

September 2013 Interim Nurse Survey

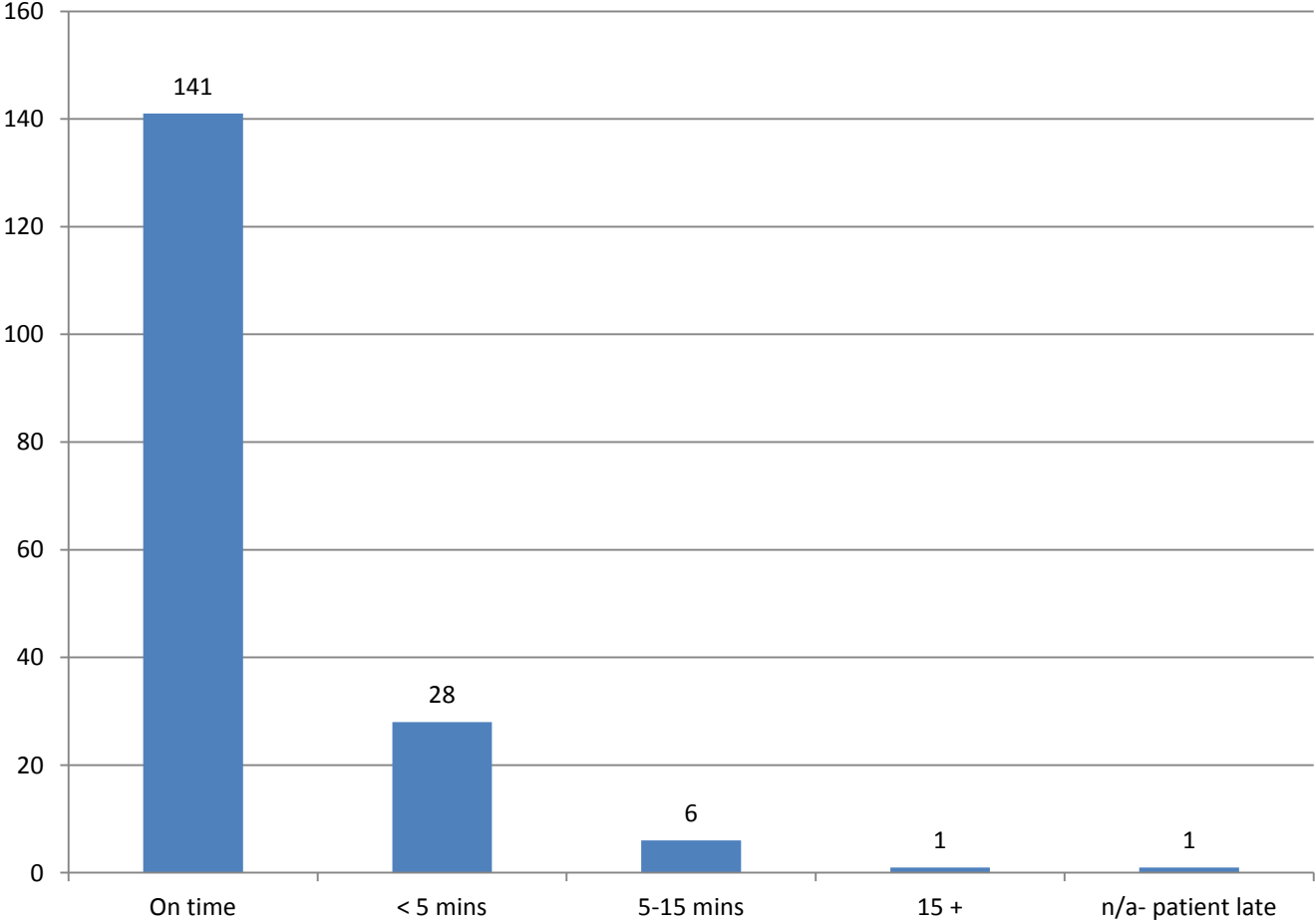
Following the December 2012 survey
“Surgery Services & Patient Care”
and in accordance with the Survey Action Plan
the following Interim Nursing Survey was
conducted over a period of 2 weeks in
September 2013.

The areas addressed reflect only those areas that
received slightly lower scores in the
December 2012 Survey.

