



TOPIC: PATIENT REFRESHMENTS

DETAILS:

30 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on the Refreshments offered post procedure.

SANDWICHES

Were the sandwiches fresh? 100% answered YES

Was there a good selection of fillings? 100% answered YES

Which sandwich fillings did you like?

Egg & Lettuce 14 patients

Chicken Mayo Cheese 14 patients

Turkey & Salad 13 patients

Beef & Salad 11 patients

Cheese Tomato & Avocado 16 patients

Ham Cheese & Tomato 16 patients

Which sandwich fillings don't you like?

Egg 1 patient

Ham & Mustard 1 patient

Tuna 1 patient

Avocado 1 patient

Turkey & Salad 1 patient

Anything with a spicy sauce 1 patient

Would you like to see any other sandwich fillings?

Chicken cheese avocado 1 patient

Comments:

- Very good range already
- Offer wraps
- Good, enough choice
- Good selection
- I like all of them
- All very nice, plenty of choice

BISCUITS AND SNACKS

Was there a good variety of biscuits? 96% answered YES

1 response NO

Was there an adequate number available? 100% answered YES

Was there an adequate number of snacks i.e. fruit salad, cheese and crackers, mentos? 90% answered YES

3 responses NO

If you had special dietary needs, were these met? I.e. coeliac, gluten intolerant. 100% answered YES

BEVERAGES

Was there a good variety? 100% answered YES

Was the drink at a correct temperature? 100% answered YES

If you had special dietary needs, were these met? 100% answered YES

DO YOU HAVE ANY SUGGESTIONS ON HOW WE CAN IMPROVE THIS PART OF OUR SERVICE?

Comments:

- All satisfactory given circumstances
- Better coffee, cheese and crackers
- All very nice, no improvements needed
- Always look forward to a lovely fresh sandwich, and never disappointed. Thank you
- I think it's great you provide these. Thank you
- Quite happy, thank you
- It was excellent

- All good, decent coffee
- All seems sufficient
- Very good experience
- Choice and assistance at the time was excellent
- Good service, quite adequate
- The coffee and sandwich were very good
- I think you have a really good range
- Fruit salad would be good

RESULTS OVERVIEW

Overall a very high satisfaction with the Refreshments offered and selection.

1. Results to be discussed at Management and Consumer Meeting, and look at areas for improvement as outlined in this survey by patients.
2. Ensure the 'Menu' is kept on Recovery coffee table for patients to see what is available to them (Nurse to mention?)
3. Keep stock of all refreshments so do not run out.
4. Circulate results to staff, consumers and make available on our website, and in waiting room.

Results Comparison (May 2016 – May 2017)

Criteria	May 2016	May 2017	Change
Sandwiches	100%	100%	/
Biscuits & Snacks	100%	96%	- 4%
Beverages	91%	100%	+ 9%
Dietary needs met	94%	100%	+ 6%

Increases shown in beverages and dietary needs met (since last survey gluten free options made available, milk alternatives, sandwich caterer changed)

Decrease in Biscuits & Snacks (ensure 'menu' is visible to patients so they can see all refreshments available to them)

Excellent in all other areas with no change (sandwiches)