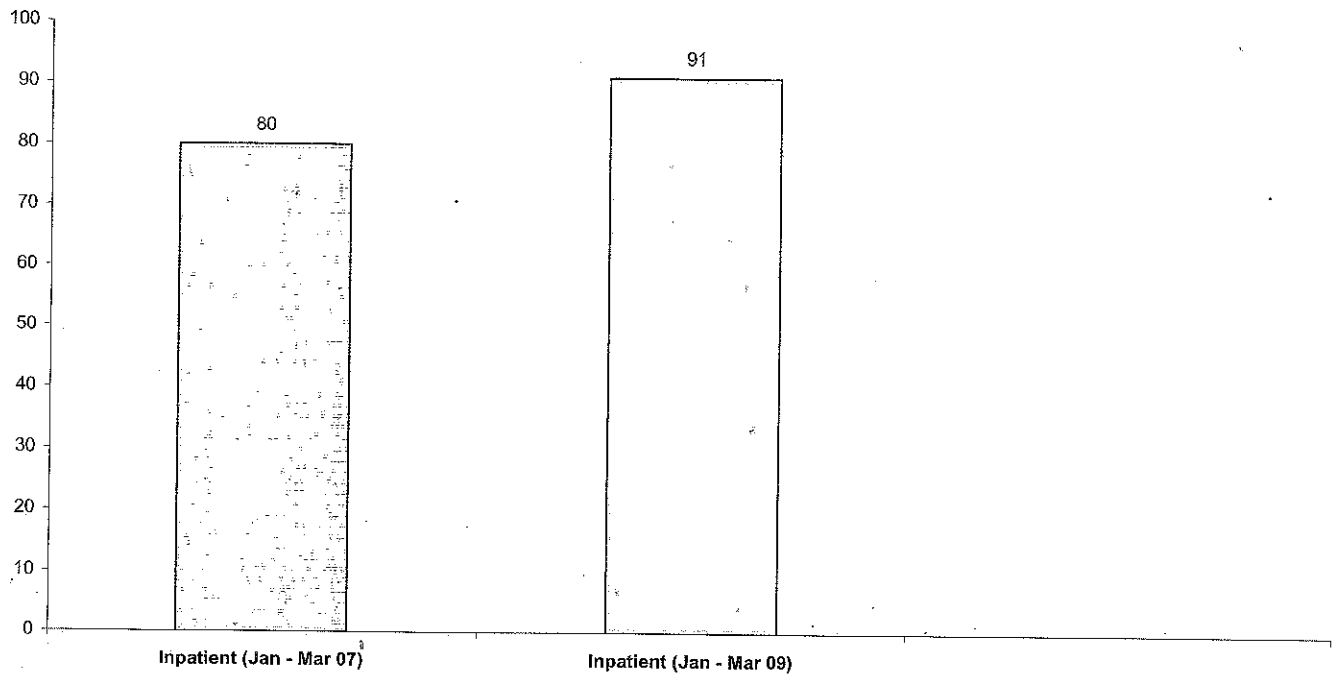


Inpatient Satisfaction Survey Results

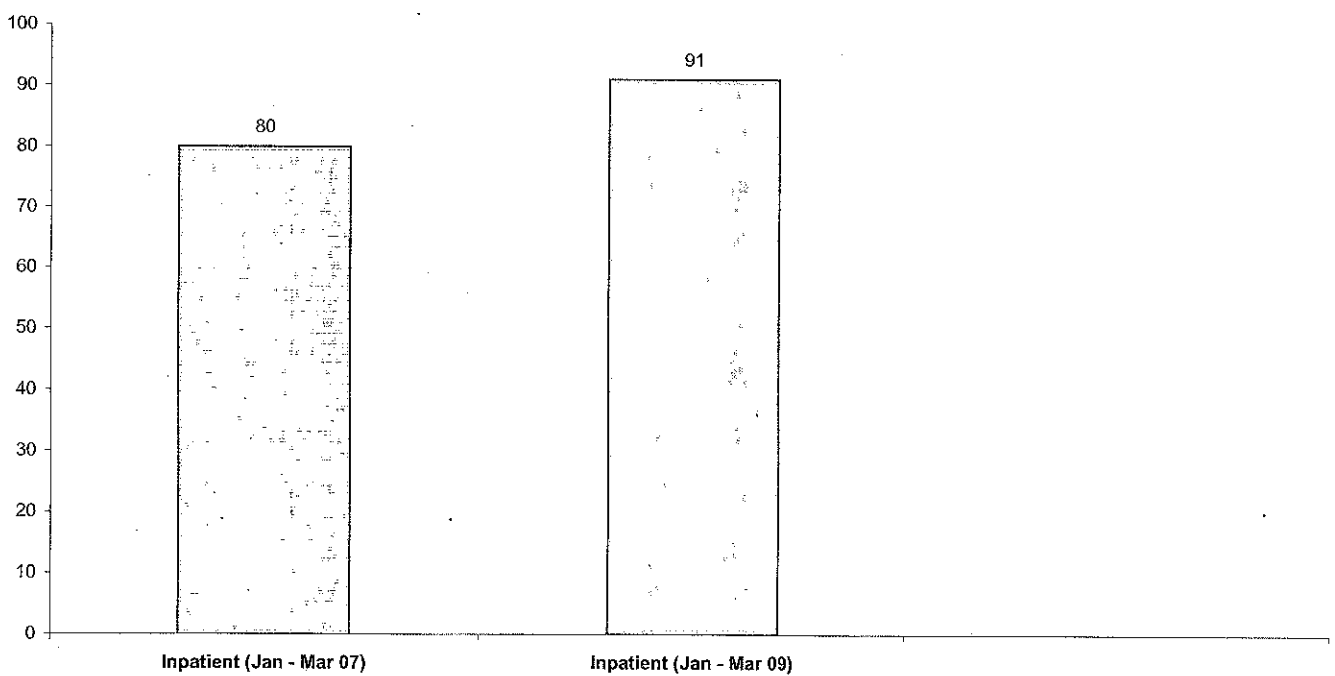
Jan - Mar 2009



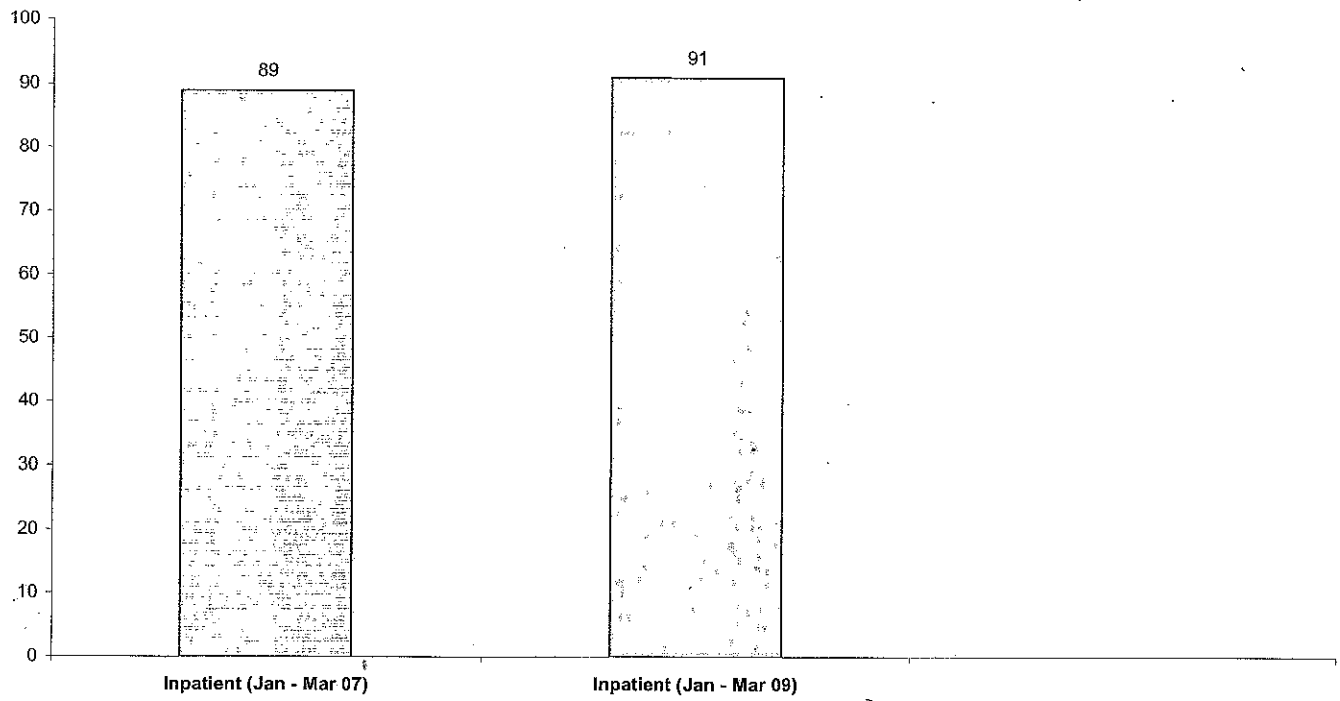
**Please rate our Accident and Emergency staff on telling you how the
Accident and Emergency Department would treat your problem**



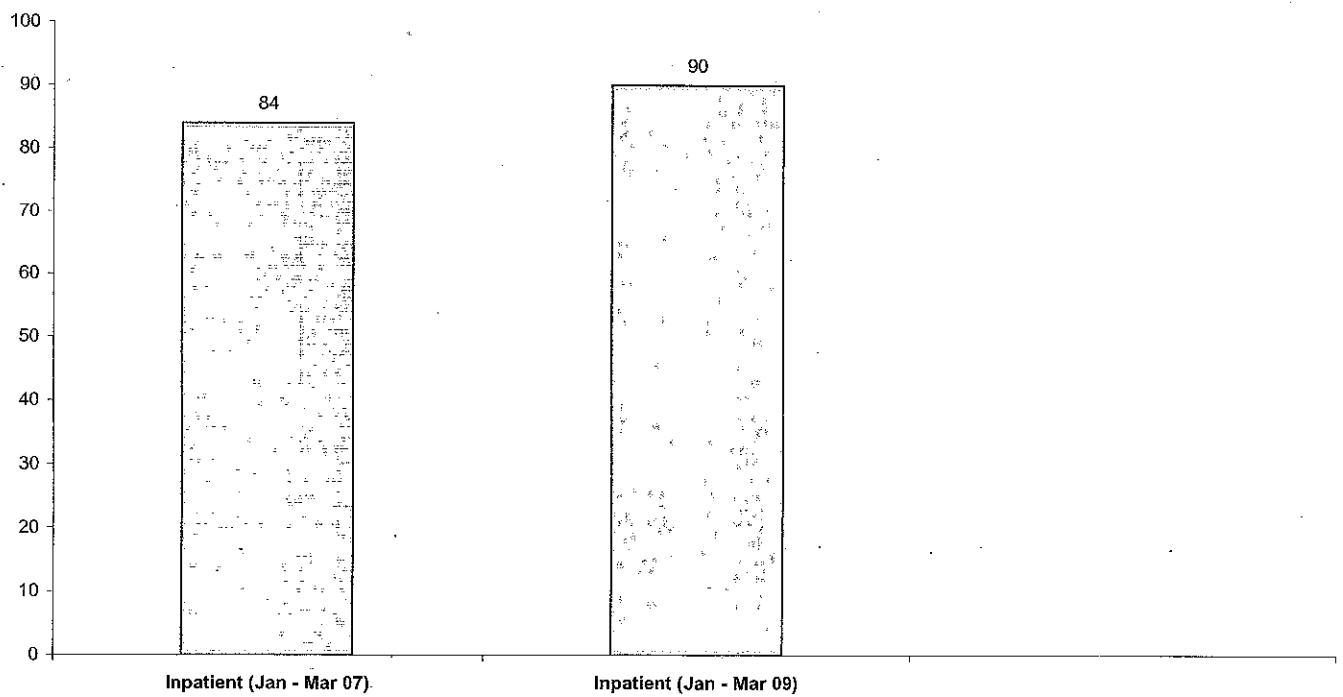
**Please rate our Accident and Emergency staff on telling you how the
Accident and Emergency Department would treat your problem**



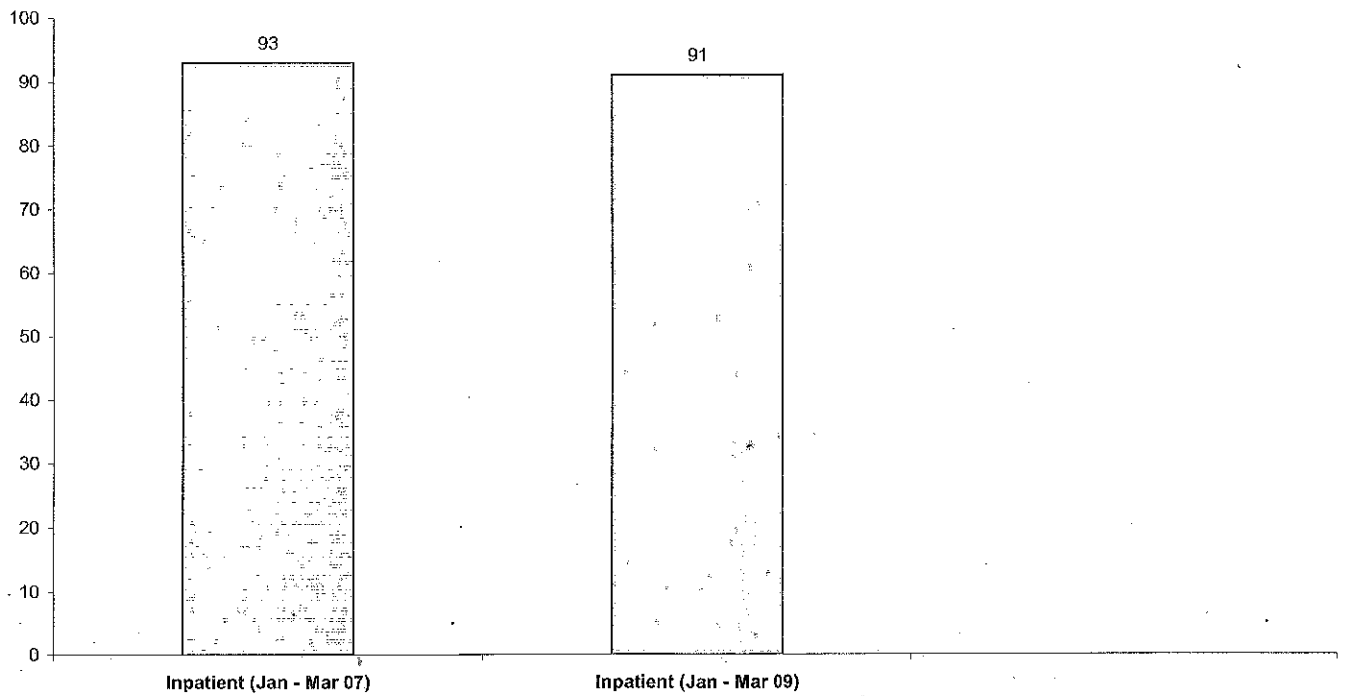
Please rate our staff on explaining what was wrong with you