Accompanying comments to the interim nurse survey

- Total completed surveys 177 over a 2 week period in September when all the nursing team were present
- Patients were asked to complete the survey anonymously away from the treatment room to avoid possible pressure to score highly
- Completed surveys were returned to reception where a collection box was located
- The reader should be conscious that the nursing team knew they were being surveyed
- It should be noted that 4 x responders had advised they were seen on time, but then scored '1' in all areas. Consideration should be given that the responder may have mistakenly assumed 1 was highest. Several surveys were received with correction markings despite the score being clearly explained on the Survey Form.
- Score system used: 1 is lowest, 5 is highest

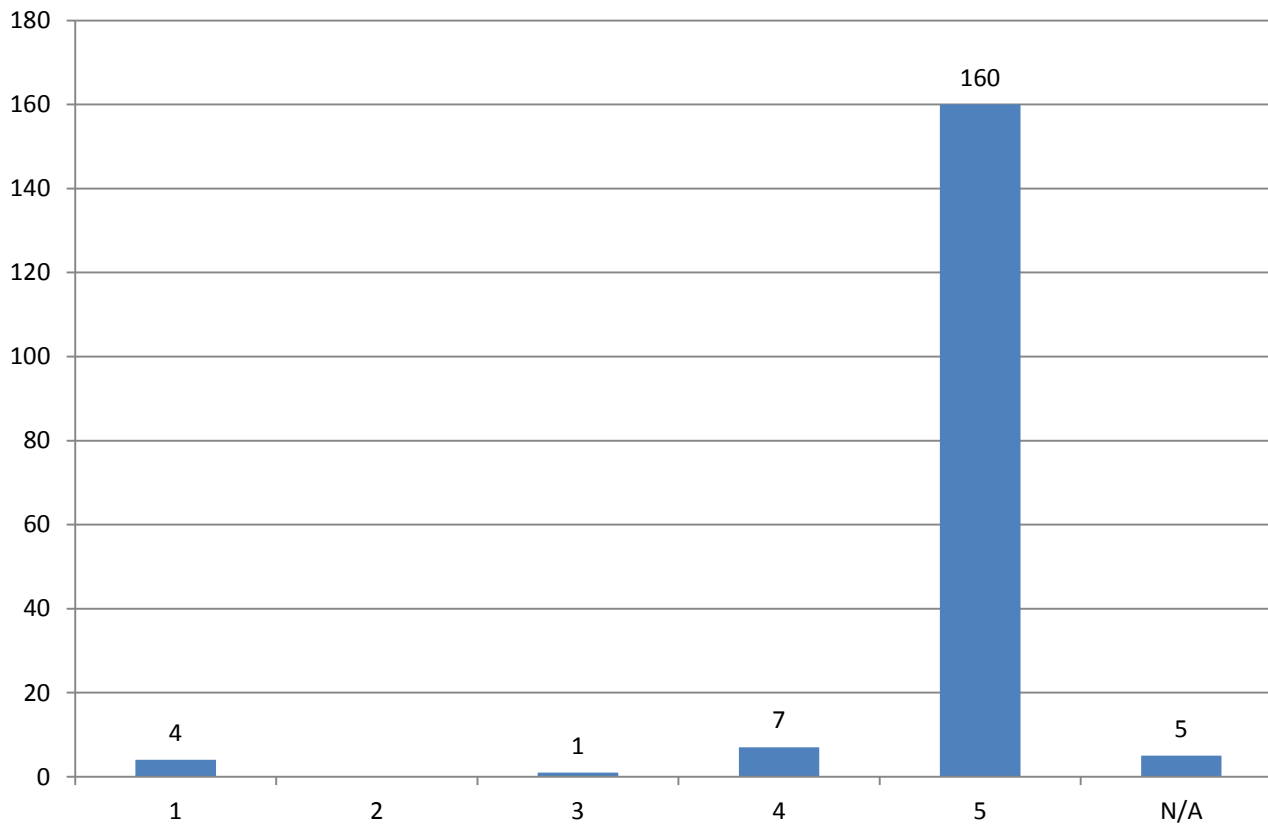
On arrival, how long were you kept waiting?



