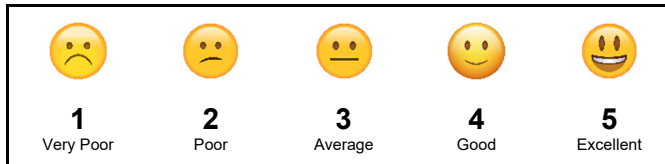





## Patient Feedback Summary Report

For the data collected from 29<sup>th</sup> September 2021 – 5<sup>th</sup> November 2021

Feedback captured: **422 patients**

Scoring in key areas (scale: 1 being very poor to 5 being excellent)



Pre admission booking process / instructions	<b>4.9 / 5</b> = no change
Admission process on the day	<b>4.9 / 5</b> = no change
Care you received by: Nursing	<b>4.9 / 5</b> =  0.1 decrease
Care you received by: Anaesthetist	<b>4.9 / 5</b> = no change
Care you received by: Endoscopist	<b>4.9 / 5</b> =  0.1 decrease
Cleanliness of the hospital facility	<b>4.9 / 5</b> =  0.1 decrease

### Patient Comments [optional]:

- *If I ever need another colonoscopy I will definitely come back here;*
- *Pre-admission - was informed info would be mailed - need clarification - service from entry to exit - excellent. Appreciate being provided info on what will happen and what is going on - theatre experience excellent. Thank you.*
- *Dr Pollard was very professional and I learnt my results soon after the procedure which was good. Dr David (anaesthetist) was one of the best I've ever had. Nurses were professional and showed empathy and care;*
- *All staff were very friendly and professional relaxing atmosphere;*
- *I am always treated with the highest respect from start to finish. Grateful to entire team. Professionalism and care;*
- *You deserve a pat on the back. Without these great staff we would be in a world of pain, thank you one again;*
- *Thank you to everyone for their care and wonderful attitude. Made the process very easy;*
- *Bel was great. I am now aware where both toilets are! Pictures look great, should sell frames!*