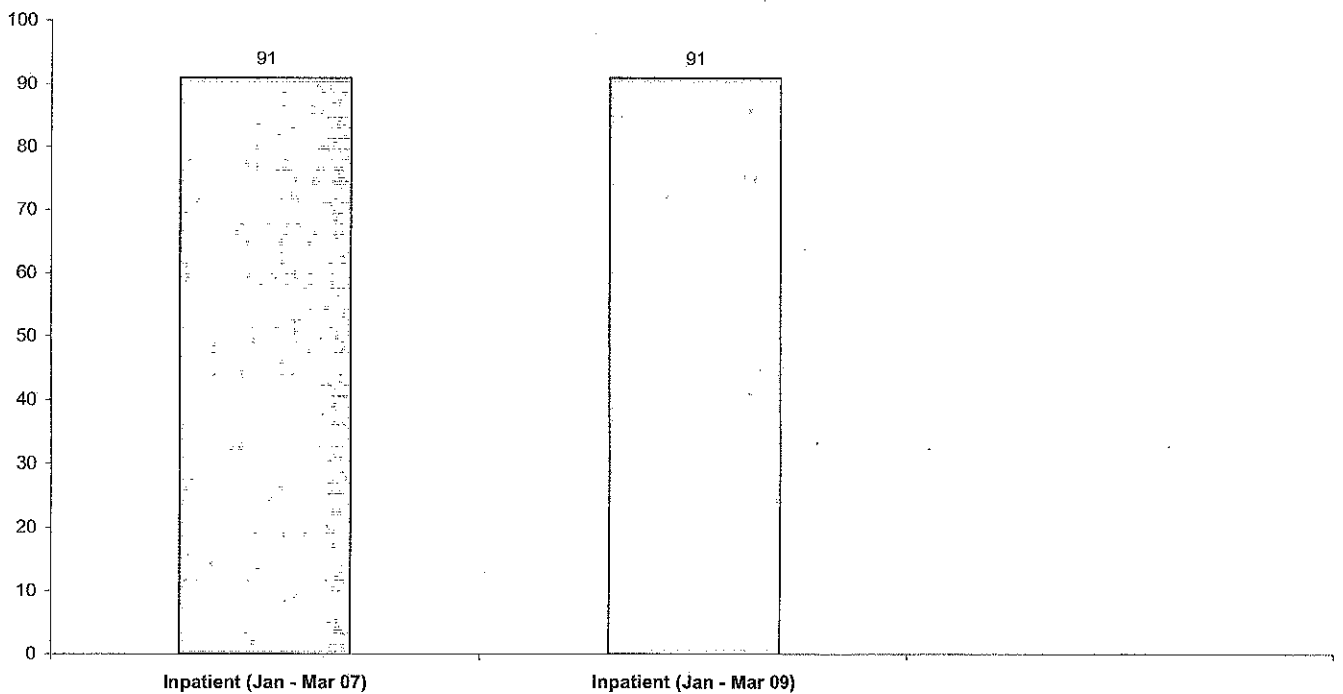
Please rate our staff on informing you about different treatment options



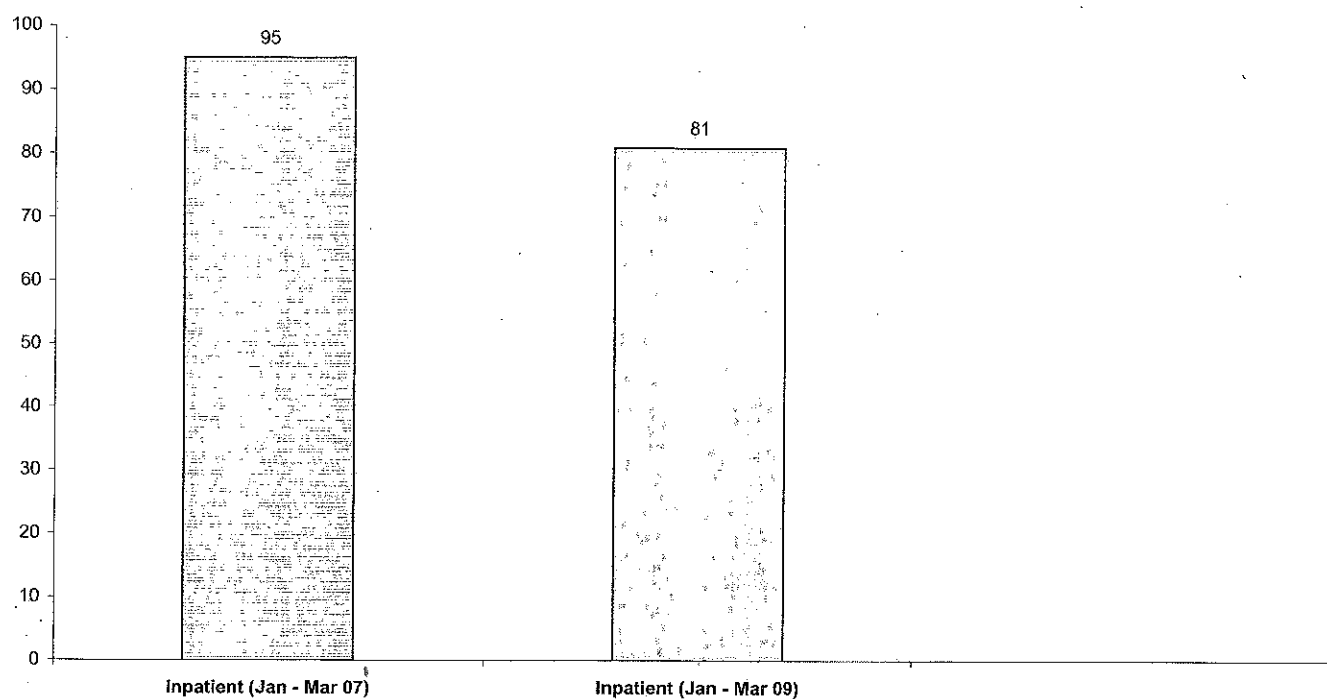
Please rate our staff on asking your permission to treat you



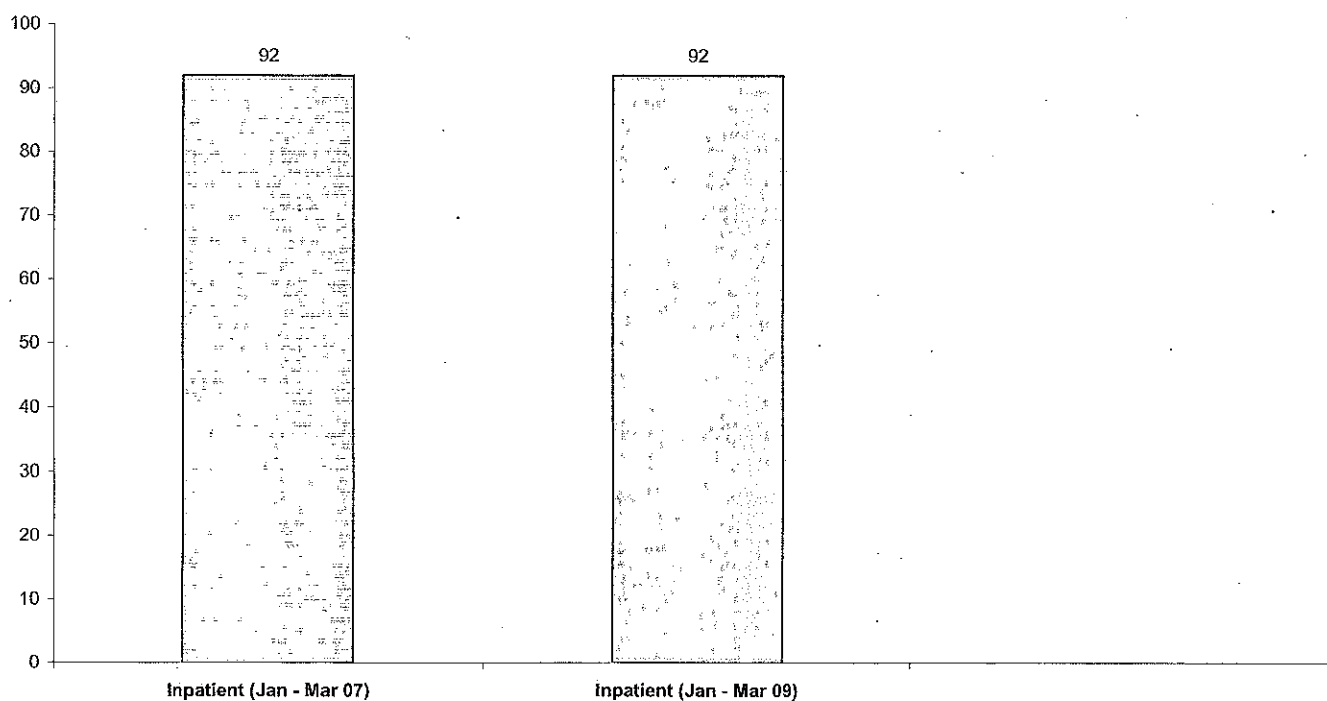
Please rate our staff on involving your family as much as you wanted



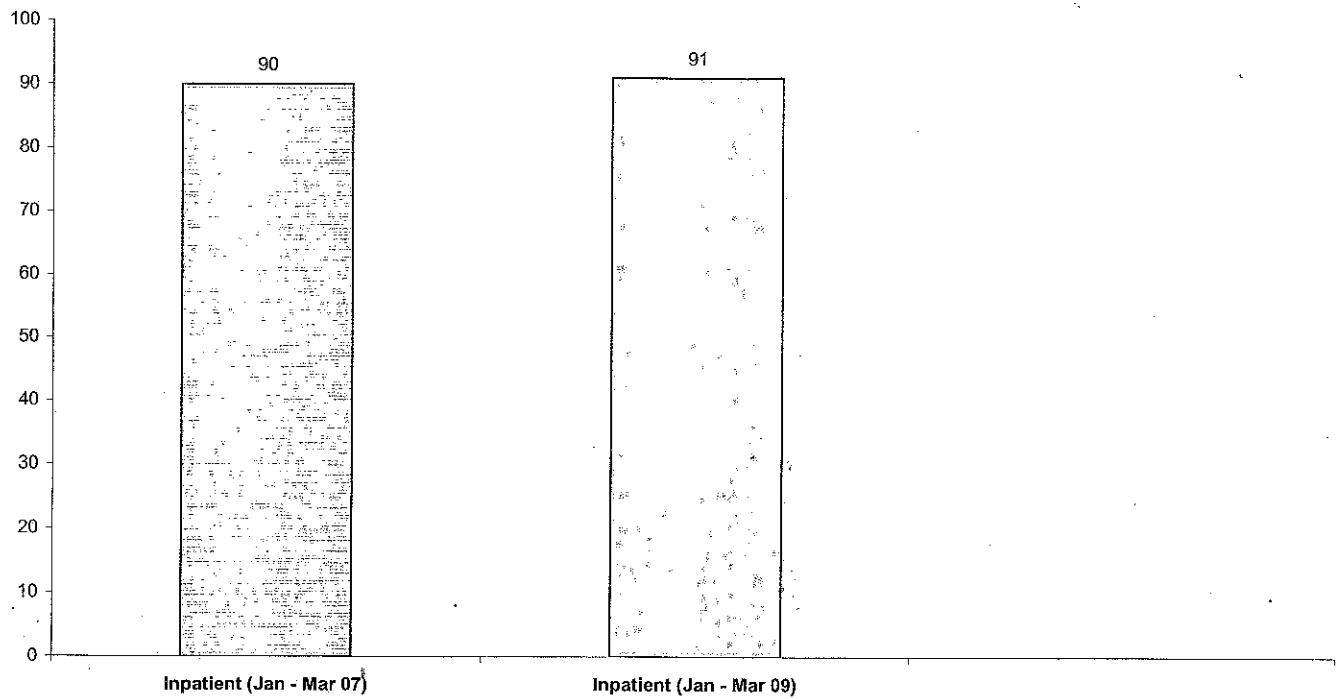
Please rate our staff on offering choices specific to your culture



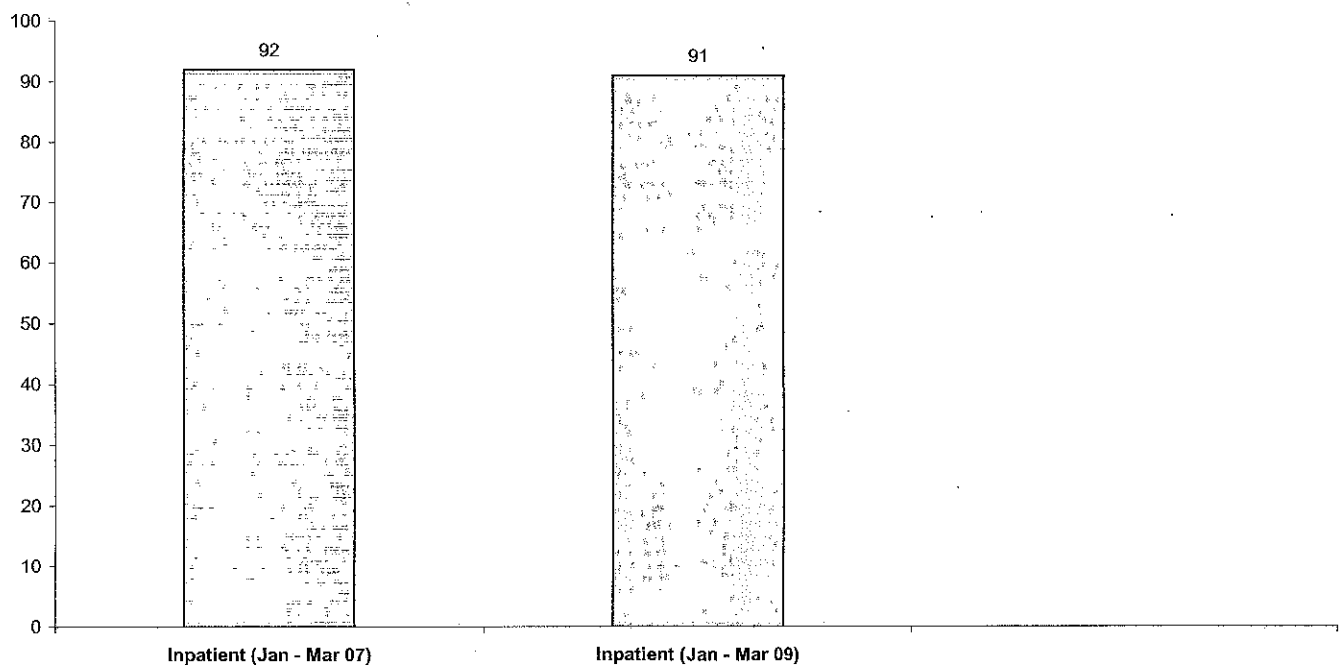
Please rate our staff on treating you with dignity



