



CONSUMER SURVEY MARCH 2017



TOPIC: ADMISSION PROCESS

DETAILS:

25 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on the Admission Process. Whilst waiting to be discharged, survey was completed and comments provided regarding their experience.

ARRIVING AT THE HOSPITAL

Was the location of the Hospital easy to find from the road, with sufficient parking? **100% answered YES**

Was the exterior clean and well presented? **100% answered YES**

On entering reception, did you find the environment:

- warm and inviting? **100% answered YES**
- tidy and professional? **100% answered YES**

Comments:

- Professional all over
- Very professional
- Excellent
- Being a first timer, put me at ease and nice touch of humour
- Everyone I spoke to was really lovely and genuinely friendly. Surprisingly, a pleasure to be here
- Good, efficient and without a hassle or stress
- All staff very friendly
- The quiet rooms are appreciated
- It is my third colonoscopy and as usual, everything was fine. Thank you

PAPERWORK AND PROCESS

Was the receptionist helpful and friendly throughout your admission? **100% answered YES**

Was your paperwork checked by a receptionist, and all areas explained that required your signature? **100% answered YES**

Were you asked if yourself, or your carer required a Medical Certificate? **100% answered YES**

Were you informed if the Procedure list was experiencing any delays? **80% answered YES**
5 response NO

Was your carers name and contact number taken, to receive a phone call once you were ready for collection? **100% answered YES**

Did you feel your privacy was upheld during your admission? **100% answered YES**

Was the admission process: - straightforward and easy to understand? **100% answered YES**

Comments:

- Always friendly and courteous reception staff
- All staff very helpful in areas of the procedure
- All staff very friendly, I felt very safe and well cared for
- Everything was clearly explained and I felt comfortable asking any questions I had
- Receptionists have been friendly, helpful and professional
- Staff very polite – with my deafness and forgetting to bring the Drs referral
- Professional and excellently attended to
- I was looked after very well
- Everything was pleasant as usual, well done

TURN OVER PAGE

WAITING ROOM

Was the waiting room comfortable while you waited?

100% answered YES

Was there adequate reading material (magazines) while you waited?

100% answered YES

Were all waiting areas clean and free from clutter?

100% answered YES

Was the TV on an appropriate volume?

96% answered YES

(We maintain a medium volume to ensure patient conversations cannot be heard over the reception desk)

1 response NO

Comments:

- TV volume too low
- Everything was OK
- A relevant channel. No cartoons!
- I like that I'm able to wait in a room that doesn't have a TV

OVERALL

Overall, were you satisfied with your admission today?

100% answered YES

Comments:

- All staff are very friendly, helpful and professional. I was made to feel at ease, things were explained in everyday language, greatly improved my understanding of my procedure. Five Stars. Would recommend.
- I was blown away by how lovely, friendly and competent all the staff were. 10/10 would visit again if I had to.
- This is my second colonoscopy and an unpleasant experience handled by friendly, professional staff, Dr Miro, anaesthetist, nurses and Admin staff. Thank you all.
- Southside Endoscopy Centre is excellent overall.
- A special mention to Carly - thank you.
- I have always found the admission process very professional. I have been coming to Southside Endoscopy Centre for many years.
- Have been here several times and have always found the staff, doctor's etc. friendly, kept well informed of what is happening. Good recovery area, especially sandwiches and biscuits.
- Your service has always been great with high professionalism! But hopefully I need not come back very soon!
- Great staff
- All staff pleasant and competent. Overall a pleasant experience.
- You were all very friendly and made me feel calm.
- I was looked after really well.
- Staff were helpful with gluten free food. Staff were considerate of needs, but where are the blankets that we can help ourselves to?

RESULTS OVERVIEW

Overall a very high satisfaction with the Admission Process.

1. Results to be discussed at Management and Consumer Meeting, and look at areas for improvement as outlined in this survey by patients. *Blankets for prep-op room and recovery have been ordered 18/4/17.*
2. Circulate results to staff, consumers and make available on our website, and in waiting room.