

Aesthetic Day Surgery - Patient Satisfaction Survey Report 2017

		YES
Q1	The Preadmission Booklet provided me with helpful information to prepare for my admission	100%
Q2	The Booklet's forms were easy to understand and complete	99%
Q3	The reception staff were friendly, efficient and courteous	100%
Q4	During my stay the nurses were caring, supportive and attentive	100%
Q5	My privacy and dignity were respected at all times	100%
Q6	All my questions were answered and I/my carer was given clear post operative instructions	100%
Q7	I managed well at home following my discharge	99%
Q8	I found the facility clean and well maintained	100%
Q9	I felt included in the decision making process regarding my care	100%
Q10	I would recommend Aesthetic Day Surgery to others	100%

Percentage of YES responses

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Surveys Given	Surveys Returned	% Surveys Returned
Jan-17	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%	44	16	36%
Feb-17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	77	23	30%
Mar-17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	92	31	34%
Apr-17	97%	97%	100%	100%	100%	100%	97%	100%	97%	97%	66	32	48%
May-17	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	90	28	31%
Jun-17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	88	31	35%
Jul-17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	75	31	41%
Aug-17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	81	18	22%
Sep-17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	53	28	53%
Oct-17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	82	28	34%
Nov-17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	114	36	32%
Dec-17	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	56	19	34%
Average:	100%	99%	100%	100%	100%	100%	99%	100%	100%	100%	874	305	35%