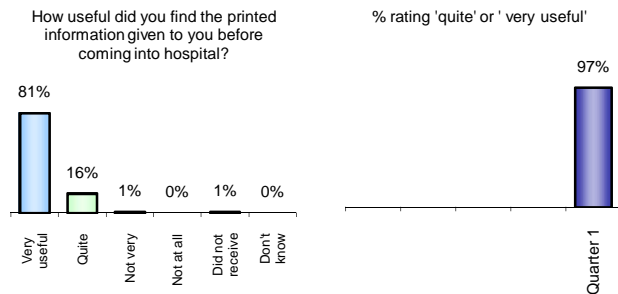
Choice of admission dates given



100% of patients are given a suitable admission date.

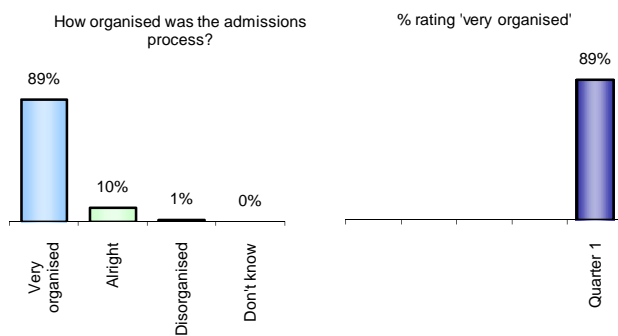
* see footnote below

Useful printed information



97% of patients find the printed materials provided before coming into hospital 'quite' or 'very useful'.

Organised admission process

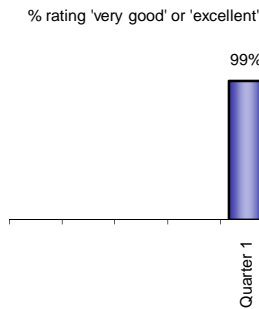
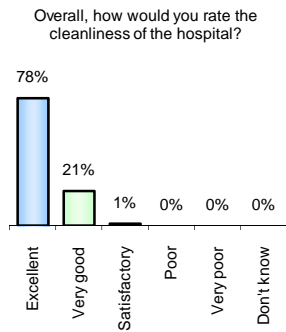


89% of patients rate the admissions process as 'very' organised.

*The '% rating ...' graphs are calculated excluding those respondents stating 'Don't know'

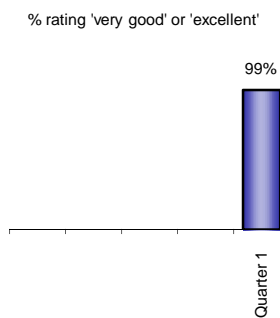
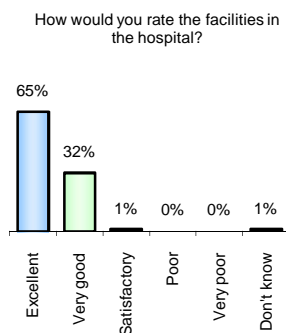
Your hospital

Cleanliness



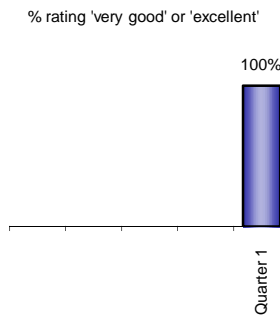
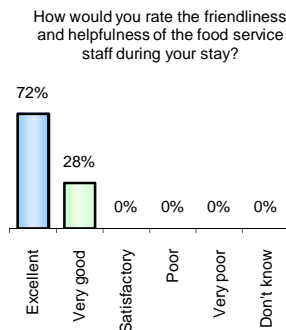
99% of patients rate the hospital's cleanliness as 'very good' or 'excellent'.

