



**Surveys Circulated:** 100 | **Surveys Returned:** 51

**Aim of Survey:** To obtain feedback from consumers/patients about the Day Surgery experience, and identify their needs. Assess the quality of our service and any areas where we can improve.

<b>1. Satisfaction with Appointment</b>	<b>% response 'Yes'</b>
Were you satisfied with the appointment given?	100%
<b>2. Procedure Booklet</b>	<b>% response 'Yes'</b>
Did the procedure booklet sent to you explain your procedure in a clear manner?	100%
<b>3. Preparation</b>	<b>% response 'Yes'</b>
Did you understand your Preparation Instructions i.e. bowel cleaning/ fasting?	100%
<b>4. Risks</b>	
Were you satisfied with the information you received concerning the risks and complications associated with the procedure?	100%
<b>5. Consent</b>	<b>% response 'Yes'</b>
Were you happy with the consent process?	100%
<b>6. Waiting Time</b>	<b>% response 'Yes'</b>
Did you consider the waiting time acceptable?	92%
<b>6.a Delays</b>	<b>% response 'Yes'</b>
Were any delays explained to you?	86%
<b>7. Procedure Comfort</b>	<b>% response 'Yes'</b>
Did you find the procedure acceptable and you would have it again?	94%
<b>8. Privacy</b>	<b>% response 'Yes'</b>
Did you feel your privacy and dignity was maintained throughout your admission to the centre?	100%
<b>9. Results</b>	<b>% response 'Yes'</b>
Were the results of the procedure explained to you afterwards including plans for follow up?	92%
<b>9.a Satisfaction with Results</b>	<b>% response 'Yes'</b>
Were you satisfied with the information given to you?	94%
<b>10. Advice post procedure</b>	<b>% response 'Yes'</b>
Were you given a telephone number to ring if you needed advice after the procedure?	92%
<b>11. Respect</b>	<b>% response 'Yes'</b>
Overall were you treated politely and with respect during your admission?	100%
<b>12. Rights and Responsibilities</b>	<b>% response 'Yes'</b>
Were you aware of your Rights and Responsibilities?	100%
<b>13. Repeat Procedure</b>	<b>% response 'Yes'</b>
Would you have a repeat procedure at this Centre?	100%

<b>14. Overall experience</b>	<b>% response</b>
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Did your experience at Southside Endoscopy Centre:

Exceed your expectations	49%
Meet your expectations	49%
Not meet your expectations	1%

**Additional Comments left by patients:**

1. Thank you so much for seeing me urgently as I needed it.
2. I was treated very well and will recommend the Centre to family and friends.
3. I have had my procedure done many times at your Clinic. I do not live locally but am prepared to travel to attend there. I have always been treated very well and I feel very comfortable there.
4. As soon as we entered the building, my mother and I were shown warmth, a high level of care and made to feel stress free and in capable hands. From the time we were admitted, nothing was a trouble, the time before procedure with Dr Miros and anaesthetist was enlightening and calming
5. Just like to say thank you for the good service I have every time I have been there, keep up the good work.
6. An all-round excellent experience. Compliments to all involved.
7. Happy with the procedure – not having to put a gown on, just to stay in daywear is a plus.
8. Always treated with respect
9. Everyone was lovely
10. I imagine I was being addressed on a first name basis. I found this was a nice touch. Comforting!

**Results Comparison from 08/2016 survey and current survey:**

	AUGUST 2016	FEBRUARY 2017	CHANGES
	Yes	Yes	+/- %
Satisfaction with Appointment	100%	100%	No change
Procedure Booklet	100%	100%	No change
Preparation	100%	100%	No change
Risks	100%	100%	No change
Consent	100%	100%	No change
Waiting Time	90%	92%	+2%
Delays	41%	86%	+45%
Procedure Comfort	100%	94%	-8%
Privacy	100%	100%	No change
Results	100%	92%	-8%
Satisfaction with Results	98%	94%	-4%
Advice post procedure	86%	92%	+6%
Respect	100%	100%	No change
Rights and Responsibilities	100%	100%	No change
Repeat Procedure	100%	100%	No change
Overall Experience – meeting expectations	64%	49%	-15%

**Action Plan and Recommendations:**

1. Discuss at Heads of Department Meeting and address areas for improvement.