

Aesthetic Day Surgery - Patient Satisfaction Survey Report 2021

		YES
Q1	The Preadmission Booklet provided me with helpful information to prepare for my admission	99%
Q2	The Admission forms were easy to understand and complete	100%
Q3	The reception staff were friendly, efficient and courteous	99%
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	99%
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-21	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	33	18	55%
Feb-21	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	58	26	45%
Mar-21	98%	98%	98%	100%	100%	100%	98%	100%	100%	100%	83	45	54%
Apr-21	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	55	26	47%
May-21	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	71	43	61%
Jun-21	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	38	21	55%
Jul-21	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	76	55	72%
Aug-21	100%	100%	100%	100%	100%	100%	98%	98%	100%	100%	73	40	55%
Sep-21	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	73	45	62%
Oct-21	100%	100%	100%	100%	100%	96%	96%	92%	100%	100%	48	24	50%
Nov-21	98%	98%	98%	100%	100%	100%	98%	96%	100%	98%	87	46	53%
Dec-21	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	35	23	66%
Average:	99%	100%	99%	100%	100%	100%	99%	99%	100%	100%	730	412	56%