Comfort and facilities



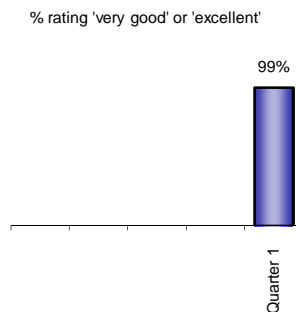
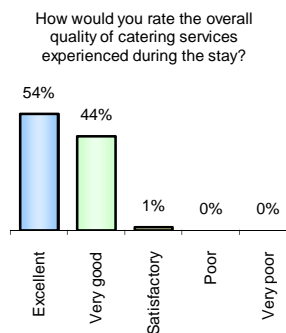
99% of patients rate the facilities in the hospital as 'very good' or 'excellent'.

Food service



100% of patients rate the facilities in the hospital as 'very good' or 'excellent'.

Quality of catering services

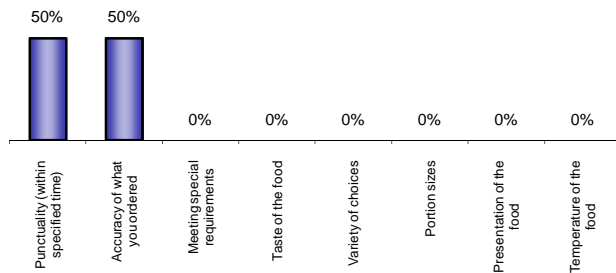


99% of patients rate the facilities in the hospital as 'very good' or 'excellent'.

Your hospital (continued)

Food service expectations

Please tick each of the areas below ONLY if you feel that they fell below your expectations of the service.



95% of patients felt that the food service did not fall below their expectations

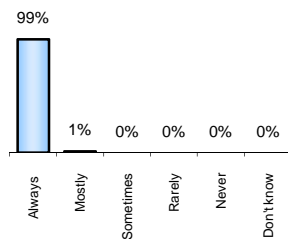
The top 3 areas which fell below expectations are:

- 1) Punctuality (within specified time) (50%)
- 2) Accuracy of what you ordered (50%)
- 3) Meeting special requirements (0%)

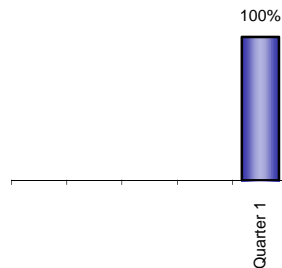
Doctors and Nurses

Confidence and trust in Doctors

To what extent did you have confidence and trust in the doctors treating you?



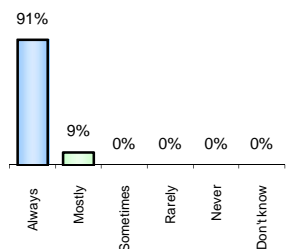
% rating 'mostly' or 'always'



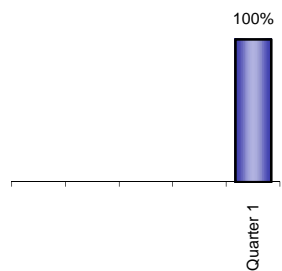
100% of patients 'mostly' or 'always' have confidence in the Doctors treating them.

Confidence and trust in Nurses

To what extent did you have confidence and trust in the nurses treating you?



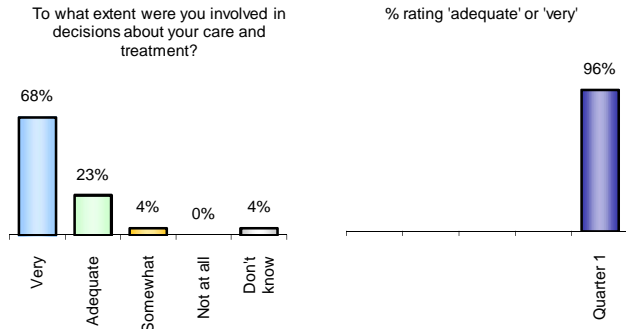
% rating 'mostly' or 'always'



100% of patients 'mostly' or 'always' have confidence in the Nurses treating them.

