



The London Welbeck Hospital

Patient Comments Audit – November 2009

<u>CRITERIA</u>	<u>RESULT</u>
<u>Pre Admission for Procedure</u>	100%
Making contact with Staff/ Obtaining & content of pre-op information	
Obtaining non-clinical information prior to your procedure (e.g. forms of payment, insurance coverage)	100%
Availability and content of written information regarding the London Welbeck Hospital	66%
<u>Consultation prior to Procedure</u>	100%
Your involvement in decisions about your care and treatment	
Information provided to you (and significant others as appropriate) relating to the procedure and expected outcome	90%
Provision of privacy to discuss your condition and treatment	90%
<u>Before and after the Procedure:</u>	100%
Your Privacy and Dignity were preserved at all times	
Nursing staff provided appropriate assistance and information	100%
Any pain or discomfort was managed effectively	100%
Sufficient information regarding post procedure care and management was provided	100%
Your safety and comfort were considered at all times before and after the procedure	100%
You were able to recover sufficiently before being discharged (day case surgery)	100%
<u>The Premises</u>	100%
The room facilities are (poor-excellent)	
The cleanliness of your room was (poor-excellent)	100%
<u>Did you find your meals were:</u>	
Hot on Arrival	100%
Interesting and varied	85%
Tasty	87%
Attractively presented	85%
<u>Your rooms and surroundings were:</u>	
Extremely quiet	40%
Relatively quiet	30%
Fairly quiet	10%
Relatively noisy	10%
Very noisy	10%
<u>Nursing care:</u>	100%
The nursing care you received during the day was (poor – excellent)	
The nursing care you received in the night (if appropriate) was (poor – excellent)	100%
<u>Your Account:</u> Did you find that your account was:	
Presented courteously	100%
Explained adequately	100%
<u>Would you recommend us to your friends?</u>	
Yes	87%
No	12%



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<u>CRITERIA</u>	<u>RESULT</u>
<u>Pre Admission for Procedure</u>	83%
Making contact with Staff/ Obtaining & content of pre-op information	
Obtaining non-clinical information prior to your procedure (e.g. forms of payment, insurance coverage)	100%
Availability and content of written information regarding the London Welbeck Hospital	100%
<u>Consultation prior to Procedure</u>	100%
Your involvement in decisions about your care and treatment	
Information provided to you (and significant others as appropriate) relating to the procedure and expected outcome	100%
Provision of privacy to discuss your condition and treatment	100%
<u>Before and after the Procedure:</u>	100%
Your Privacy and Dignity were preserved at all times	
Nursing staff provided appropriate assistance and information	100%
Any pain or discomfort was managed effectively	100%
Sufficient information regarding post procedure care and management was provided	100%
Your safety and comfort were considered at all times before and after the procedure	100%
You were able to recover sufficiently before being discharged (day case surgery)	100%
<u>The Premises</u>	100%
The room facilities are (poor-excellent)	
The cleanliness of your room was (poor-excellent)	100%
<u>Did you find your meals were:</u>	
Hot on Arrival	100%
Interesting and varied	100%
Tasty	100%
Attractively presented	100%
<u>Your rooms and surroundings were:</u>	
Extremely quiet	50%
Relatively quiet	16%
Fairly quiet	16%
Relatively noisy	16%
Very noisy	0%
<u>Nursing care:</u>	100%
The nursing care you received during the day was (poor – excellent)	
The nursing care you received in the night (if appropriate) was (poor – excellent)	100%
<u>Your Account:</u> Did you find that your account was:	
Presented courteously	100%
Explained adequately	100%
<u>Would you recommend us to your friends?</u>	
Yes	100%
No	0%



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<u>CRITERIA</u>	<u>RESULT</u>
<u>Pre Admission for Procedure</u>	90%
Making contact with Staff/ Obtaining & content of pre-op information	
Obtaining non-clinical information prior to your procedure (e.g. forms of payment, insurance coverage)	90%
Availability and content of written information regarding the London Welbeck Hospital	88%
<u>Consultation prior to Procedure</u>	83%
Your involvement in decisions about your care and treatment	
Information provided to you (and significant others as appropriate) relating to the procedure and expected outcome	72%
Provision of privacy to discuss your condition and treatment	100%
<u>Before and after the Procedure:</u>	83%
Your Privacy and Dignity were preserved at all times	
Nursing staff provided appropriate assistance and information	90%
Any pain or discomfort was managed effectively	81%
Sufficient information regarding post procedure care and management was provided	90%
Your safety and comfort were considered at all times before and after the procedure	90%
You were able to recover sufficiently before being discharged (day case surgery)	77%
<u>The Premises</u>	100%
The room facilities are (poor-excellent)	
The cleanliness of your room was (poor-excellent)	91%
<u>Did you find your meals were:</u>	
Hot on Arrival	100%
Interesting and varied	88%
Tasty	100%
Attractively presented	100%
<u>Your rooms and surroundings were:</u>	
Extremely quiet	50%
Relatively quiet	25%
Fairly quiet	25%
Relatively noisy	0%
Very noisy	0%
<u>Nursing care:</u>	100%
The nursing care you received during the day was (poor – excellent)	
The nursing care you received in the night (if appropriate) was (poor – excellent)	100%
<u>Your Account:</u> Did you find that your account was:	
Presented courteously	100%
Explained adequately	100%
<u>Would you recommend us to your friends?</u>	
Yes	100%
No	0%