This survey
177 surveyed =
79.6% on time

Jan 2013
301 surveyed =
37.5% on time
27.5% <5min
27.9% 5-10 mins

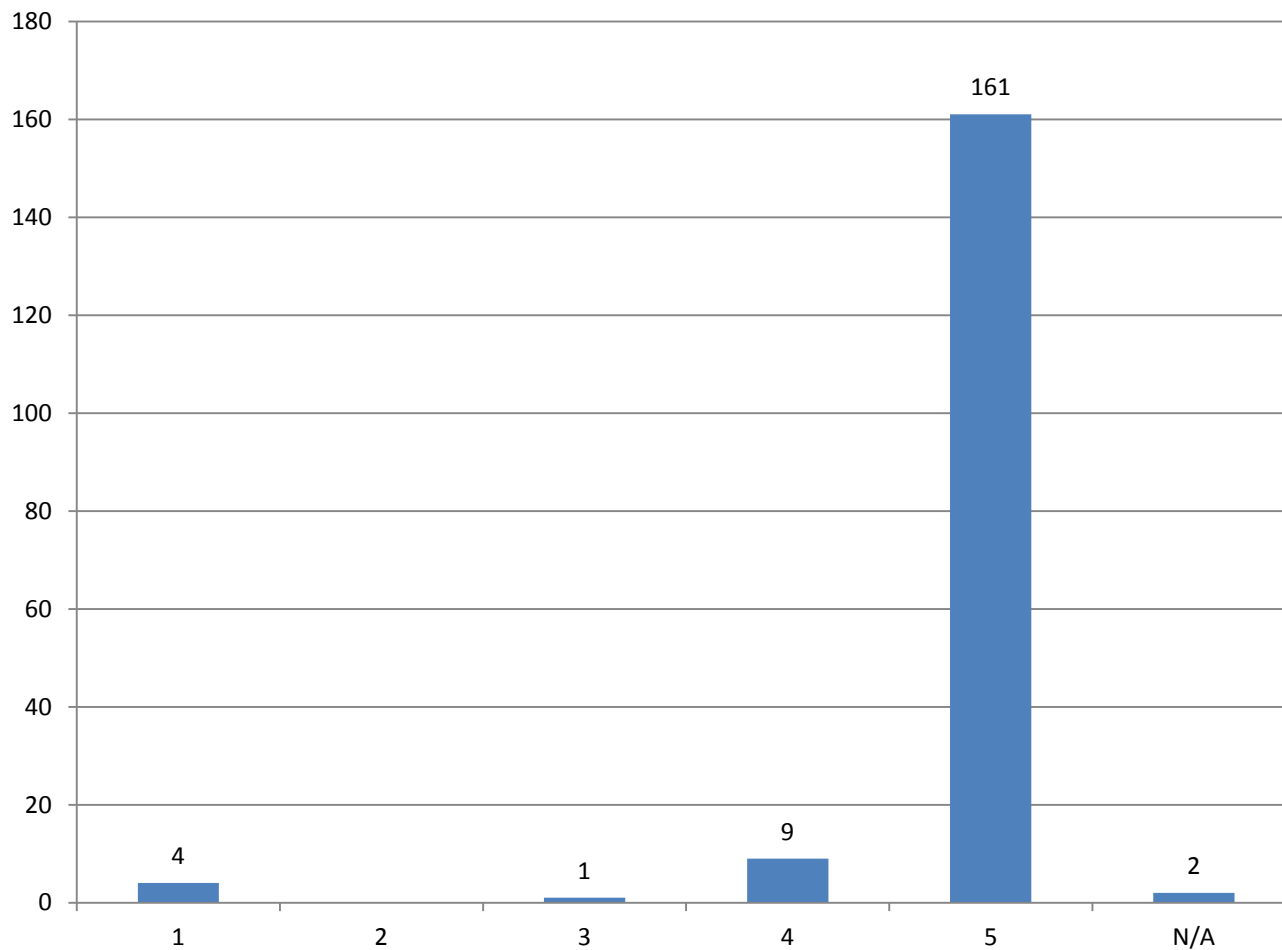
How well did our nurse enquire and listen about your symptoms?