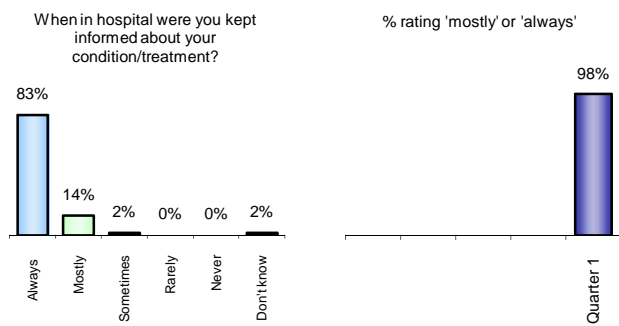
Patient care and treatment

Involved in decision making



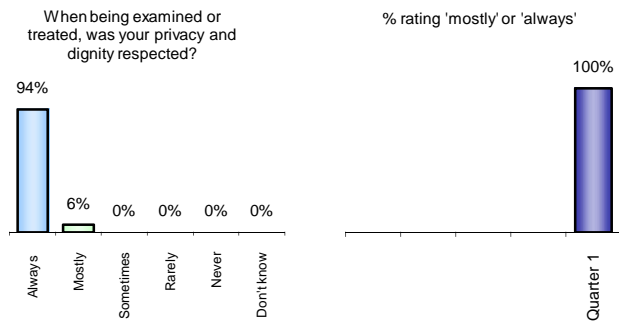
96% of patients are 'adequately' or 'very' involved in decisions about their care and treatment.

Informed about condition / treatment



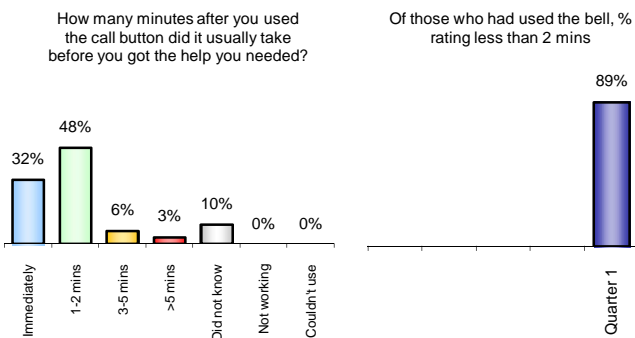
98% of patients are 'mostly' or 'always' kept informed about their condition/treatment.

Privacy and dignity respected



100% of patients say that their privacy and dignity are 'mostly' or 'always' respected.

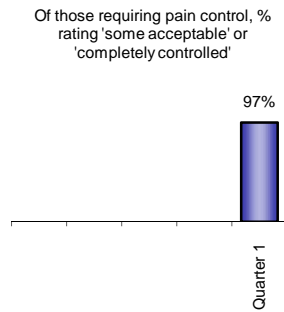
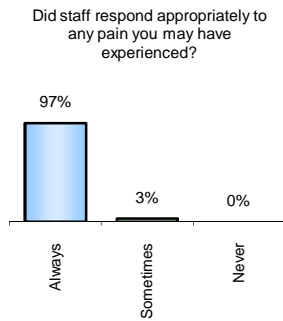
Promptly assisted



89% of patients who had used the call bell received the help they needed within 2 minutes.

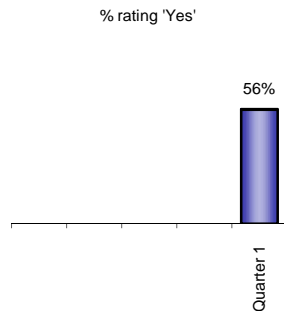
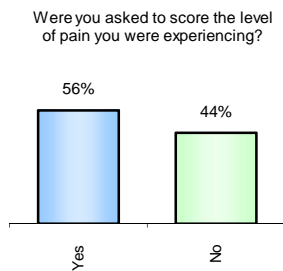
Pain Control

Control of pain



97% of patients say that staff 'always' responded appropriately to any pain they were experiencing'.

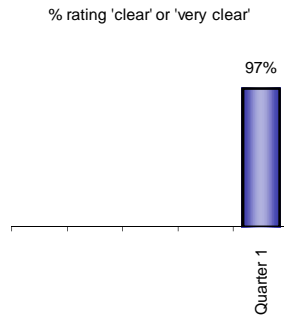
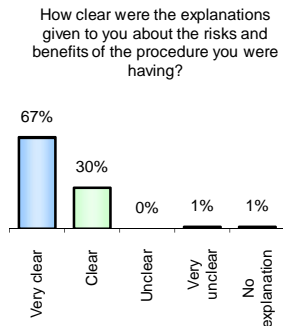
Score the pain level?