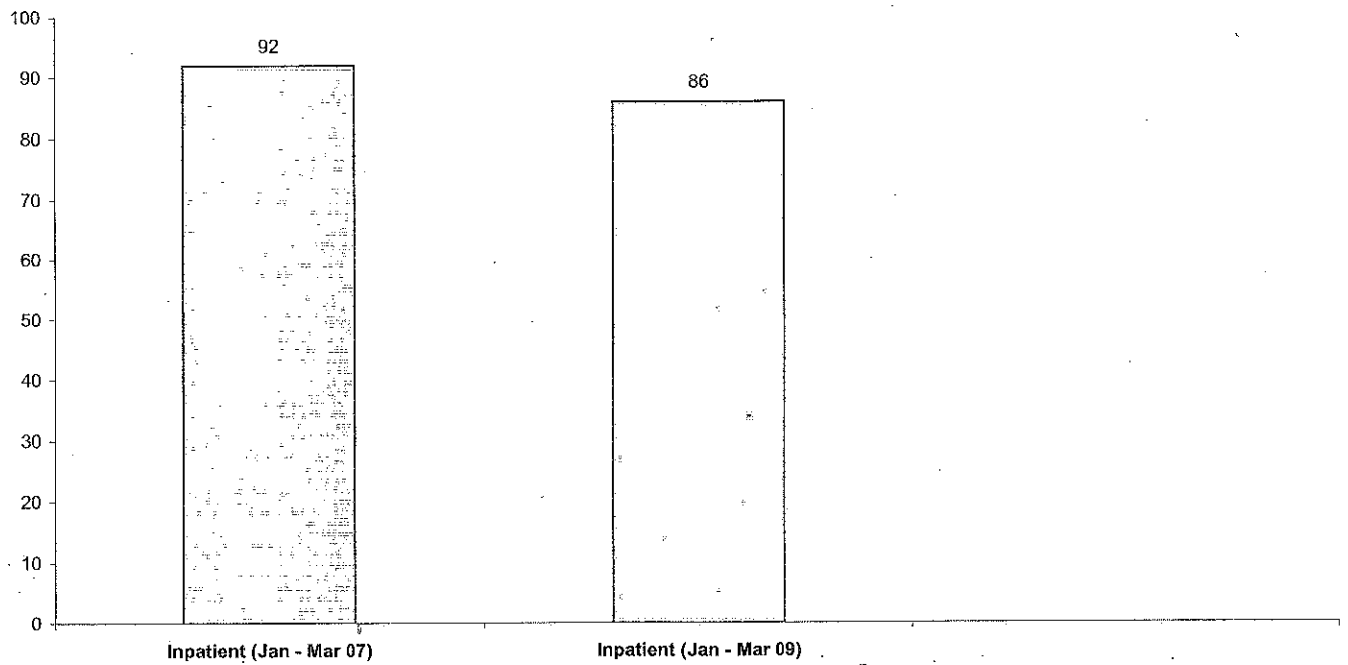
Please rate our staff on listening to you



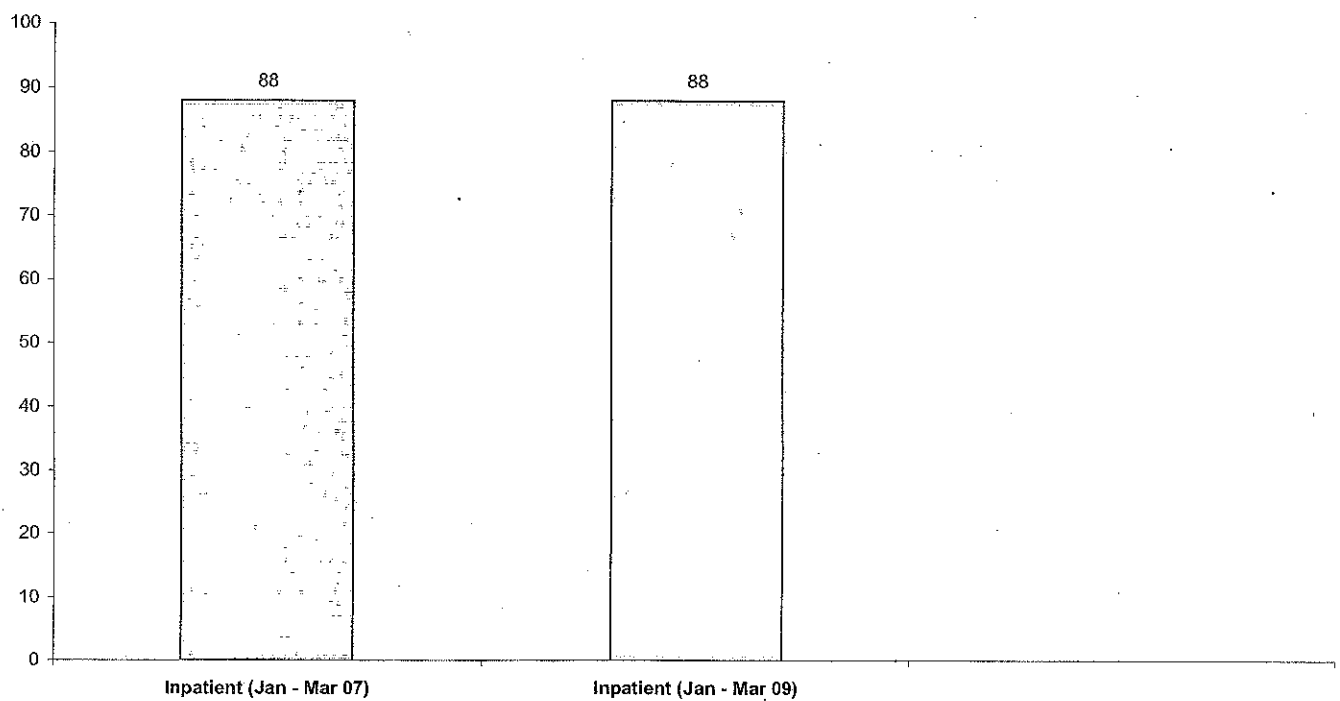
Please rate our staff on organising your care with other health care providers



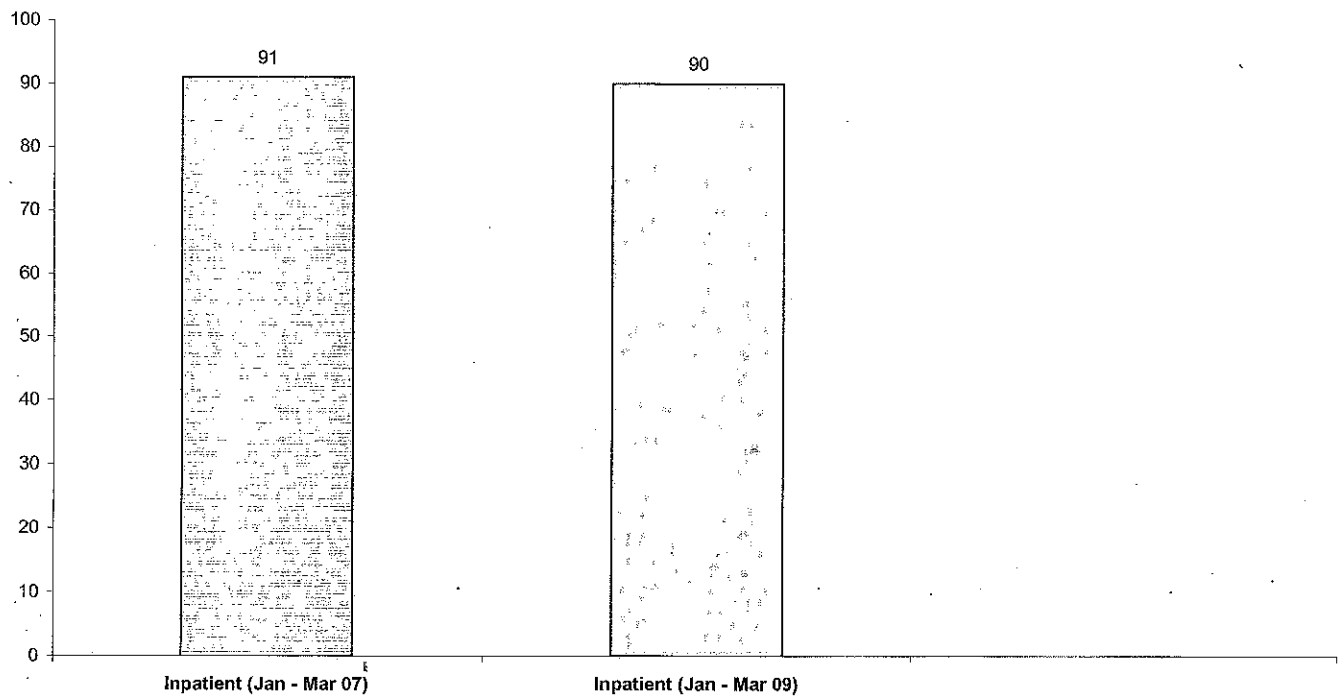
**Please rate our staff on organising your care with other departments
within the hospital**



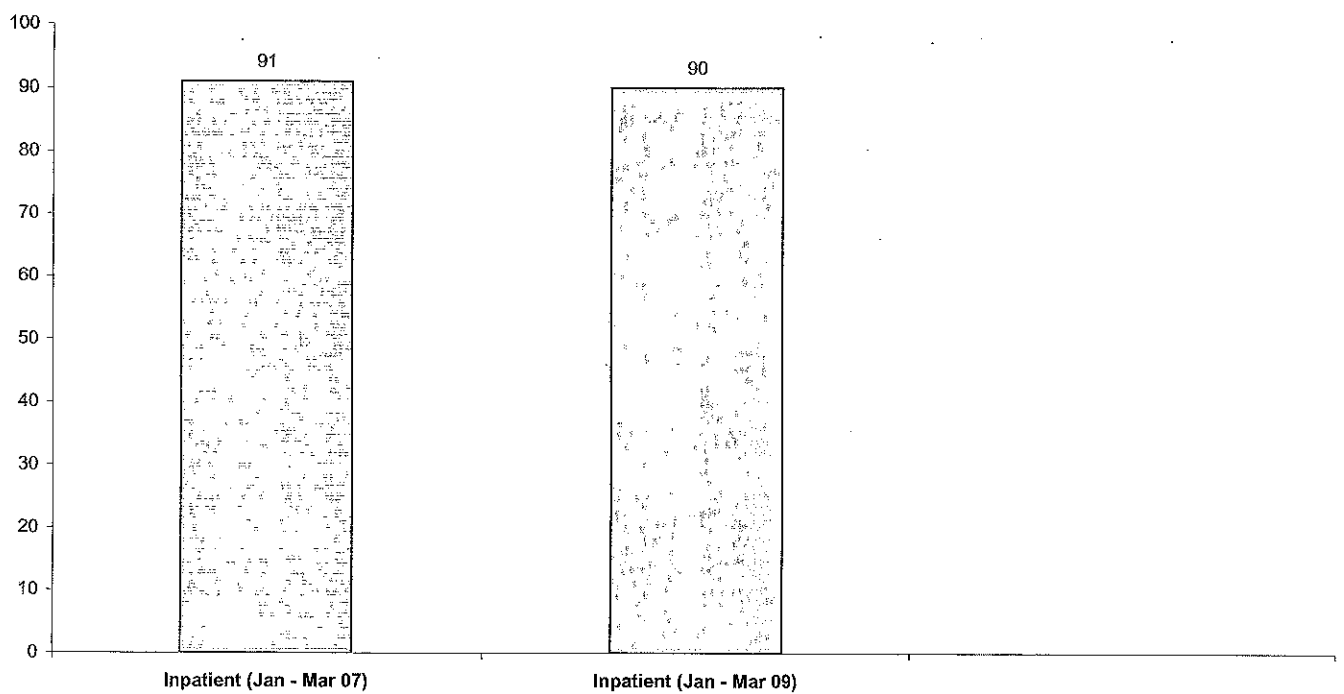
Please rate our staff on preparing you for leaving hospital



