



SOUTHSIDE ENDOSCOPY CENTRE CONSUMER ACTIVITY RESULTS – December 2016

TOPIC: DISCHARGE PROCESS

DETAILS:

25 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on the Discharge Process. The survey was handed to patient at time of discharge, and returned via mail.

19 surveys were returned.

RESULTS & PATIENT COMMENTS:

RECOVERY

Were you escorted from your bed to the Recovery Area by a Nurse?	100% answered Yes
Were you adequately cared for by a Nurse during your time in Recovery?	100% answered Yes
Was the recovery area comfortable and clean?	100% answered Yes
Did you receive adequate food and drink before being discharged?	100% answered Yes
Was your time in Recovery the right length of time?	100% answered Yes

Comments:

- *The staff were lovely, caring and professional*
- *All very pleasant, professional and peaceful*
- *I was very well looked after. All the ladies working there are wonderful*
- *All procedures carried out in a professional and caring manner*
- *Very well looked after*

DISCHARGE PAPERWORK AND PROCESS

Were you taken to a private discharge room?	100% answered Yes
Was the receptionist helpful and friendly during your discharge?	100% answered Yes
Were your procedure results explained (see your GP, pathology etc) in a clear and easy to understand manner?	100% answered Yes
Were you handed a copy of your Procedure Report, Discharge Information and any literature if applicable?	100% answered Yes
If making a payment, was this process straightforward and easy to understand?	100% answered Yes
If you had any questions, did you feel you could ask these at time of discharge?	100% answered Yes
Did you feel your privacy was upheld during your discharge?	100% answered Yes
Was the discharge process straightforward and easy to understand?	100% answered Yes

Comments:

- *Everything was clearly explained to me and I was completely relaxed*
- *As usual every member of staff was polite & helpful. I wouldn't have hesitation in recommending this Centre*

WAITING TO GO HOME

Was your driver waiting to collect you when you returned to the Waiting Room?	95% answered Yes 1 response No
Were all waiting rooms clean and free from clutter?	100% answered Yes

OVERALL

Overall were you satisfied with the discharge process today?	100% answered Yes
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PLEASE TURN OVER

Other feedback and comments :

- Fabulous service, love the professionalism
- All staff were caring and very efficient
- The only reason my driver was not waiting was because he left his phone in the car while he went shopping. The receptionist tried several times to call him – Men!
- All staff made sure I felt very comfortable and they were friendly and looked after me very well
- All staff members were cordial and easy to deal with. All questions answered nicely
- All staff were caring and considerate
- Thank you for making my stay worry free and comfortable
- I am 86 years old and was treated with dignity & everyone was helpful and loving
- I wear two hearing aids and found it difficult to understand instructions or questions in general, especially when on the bed and with my left hearing aid out. Perhaps your staff, including Doctors, need to speak a little more slowly, and clearly, to senior patients (I'm 85) to avoid the stress of not knowing if we are responding to what is actually being said. This is a comment, not a criticism. My overall experience was good.

RESULTS:

Overall, patients were highly satisfied with the discharge process.

ACTION:

Discuss results at upcoming HOD Meeting and Consumer Committee Meeting.