56% of patients who were experiencing pain were asked to score the level of pain'.

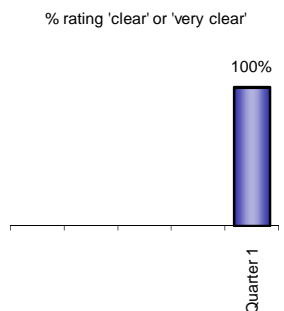
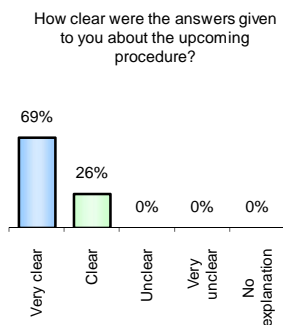
Operations and Procedures

Before operation or procedure: Risks and benefits explained



97% of patients say that before their procedure, they receive a 'clear' or 'very clear' explanation of the risk and benefits.

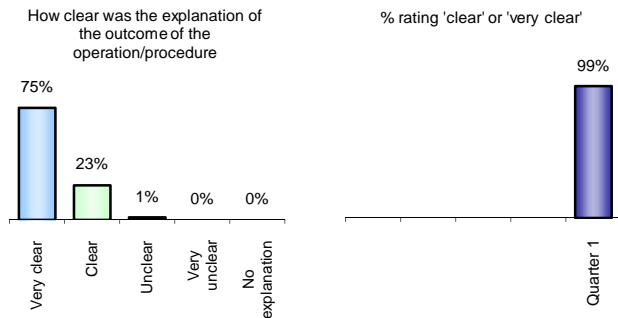
Before operation or procedure: Questions answered



100% of patients are given 'clear' or 'very clear' answers to their questions about their procedure.

Operations and Procedures (continued)

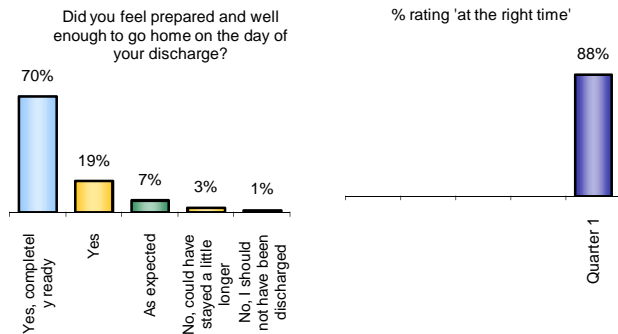
After operation or procedure: Outcomes explained



99% of patients receive a 'clear' or 'very clear' explanation of the outcome of their procedure or operation.

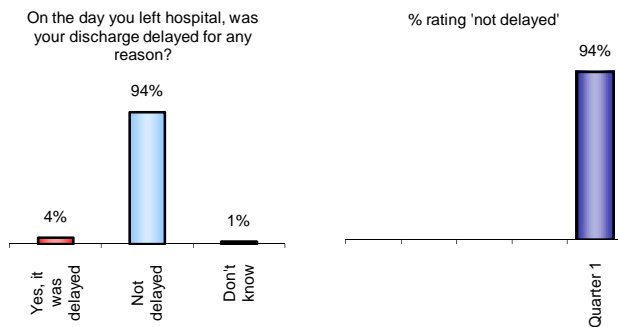
Leaving Hospital

Discharged at the right time



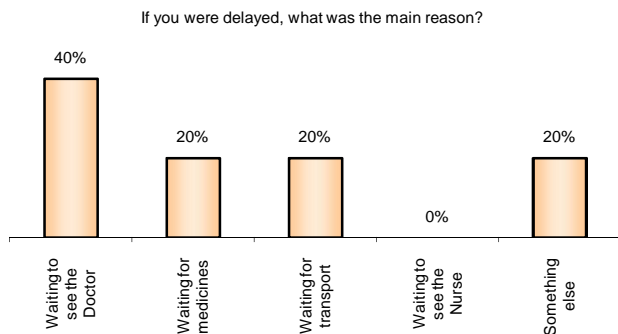
88% of patients felt prepared and well enough to go home on their day of discharge'

Discharge not delayed



94% of patients do not experience delays on discharge.

