

Patient Satisfaction Survey Results

Period: January to December 2011

We are proud of our patient care and work hard to make each patient's time with us as pleasant as possible. Our patient survey is an important indicator of how well we achieve this and we monitor the results very closely.

During the period January 1st to December 31st 2011 the Weymouth Hospital received 765 completed patient questionnaires.

All our staff are dedicated to providing the best possible patient care and patients are particularly appreciative of their efforts. We are pleased to report that 99.9% of respondents rated their Overall Quality of Care as good, very good or excellent.

On other key issues the patient ratings for this hospital were as follows (all % good, very good or excellent):

Overall impression of the arrival process:	99.0%
Overall nursing care:	99.3%
Consultant Surgeon / Physician :	99.8%
Diagnostic Imaging (X-ray):	96.6%
Physiotherapists:	96.3%
Pharmacy:	98.5%
Consultant Anaesthetist:	99.5%
Theatre staff:	99.6%
Accommodation:	99.4%
Catering:	97.8%
Discharge Procedure	97.7%

We asked patients to tell us if they were treated with respect and dignity at all times and 98.4% said 'Yes, always'.

And finally we are proud to report that 98.7% of patients said that we either met or exceeded their expectations, and 91.2% of our patients would definitely recommend this hospital.

We are proud to report that 99.9% of our patients tell us the overall quality of their care was good, very good or excellent.



✓ CERTIFIED

These figures are extracted from a database of results compiled by HWA Consulting on our behalf and were prepared during January 2012.

For further information about the BMI Healthcare patient surveys please contact David Leach, HWA Consulting, 3 Ilex House, Holly Road, Twickenham, Middlesex, TW1 4HF Tel: 020 8891 0880