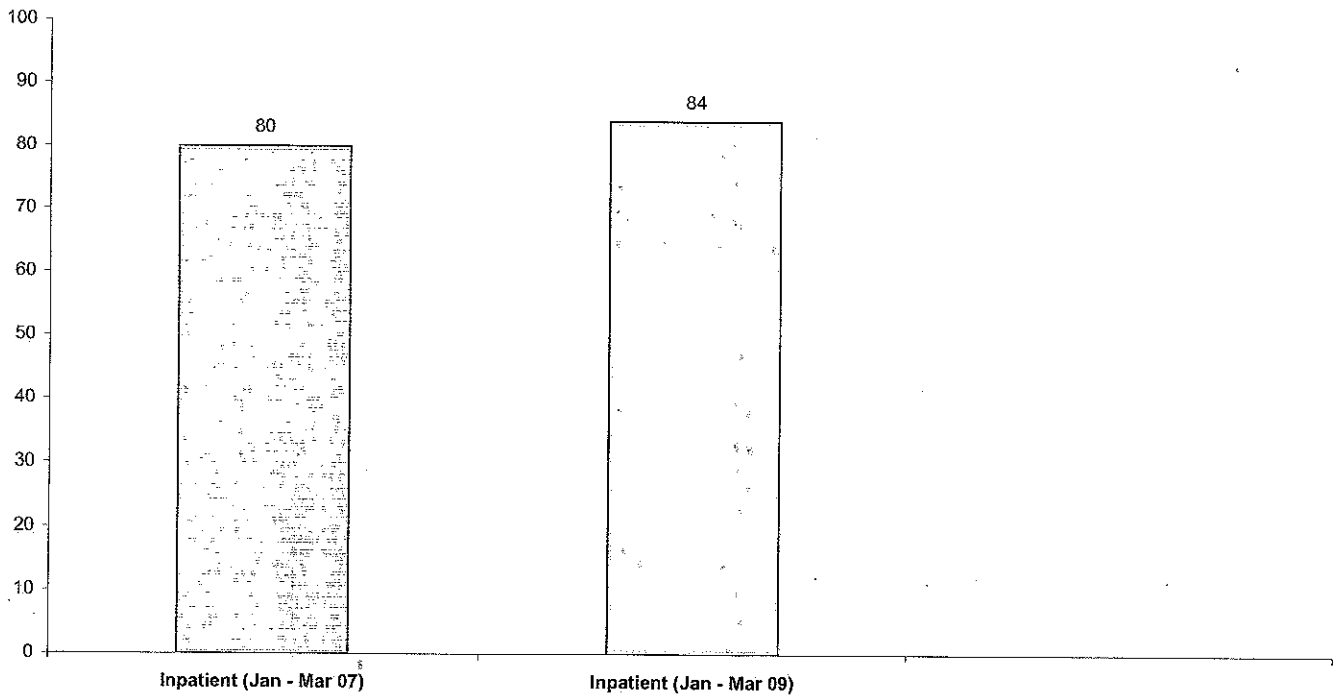
Please rate if staff were around when you needed them



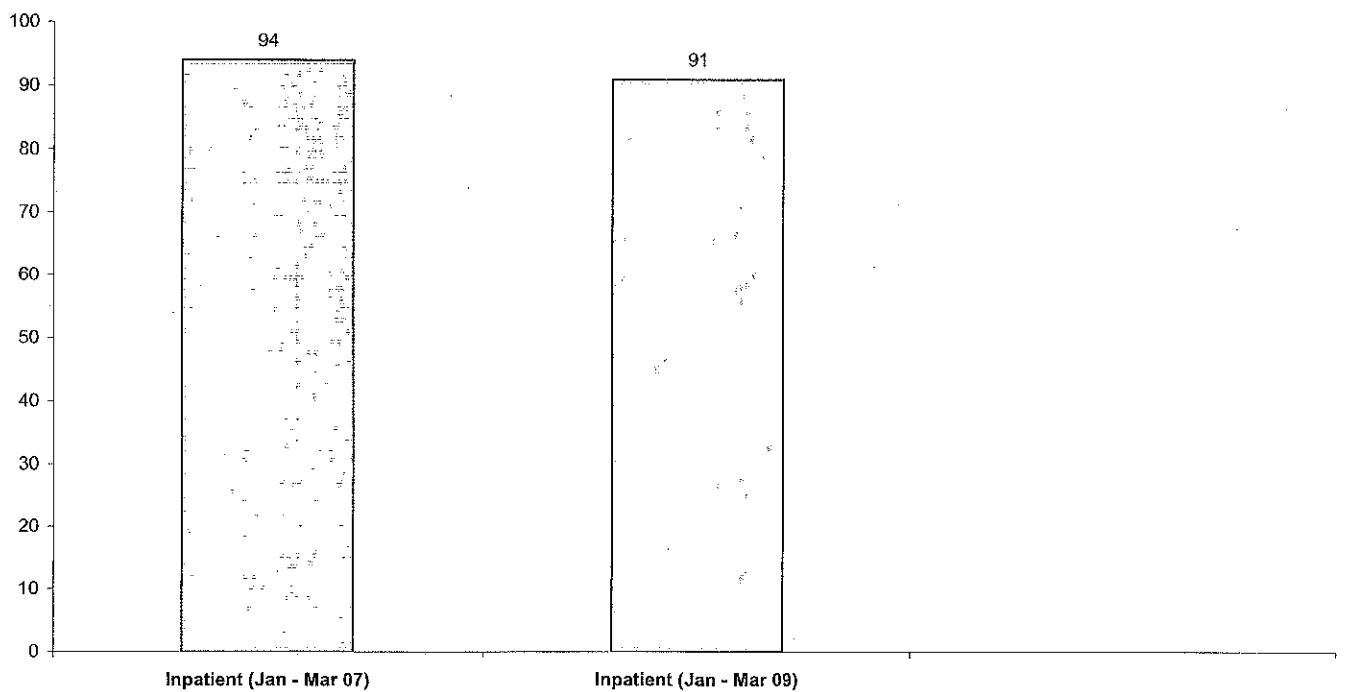
Please rate how clean your room or ward was



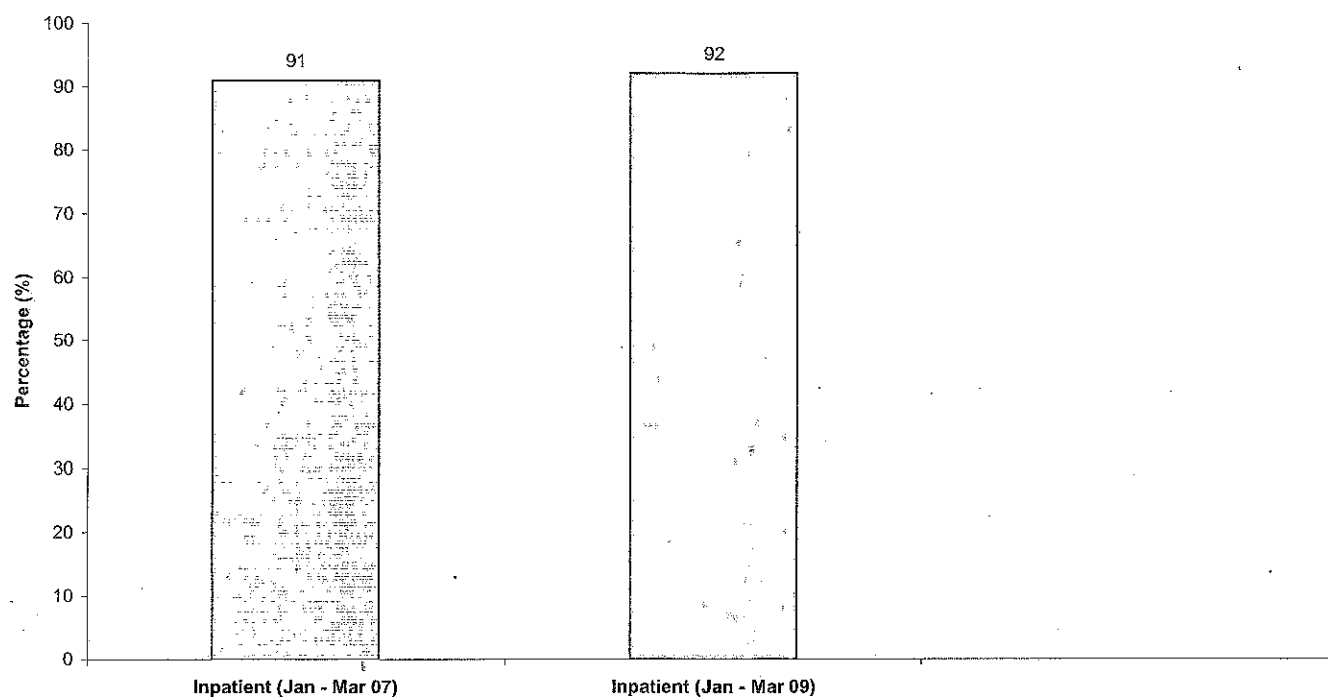
Please rate how much you liked the food we gave you



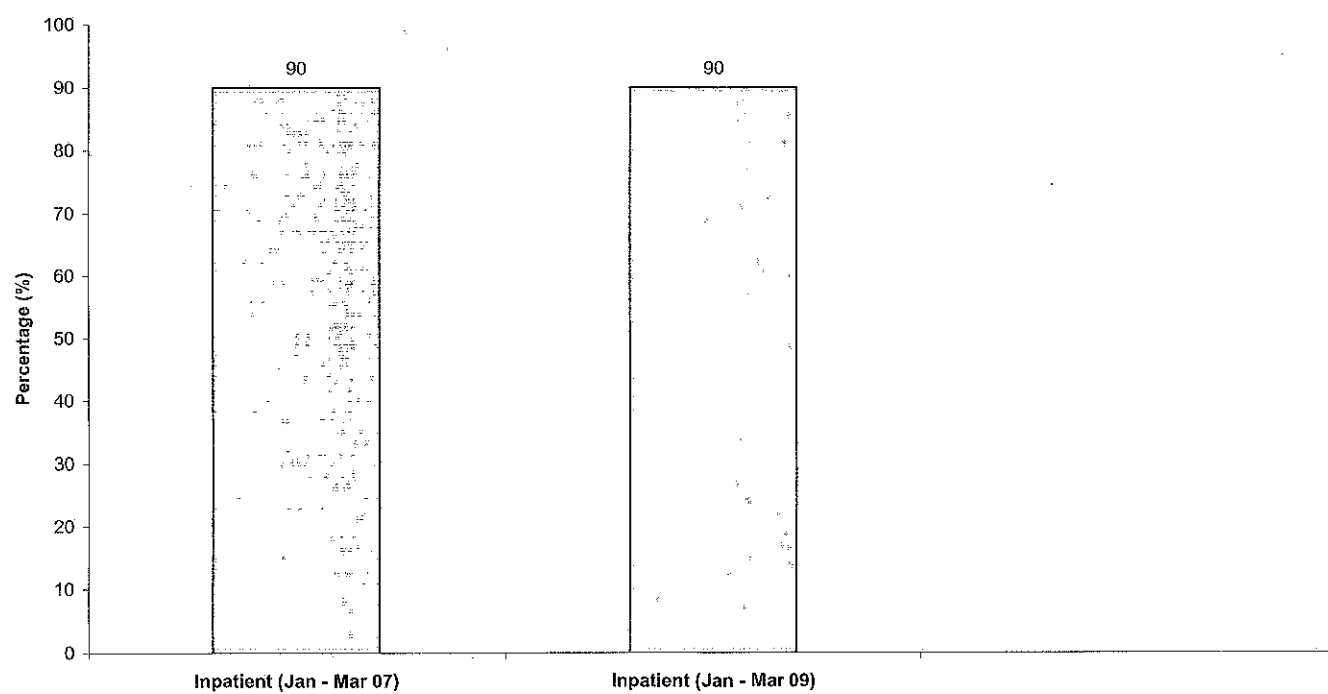
Please rate how safe and secure you felt in the hospital



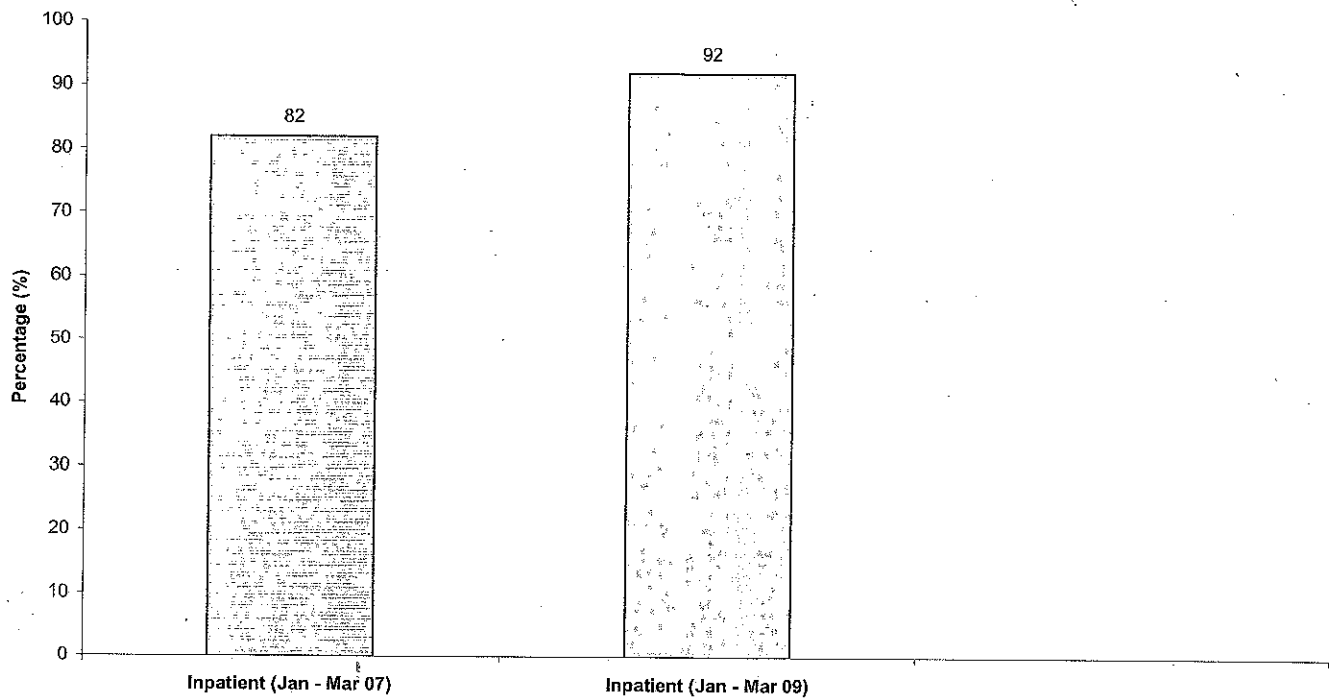
Please rate how satisfied you are with how we treated you