Reasons given for any delay

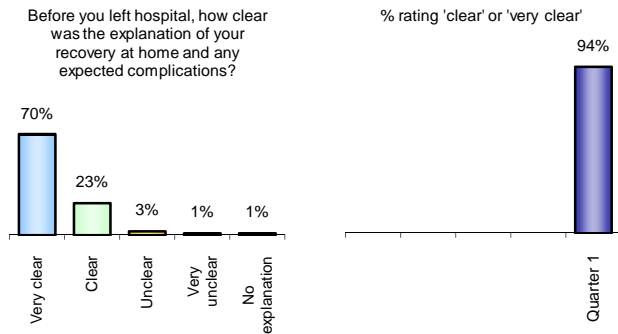


The 6% of patients who were delayed stated that the main reasons for the delay were because of:

- 1) Waiting to see the Doctor (40%)
- 2) Waiting for medicines (20%)
- 3) Waiting for transport (20%)
- 4) Waiting to see the Nurse (0%)

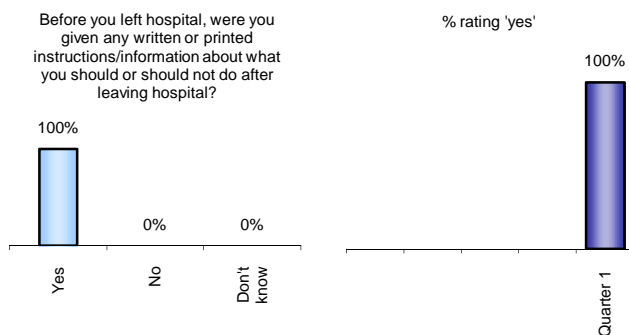
Leaving Hospital (continued)

Clear explanation, before discharge, of possible complications



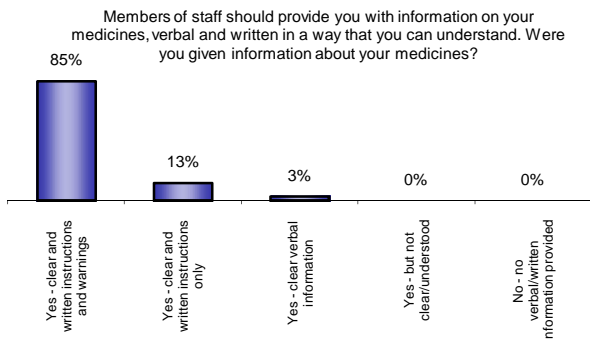
94% of patients say that before leaving the hospital, they receive a 'clear' or 'very clear' explanation of what they might expect during their recovery and what complications, if any, they should be aware of.

Provided with written or printed instructions / information



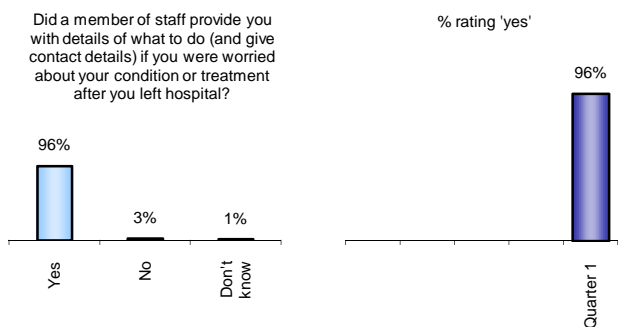
100% of patients say that before leaving the hospital, they are given written or printed instructions/information about what they should or should not do after leaving hospital.

Provided clear verbal and written information about medicines



85% of patients are provided with 'clear written instructions and warnings' about their medicines.

