

Aesthetic Day Surgery - Patient Satisfaction Survey Report 2018

		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	100%
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	100%
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-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50	20	40%
Feb-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	83	31	37%
Mar-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	88	39	44%
Apr-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	69	16	23%
May-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	83	33	40%
Jun-18	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	85	30	35%
Jul-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	76	27	36%
Aug-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	36	28	78%
Sep-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	54	28	52%
Oct-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	49	22	45%
Nov-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	59	22	37%
Dec-18	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	18	6	33%
Average:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	700	282	40%