This survey
177 surveyed =
90.3% rated

Jan 2013
301 surveyed =
87% listening
85.8% enquiring

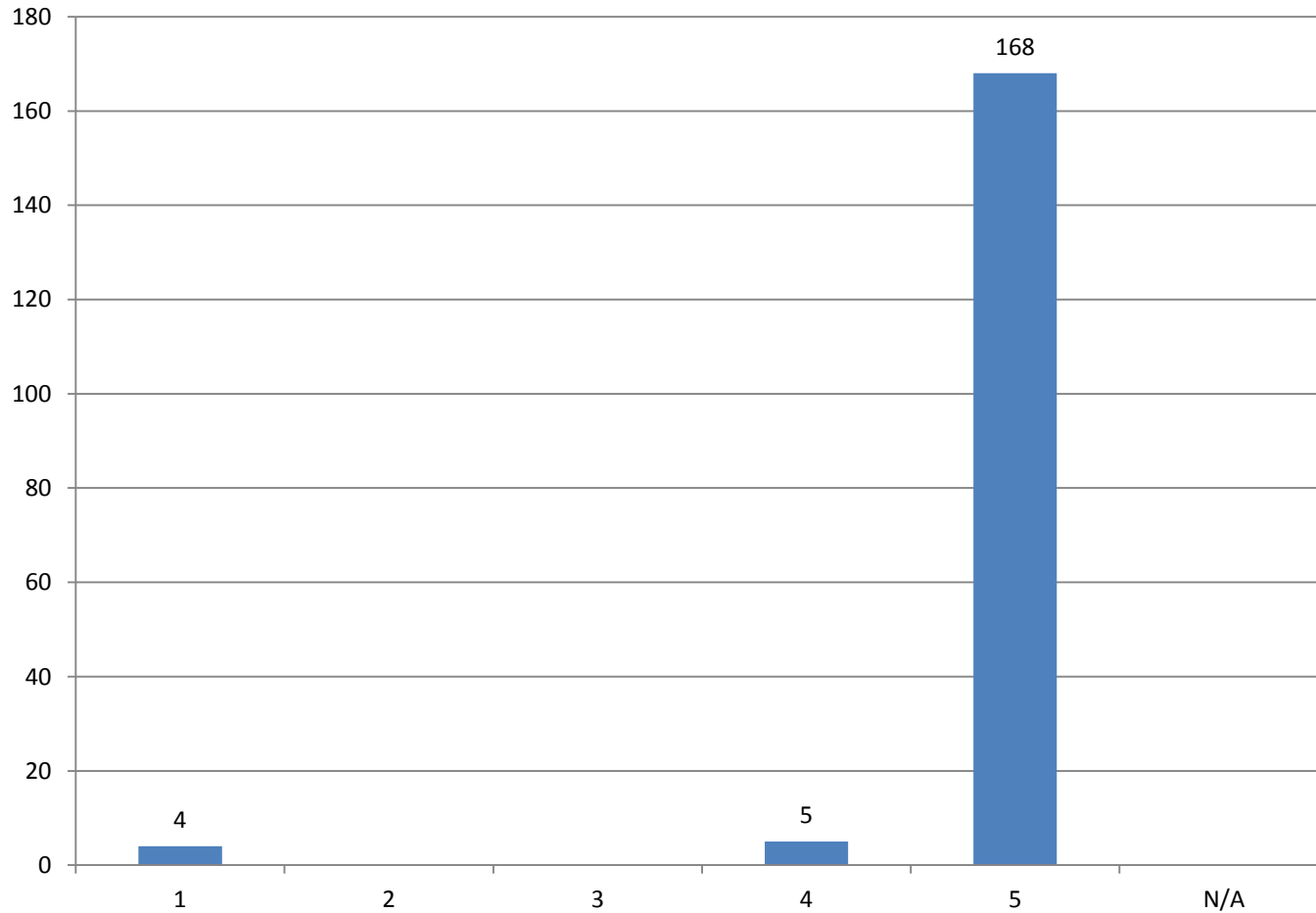
How well did our nurse explain and/or perform any required tests and/or treatments?