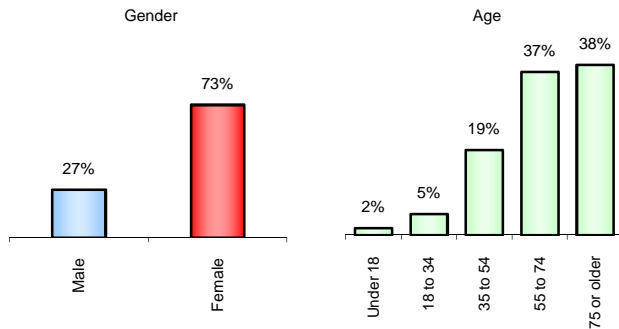
Information on condition and hospital contact details



96% of patients are provided with details of what to do (and given contact details) if they are worried about their condition/treatment after leaving hospital.

Respondents - 76 in April - June 2009

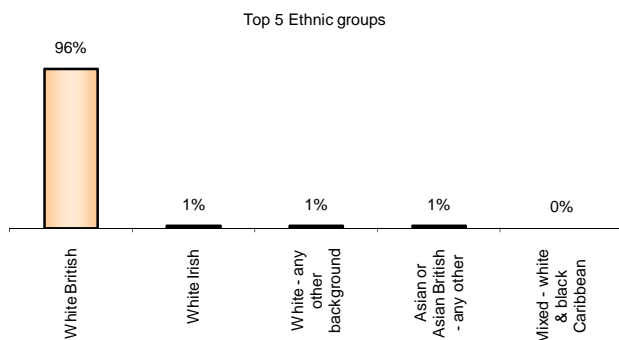
Gender and Age



73% of respondents to the survey are female and 27% are male.

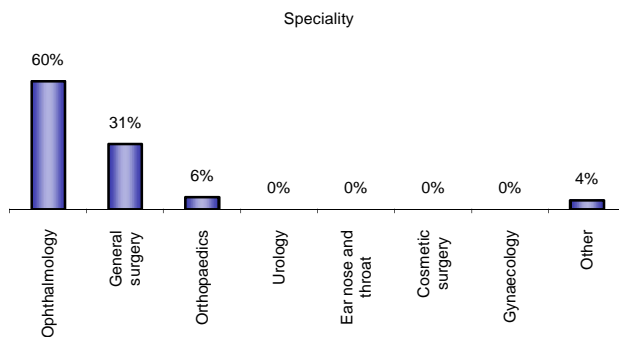
56% of respondents are aged between 35 and 74.

Ethnicity



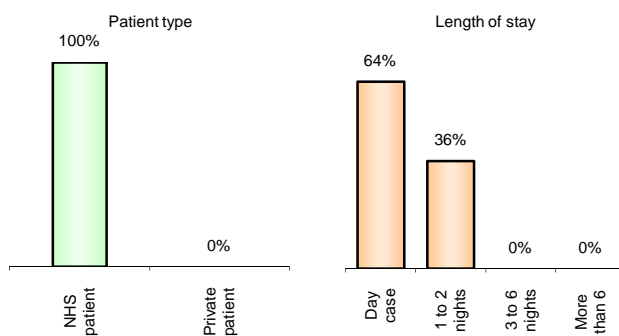
96% of respondents to the survey belong to the White British ethnic group

Speciality



60% of respondents to the survey were treated by Ophthalmology and 31% were treated by General surgery.