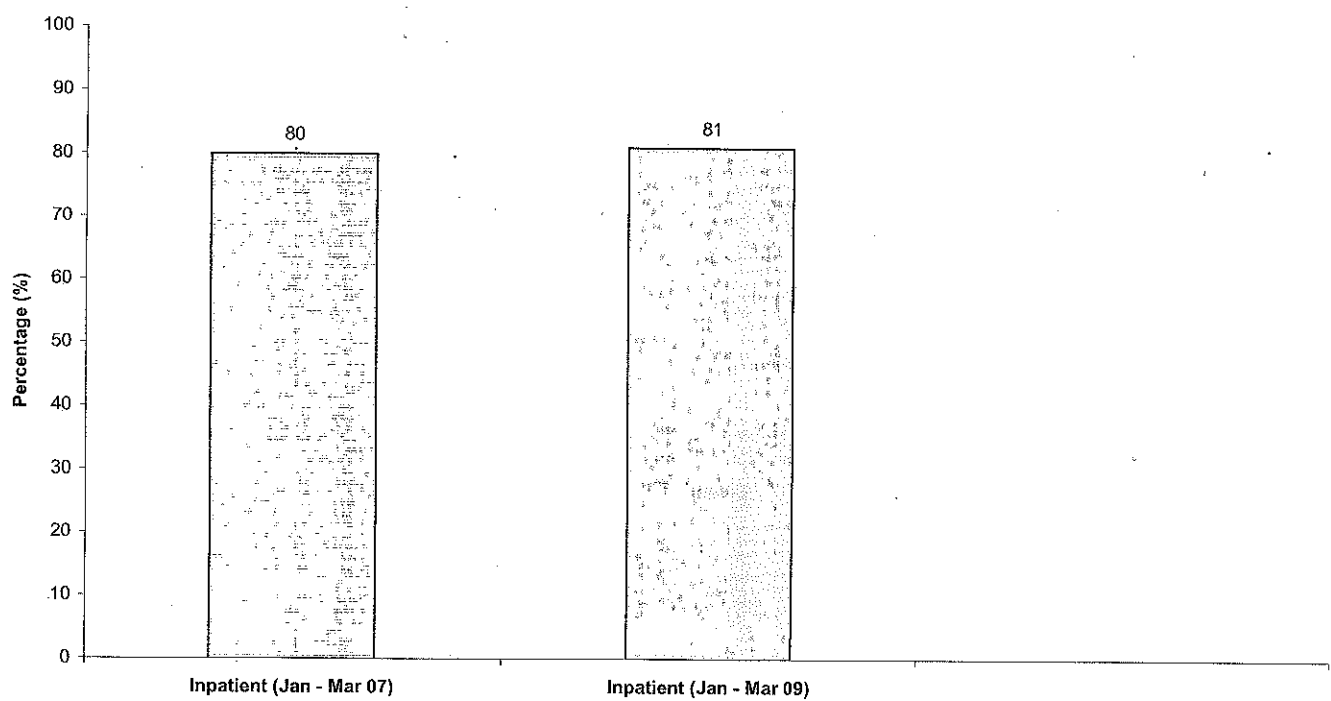
Please rate how well were you attended to during your admission to the ward



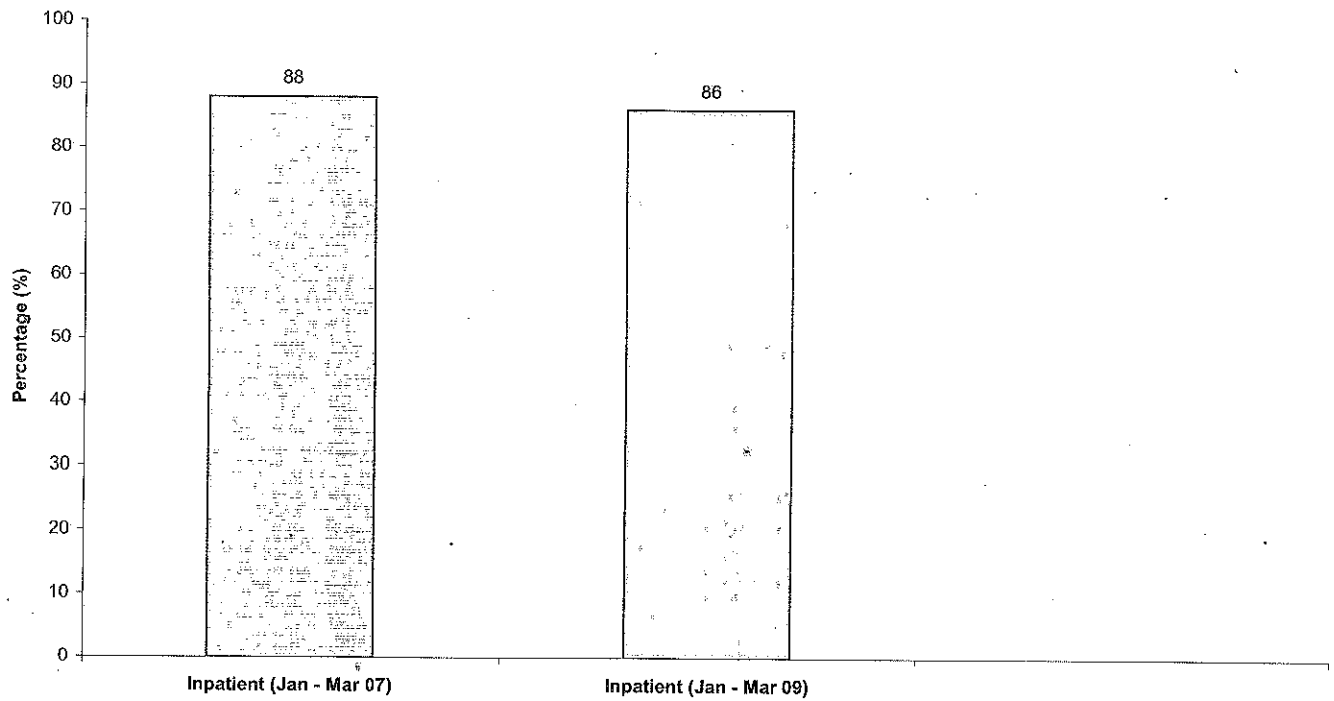
Please rate how good were the ward staff at making you feel welcome



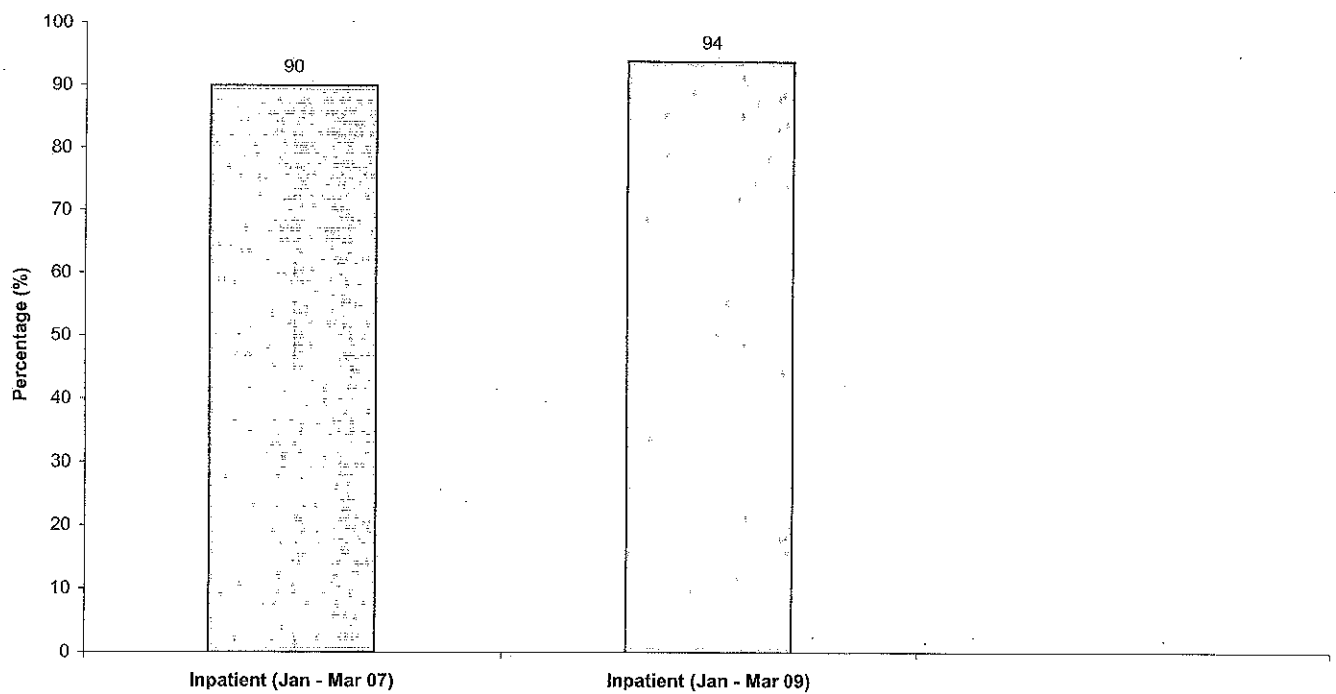
The way you were shown the layout of the ward was



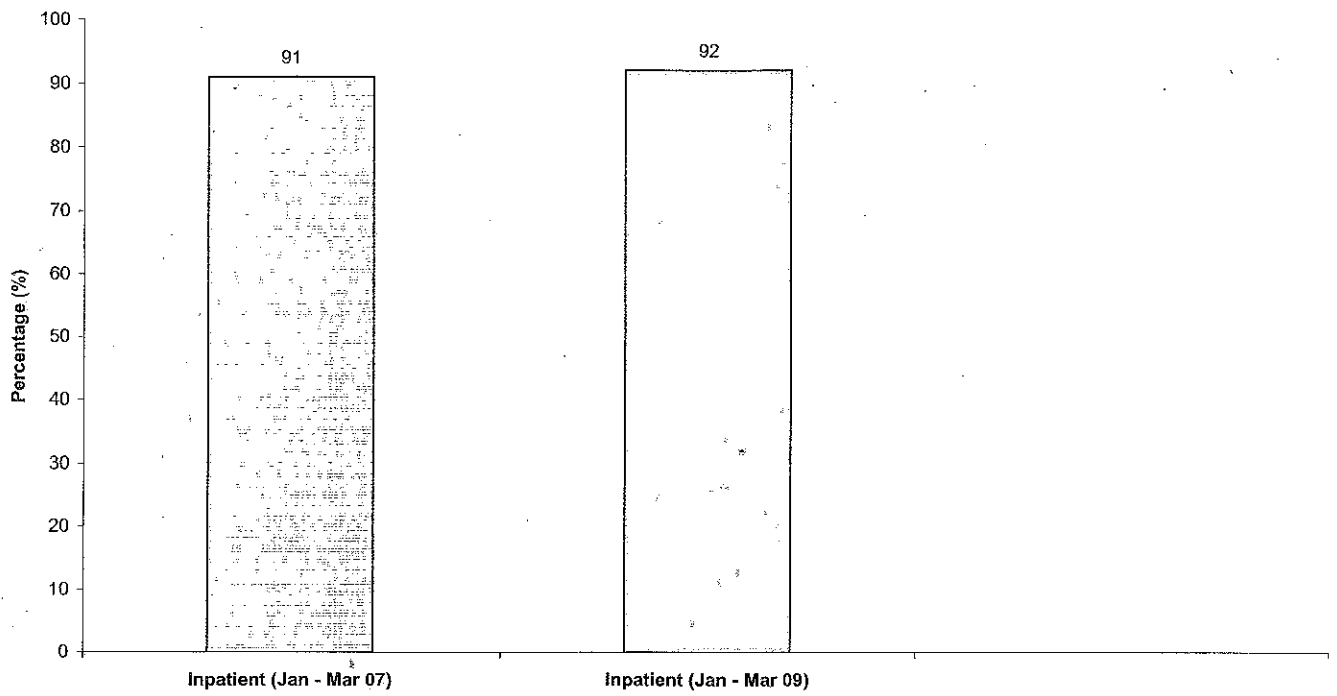
The signs showing you the way around the hospital were



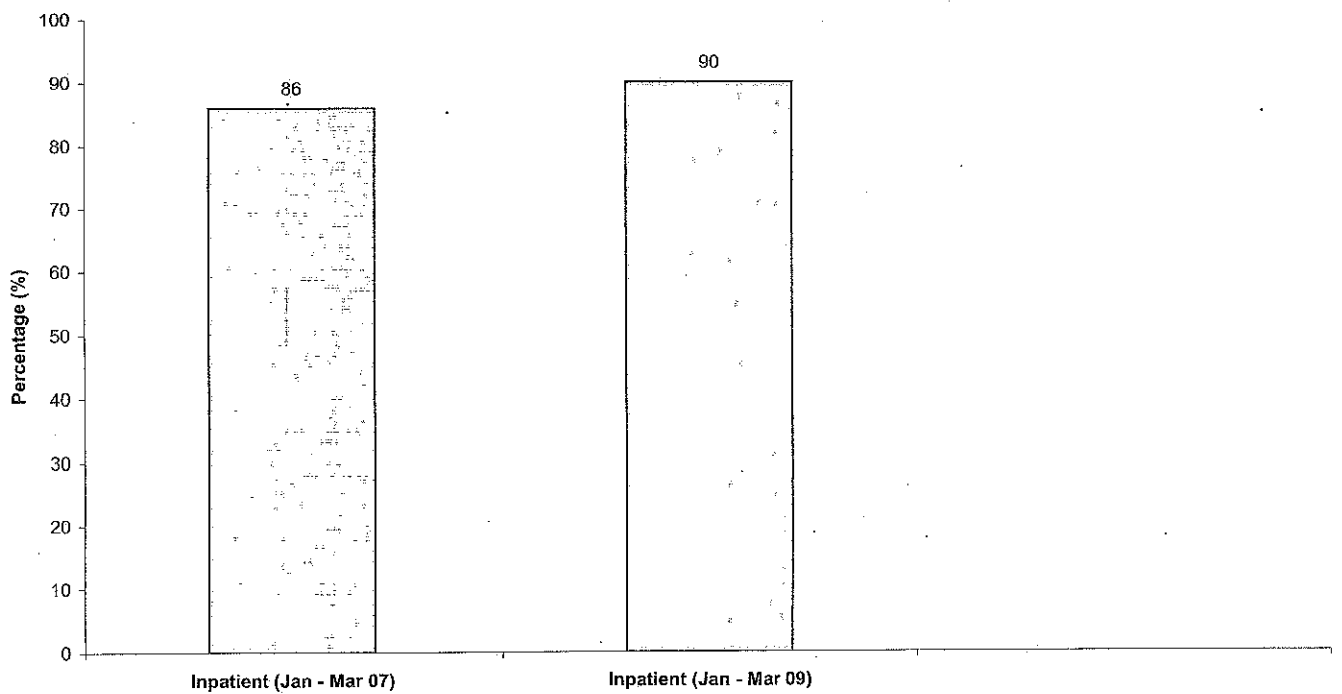
While in hospital, how well was your privacy respected