This survey
177 surveyed =
90.9% rated

Jan 2013
301 surveyed =
84.6% rated

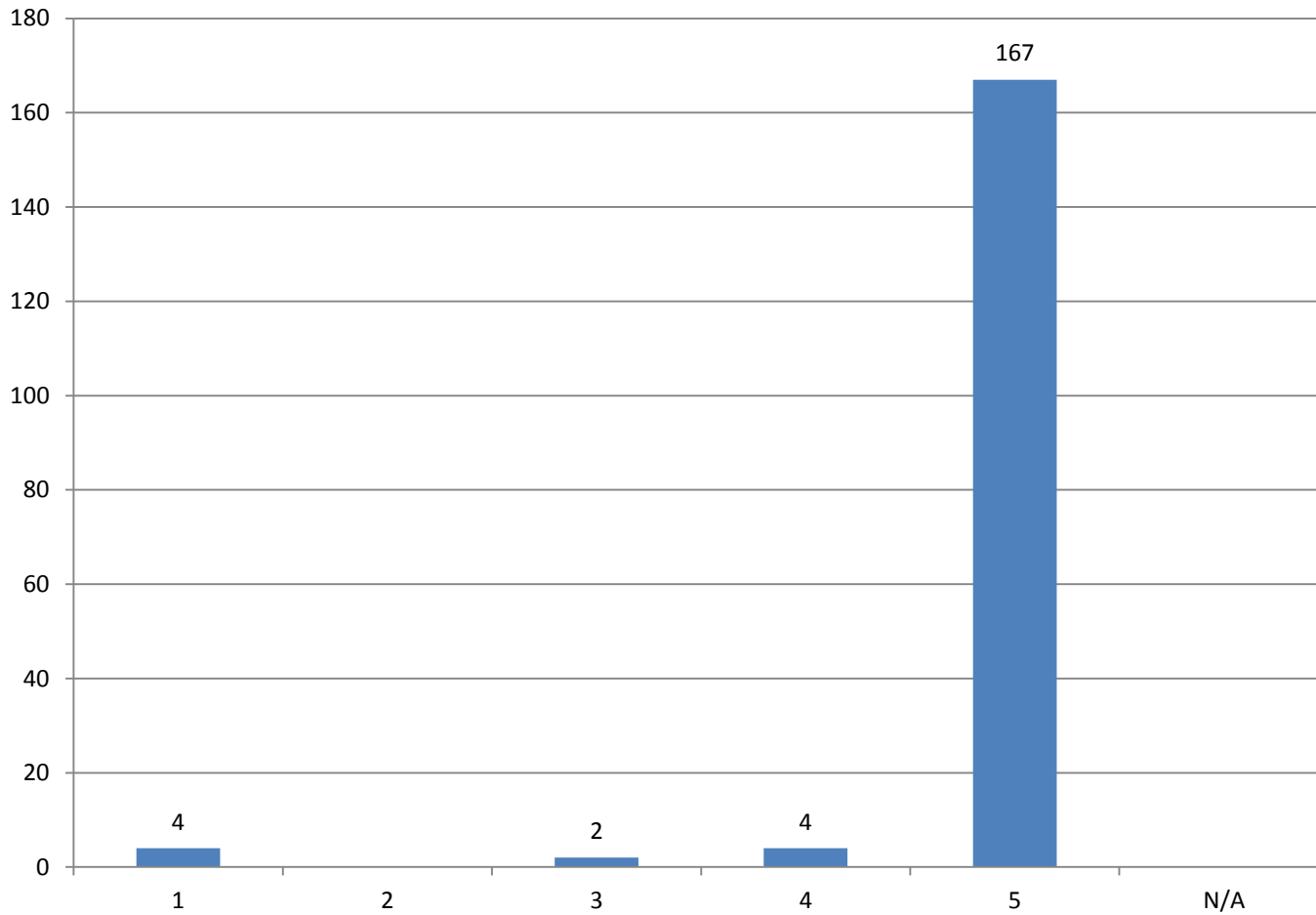
How much confidence & trust did you have in the nurse's care, actions and decisions?



This survey
177 surveyed =
94.9% rated

Jan 2013
301 surveyed =
74% rated

Overall, how would you score your visit today?



This survey
177 surveyed =
94.35 overall
rating

Patient Feedback in additional to Survey

- Top Marks, Excellent
- Excellent
- We are so lucky to have this wonderful facility in Fleet. Thank you.
- Nurse Michelle was excellent