



The London Welbeck Hospital

Patient Comments Audit – March 2010

<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	93%
<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	94%
Tasty	94%
Attractively presented	100%
<u>Your rooms and surroundings were:</u>	
Extremely quiet	38%
Relatively quiet	33%
Fairly quiet	16%
Relatively noisy	11%
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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POSITIVE FEEDBACK

- ✓ “Everything was as pleasant as can be’
- ✓ “I found the staff very friendly and helpful”
- ✓ “The nursing staff were extremely efficient, friendly and understanding”
- ✓ “Brilliant experience”

NEGATIVE FEEDBACK

- ✗ “Television is very basic. Need sky”
- ✗ “Outside roadwork drilling was a bit noisy”