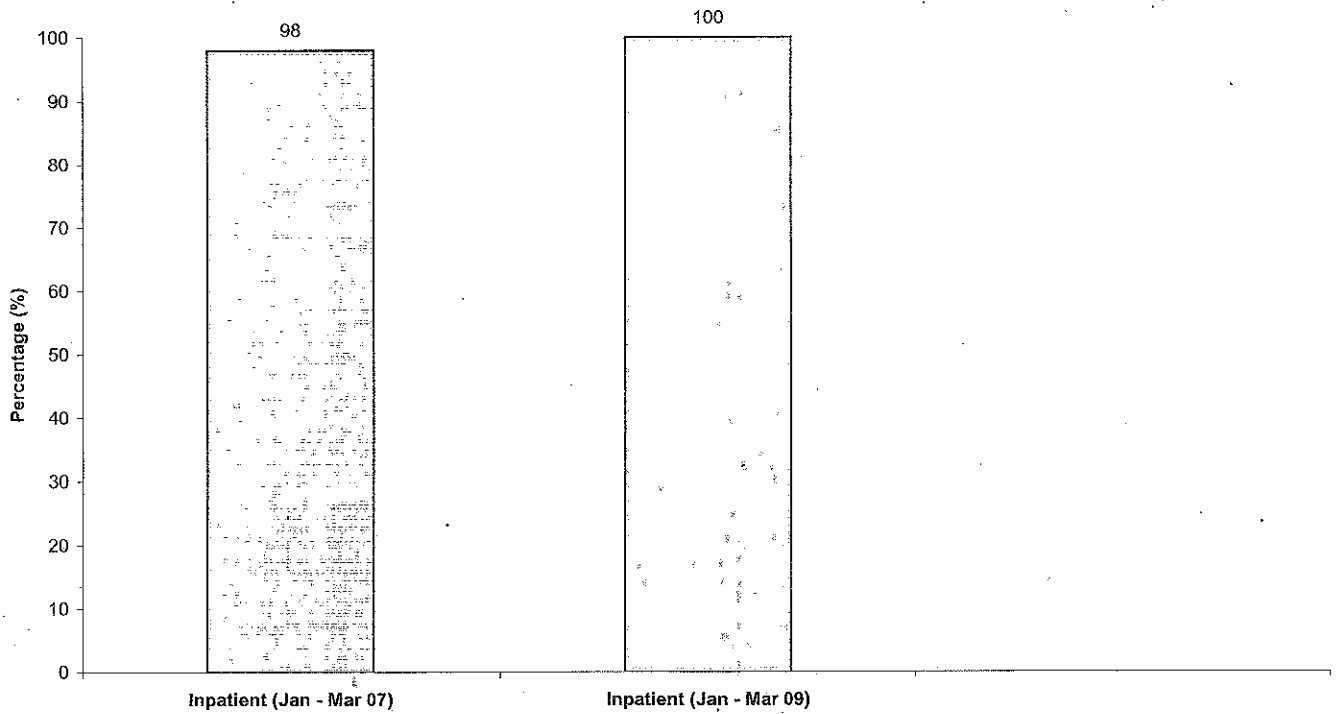
While in hospital, how well were your cultural needs met



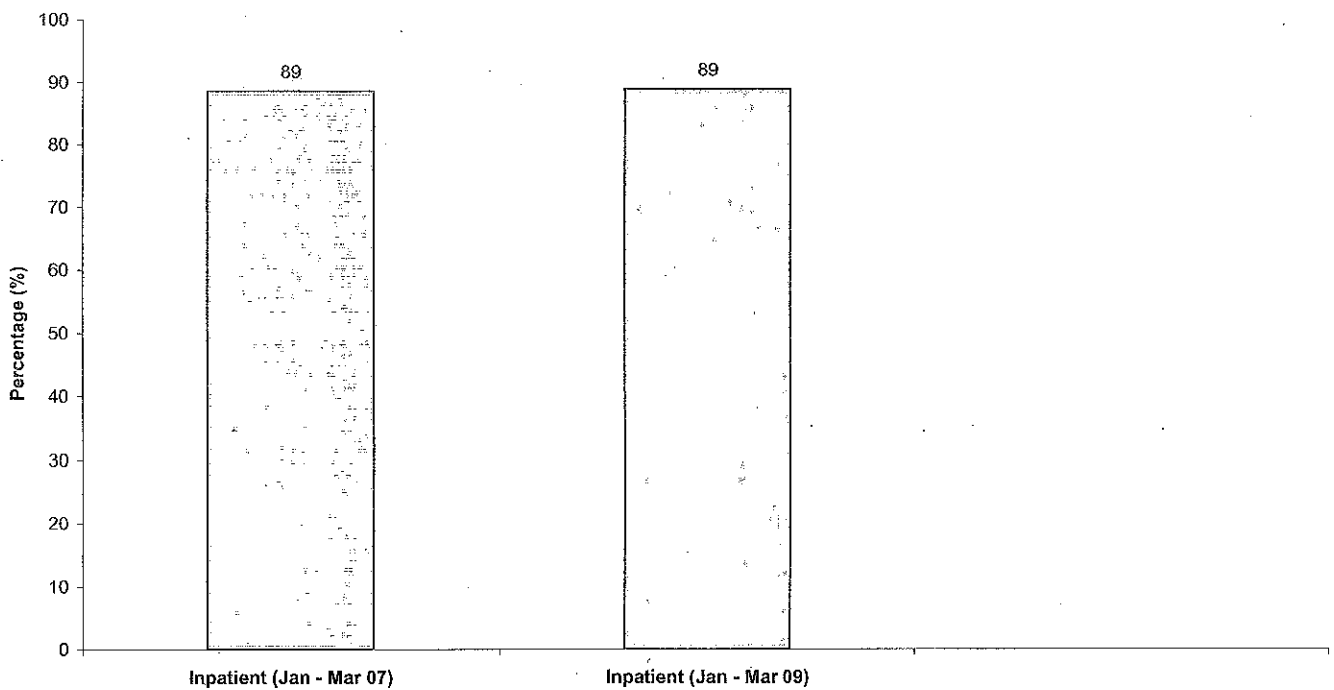
While in hospitals, how well were your religious needs met



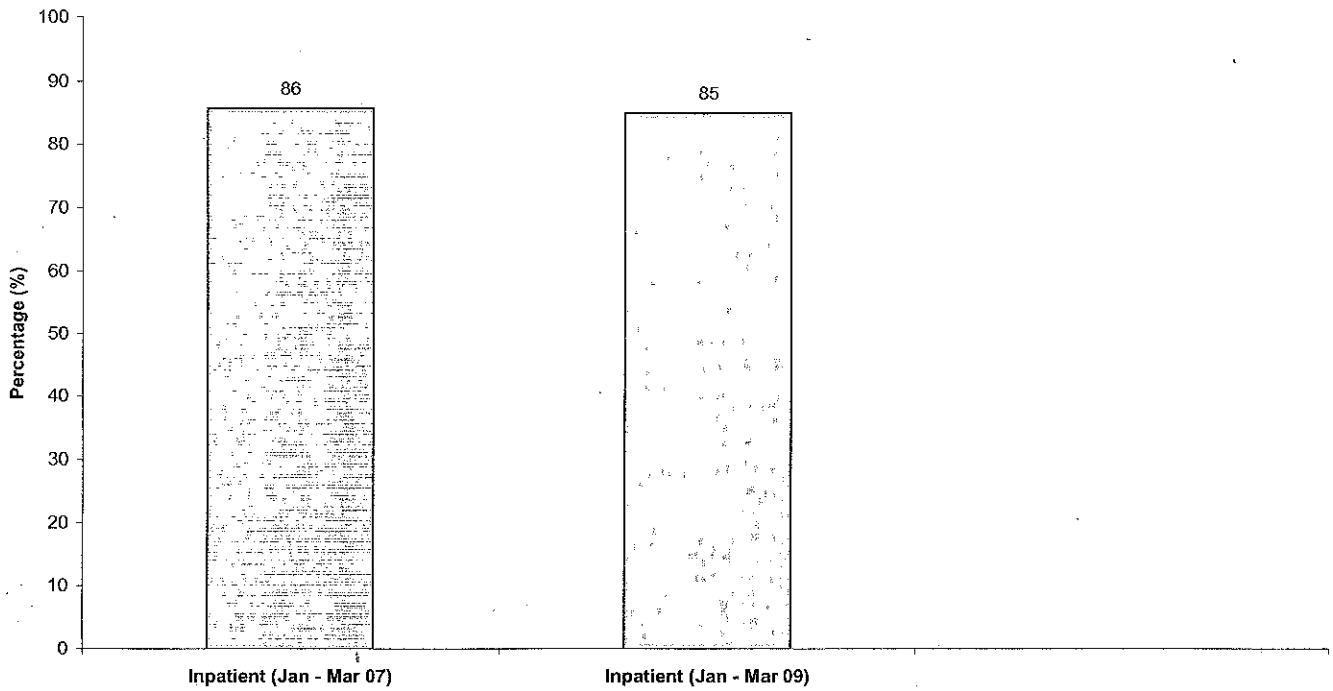
While in hospital, how well were your belongings safe and cared for



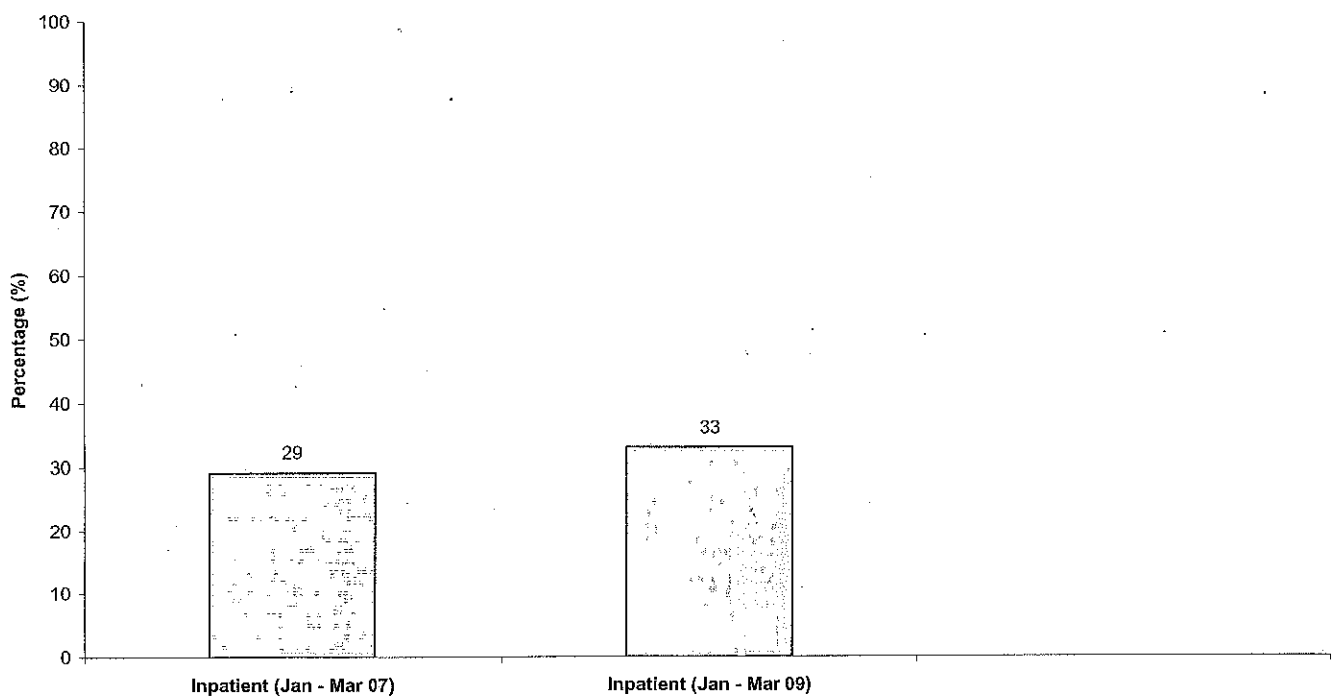
While in hospital, how satisfied were you with the amount of food you were given



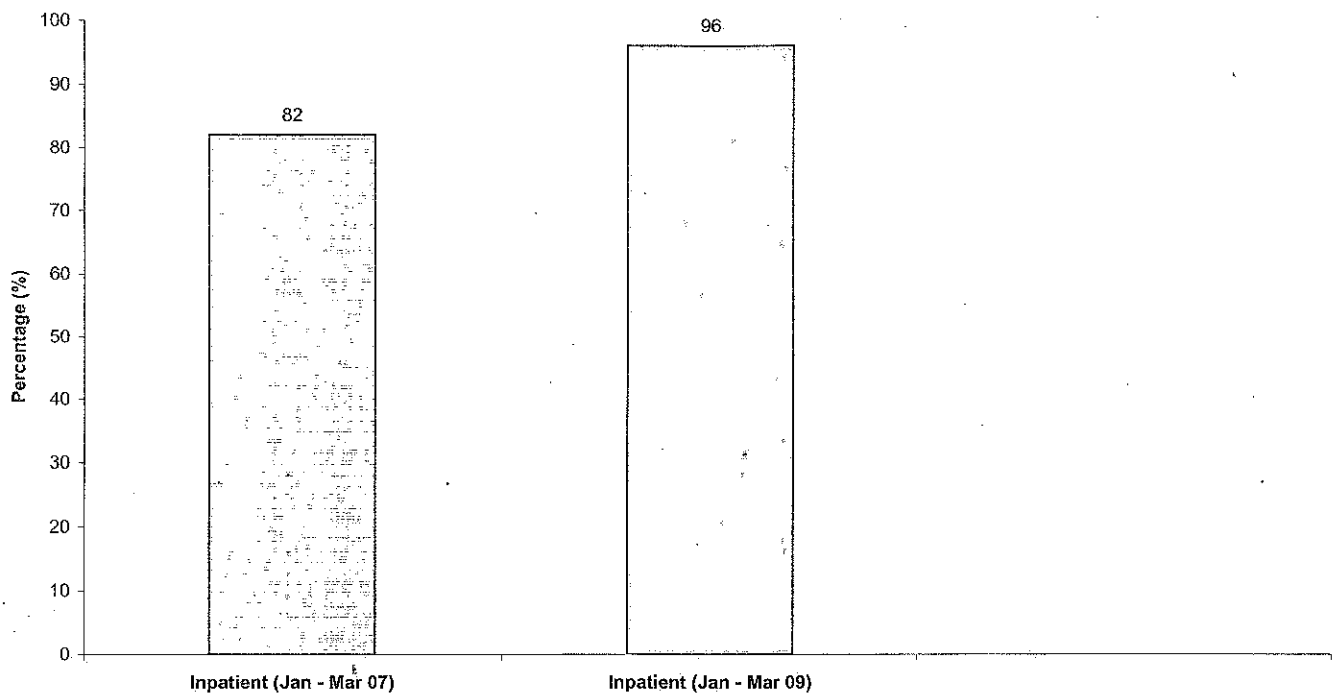
**While in hospital, how satisfied were you with the temperature of
the food you were given**