Patient type and Length of stay

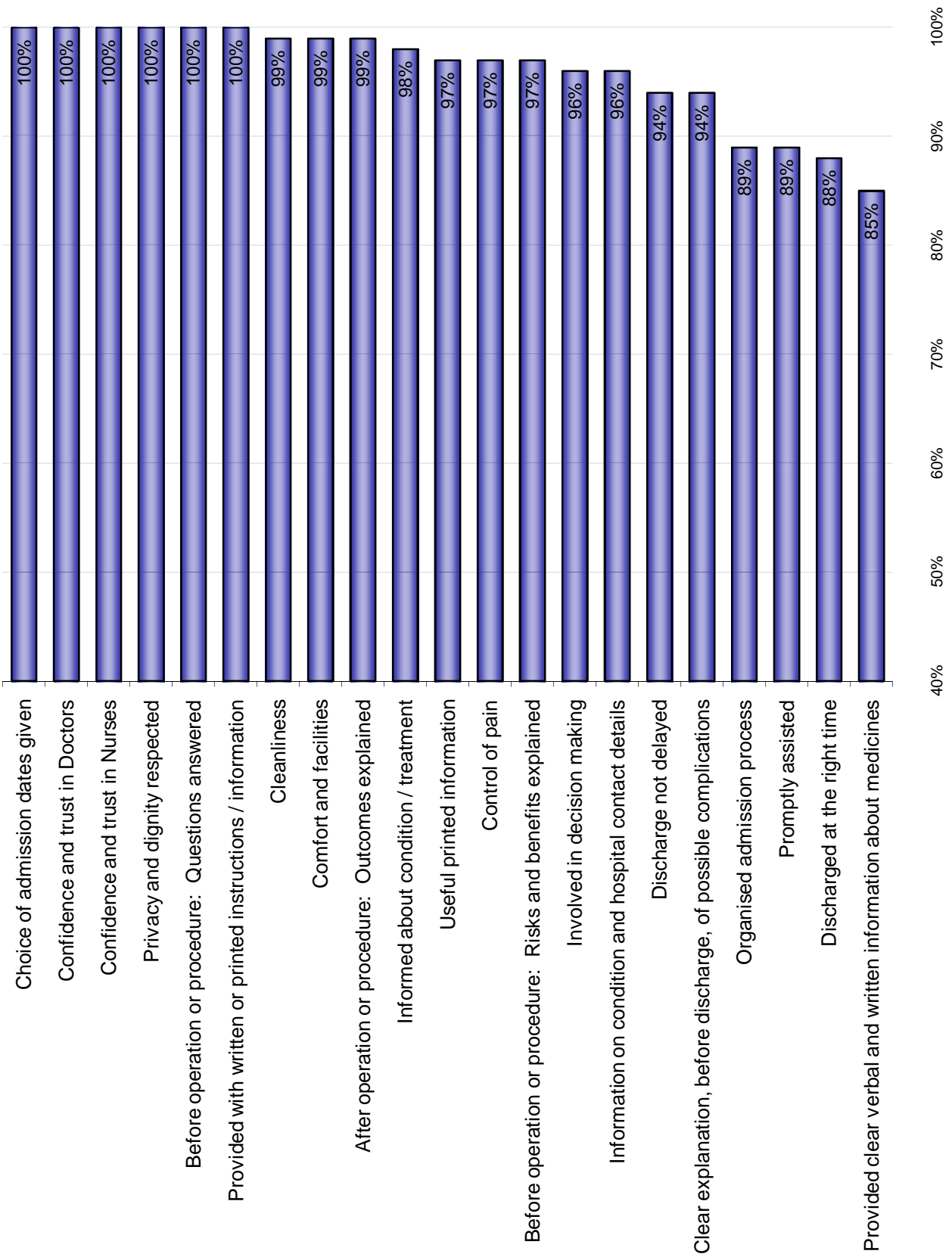


100% of respondents were NHS patients.

64% of all respondents were day cases.

Summary

Percentage of 'positive' comments (where applicable)



Appendix

Hospital satisfaction categories

The 21 questions which directly measure patient satisfaction have been carefully combined into 7 categories.

Each question may support more than one category as shown in the table below.

The average score from each of the questions in each category is displayed on the front page of this report.

	Co-ordination and integration of care	Emotional support and alleviation of fear and anxiety	Information, communication, and education	Physical comfort	Access and admission	Respect for patients' values and expressed needs	Transition and continuity
Choice of admission dates given							
Useful printed information							
Organised admission process							
Cleanliness							
Comfort and facilities							
Confidence and trust in Doctors							
Confidence and trust in Nurses							
Involved in decision making							
Informed about condition / treatment							
Privacy and dignity respected							
Promptly assisted							
Control of pain							
Before operation or procedure: Risks and benefits explained							
Before operation or procedure: Questions answered							
After operation or procedure: Outcomes explained							
Discharged at the right time							
Discharge not delayed							
Clear explanation, before discharge, of possible complications							
Provided with written or printed instructions / information							
Provided clear written or printed information about medicines							
Provided a point of contact at the hospital							