



DETAILS:

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

EXTERIOR OF THE BUILDING

Was the building easy to locate and access from the street?	100% answered YES
Was there adequate signage:	
✓ From the street	100% answered YES
✓ For parking	96% answered YES 1 response NO
✓ Signage on reception door i.e. doctor information	100% answered YES
Was the exterior of the building appealing, clean and modern?	100% answered YES
Was the entry into the building easy – not too many stairs/walkways etc?	100% answered YES

Comments:

- Entrance was wet at a recent visit – could have been dried. Only a sign was erected.

INTERIOR

Was the interior clean and modern?	100% answered YES
Was the reception area clean and tidy?	100% answered YES
Were the chairs comfortable, with acceptable waiting areas for patients?	96% answered YES 1 response NO
Was the waiting room tidy with appropriate reading material?	96% answered YES 1 response NO
Were the toilets clean and presentable?	96% answered YES 1 response NO
Was the television on a suitable channel and volume?	100% answered YES
Did the layout work well – flow from waiting room to procedure to recovery?	100% answered YES
Was the recovery area presentable, clean and tidy with adequate reading material?	96% answered YES 1 response NO
Was the air conditioning at a good temperature (not too hot/cold)?	92% answered YES 2 response NO

Comments:

- Found presentation welcoming, relaxing, clean and tidy.
- Need more (reading material)
- 1 toilet out of order. Toilets looking a bit old and outdated.
- Cold (in recovery)
- I was very cold before and after the procedure
- Vegetarian sandwiches might be a good idea

OVERALL

Overall were you satisfied with your experience with us today?	100% answered YES
Did you have any concerns throughout your visit?	100% answered NO

Comments:

- All staff were very professional
- Staff all friendly, relaxed, comfortable waiting areas
- Very friendly nursing staff and anaesthetist
- All staff were very caring and helpful. Thank you.
- I find the facility very clean and professional
- More magazines
- Staff excellent. Doctors make experience a happy one. Many thanks
- It was nice to see familiar friendly faces
- All good
- Satisfactory
- Staff have always been very warm, friendly and empathic to my needs. This is my third colonoscopy now (and even though the procedure process is not fun) I feel very welcomed by staff. Thank you.
- Emailing of documents prior to nurse visit was unsuccessful after numerous requests & incomplete forms were provided when collected kit
- Professional team throughout the whole experience. Lovely caring staff
- Great service
- Toilet needs fixing (signage to say basin out of order as well)

RESULTS OVERVIEW

Overall a very high satisfaction with the Hospital Design.

1. Results to be discussed at Management and Consumer Meeting, and look at areas for improvement as outlined in this survey by patients.

2. Circulate results to staff, consumers and make available on our website, and in waiting room.