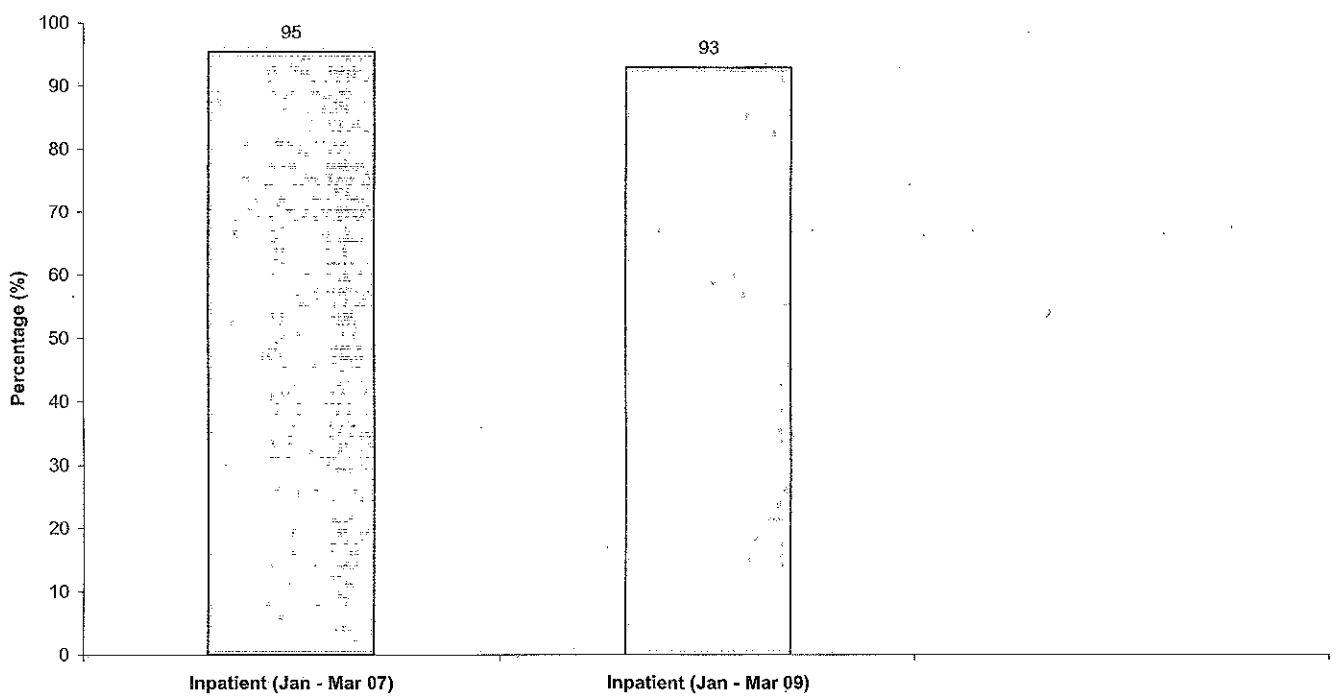
**Please rate how well it was explained to you
how to make a complaint**



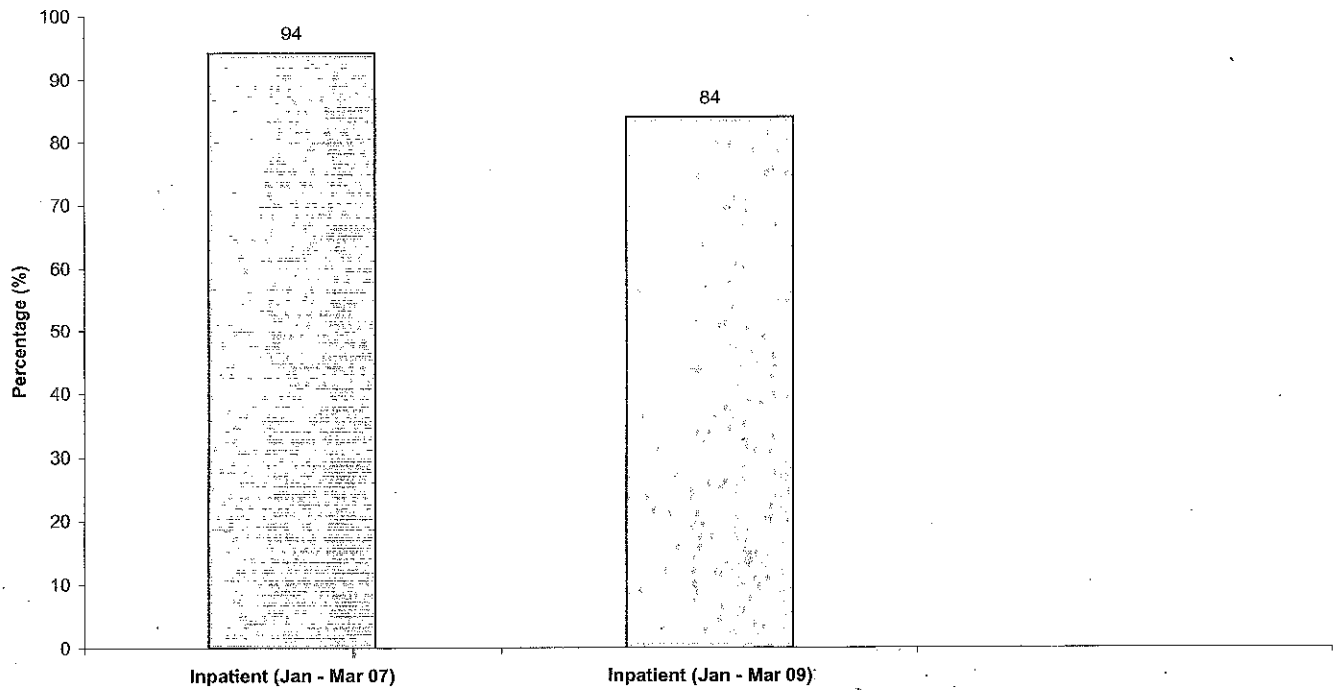
Please rate how well you sleep in the ward at night



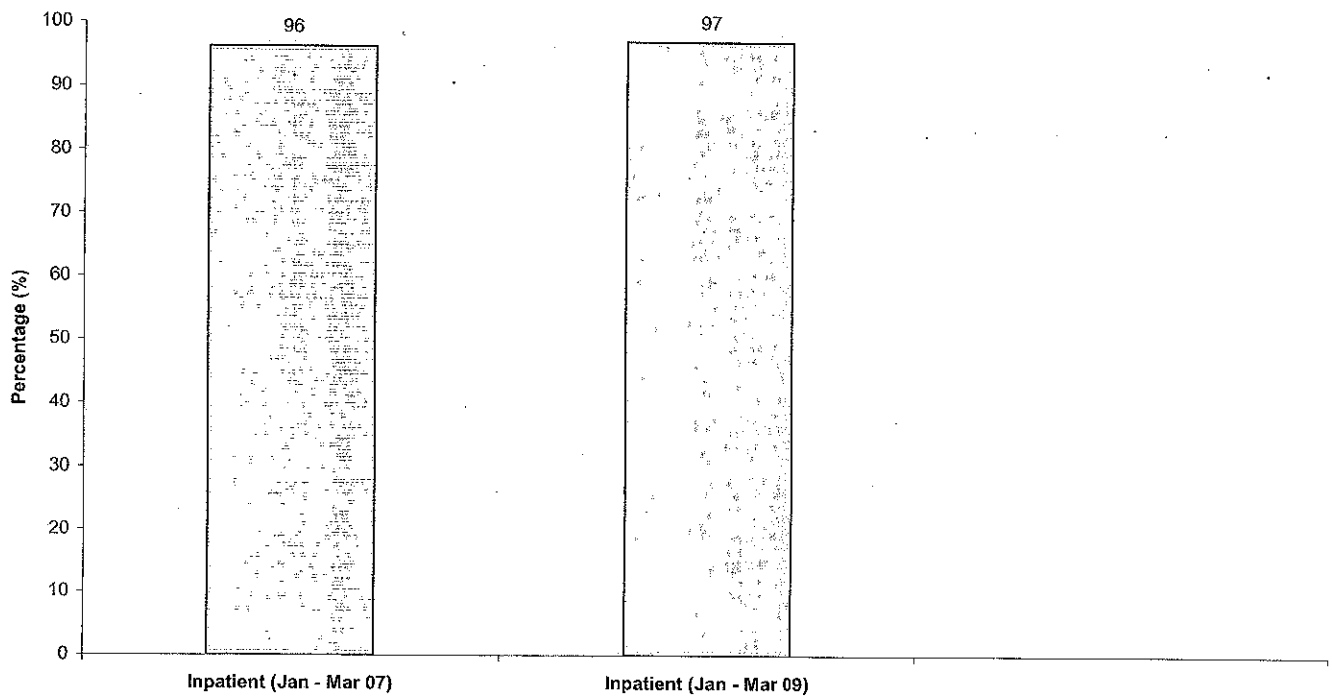
Please rate how your medicines, and how to take them, was explained to you



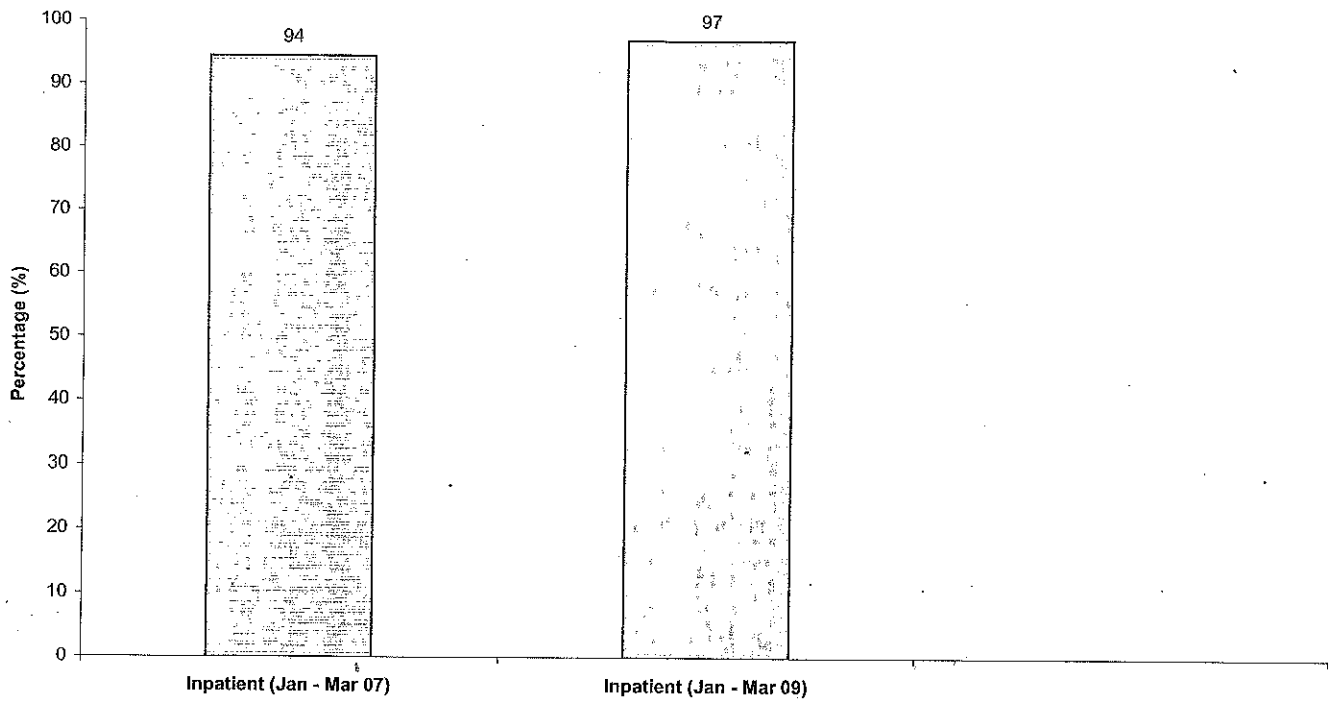
Please rate how well staff explained the reasons for collecting personal information from you



