

Aesthetic Day Surgery - Patient Satisfaction Survey Report 2020

		YES
Q1	The Preadmission Booklet provided me with helpful information to prepare for my admission	99%
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 felt included in the decision making process regarding my care	100%
Q7	I was given clear post operative instructions on discharge	99%
Q8	I managed well at home following my surgery	98%
Q9	I found the facility clean and well maintained	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 Sent	Surveys Returned	% Surveys Returned
Jan-20	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	32	20	63%
Feb-20	98%	100%	98%	100%	100%	100%	100%	95%	100%	100%	72	40	56%
Mar-20	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	52	28	54%
Apr-20	98%	98%	100%	100%	100%	100%	100%	100%	100%	100%	82	37	45%
May-20	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	33	20	61%
Jun-20	100%	100%	100%	100%	100%	97%	97%	100%	100%	100%	57	31	54%
Jul-20	94%	100%	97%	100%	100%	100%	97%	100%	100%	100%	43	29	67%
Aug-20	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	73	48	66%
Sep-20	100%	95%	100%	100%	100%	100%	95%	100%	100%	100%	34	20	59%
Oct-20	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	63	38	60%
Nov-20	100%	100%	100%	100%	100%	100%	98%	97%	100%	98%	99	61	62%
Dec-20	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	38	20	53%
Average:	99%	99%	100%	100%	100%	100%	99%	98%	100%	100%	678	392	58%