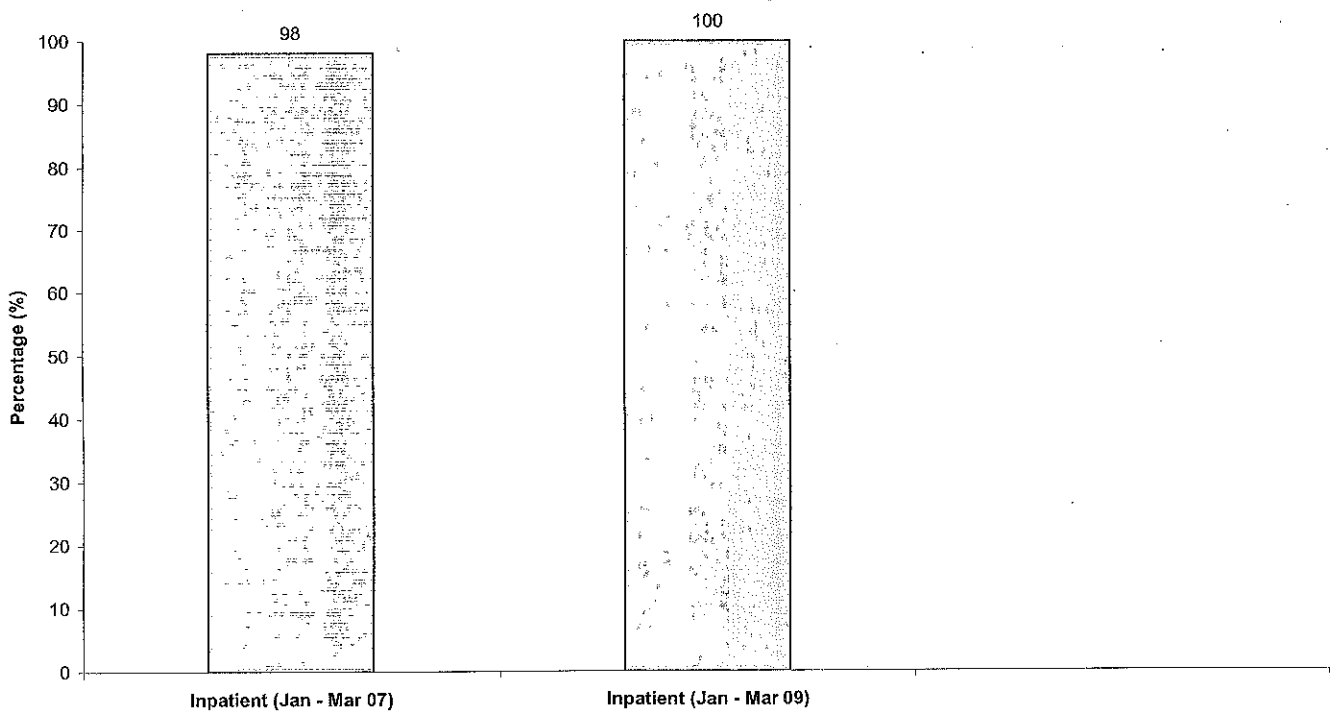
Please rate how well staff explained to you when things were going to happen



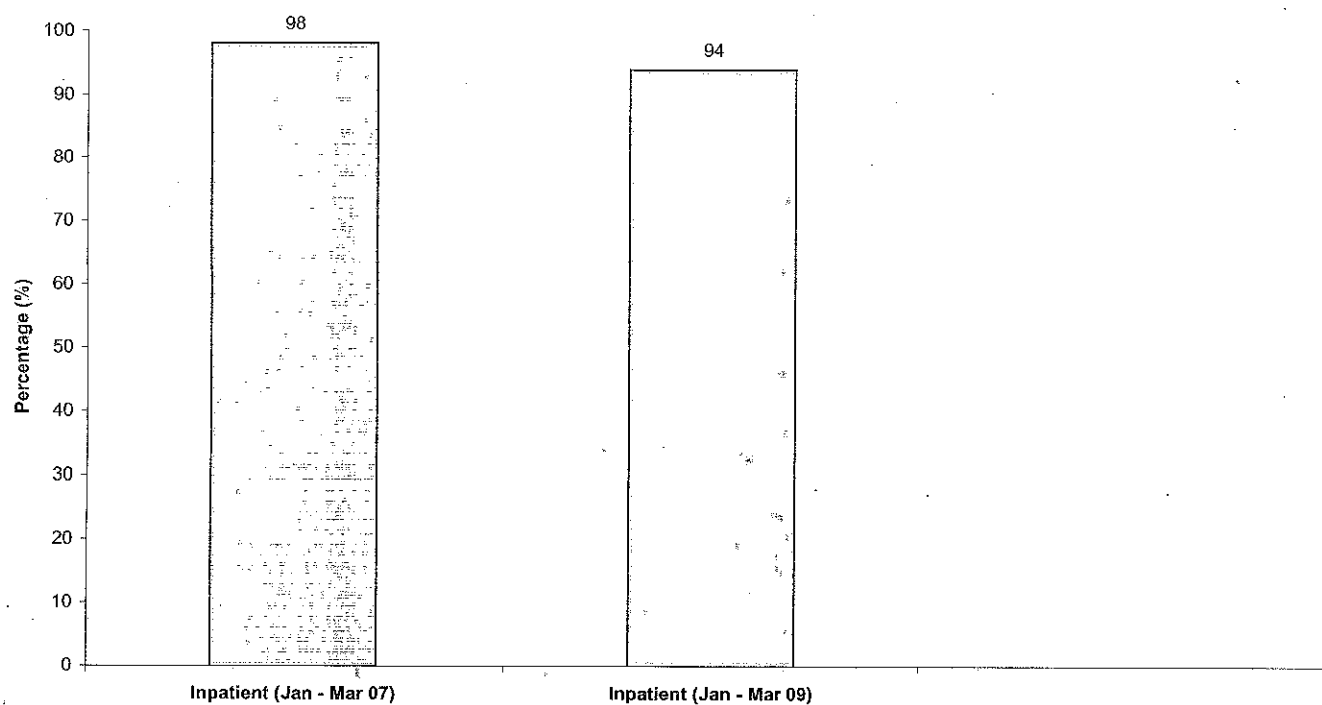
Please rate how well staff explained to you
why they were doing things



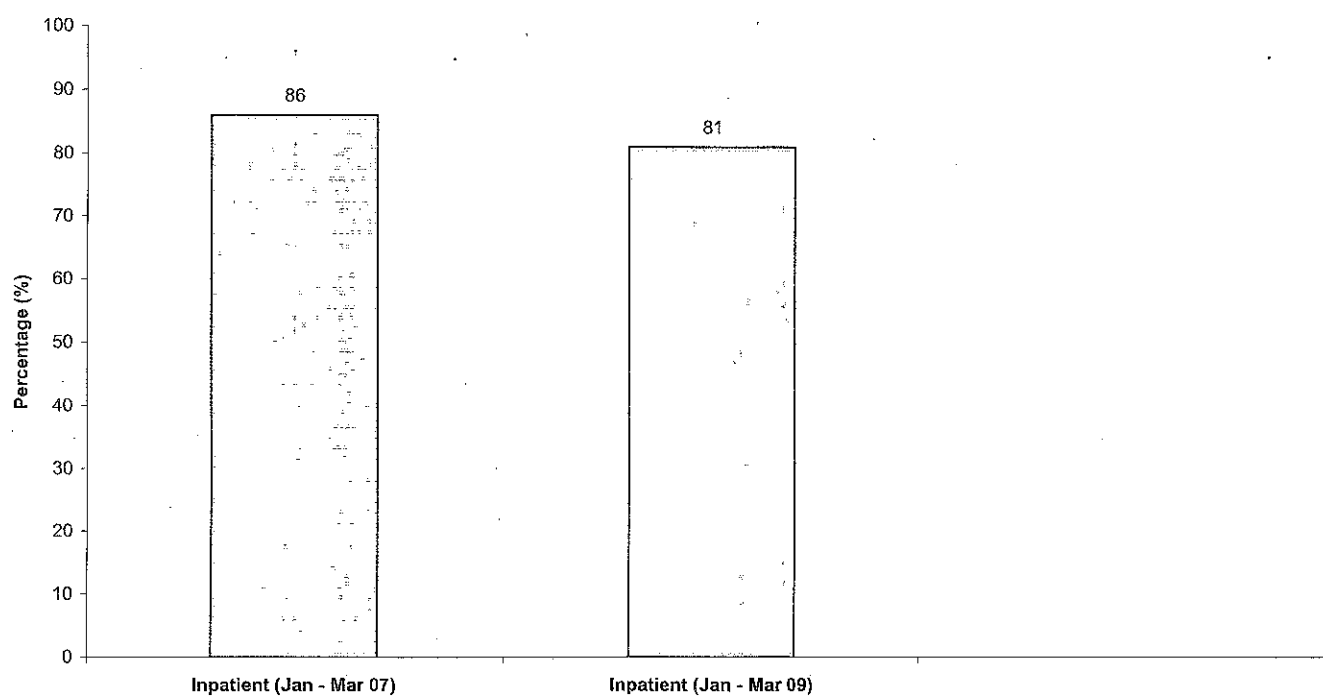
Please rate how well staff answered
any questions that you may have had



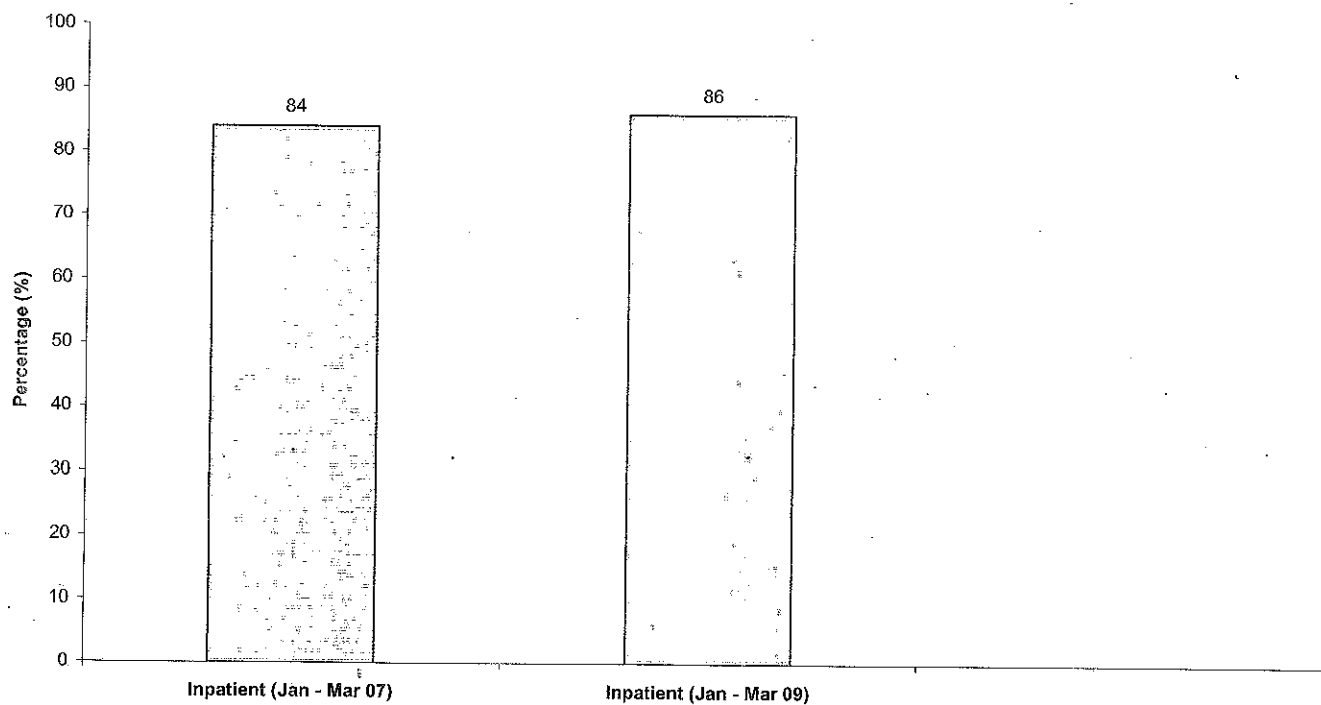
Please rate how well you understood
what staff were saying to you



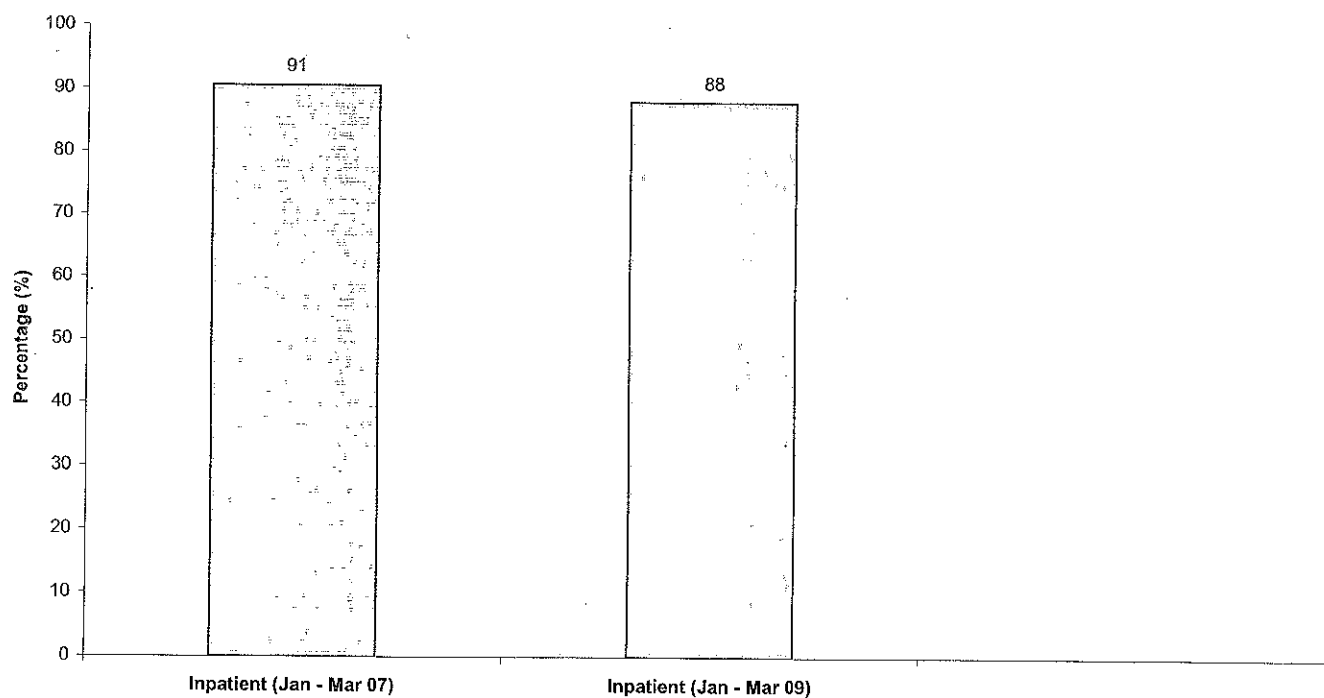
Please rate how clear the information given to you
about your discharge was



Please rate how well you and your family were involved in decisions that were made about your discharge plan



Please rate how well it was explained to you what you should do if you got worse after you left hospital



Please rate how well it was explained to you who to contact
if you needed help after you left hospital

