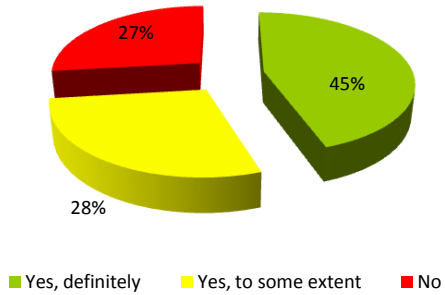
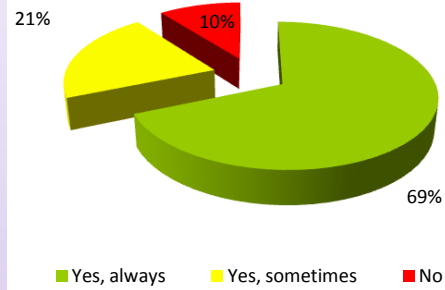


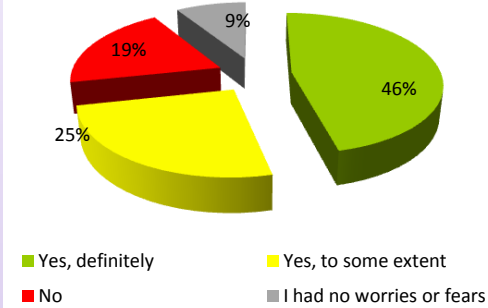
Involved in decisions about care and treatment 67



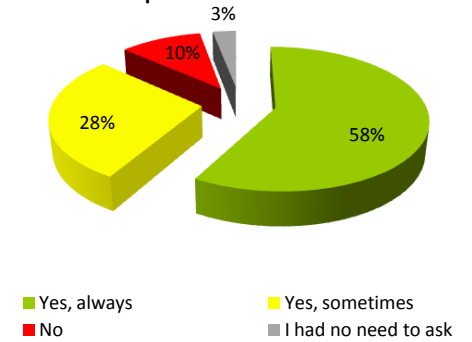
Confidence and trust in Doctors 67



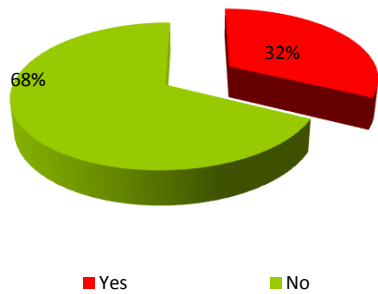
Find staff to talk to about worries and fears 67



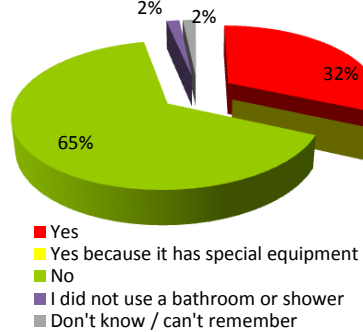
Understood answers given by doctor to questions asked 67



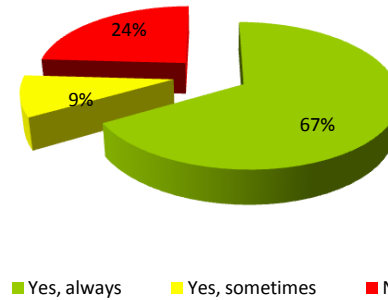
Shared sleeping area with patients of opposite sex? 62



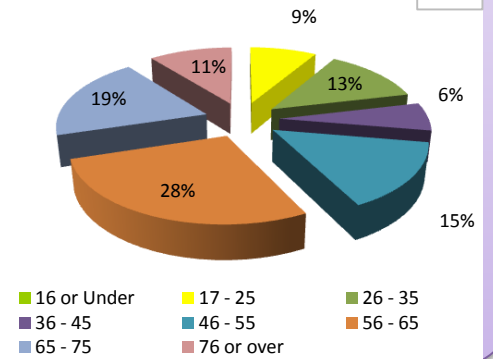
Use same bathroom/shower as patients of opposite sex 60



Treated with dignity and respect 54



Age 47



Patient Satisfaction Score

	August	September	October	Change
Involved in decisions about care and treatment	59%	57%	45%	-12%
Confidence and trust in the Doctors	58%	59%	69%	10%
Find staff to talk to about worries/fears	68%	71%	51%	-20%
Understood answers given by doctor to questions asked	48%	60%	60%	0%
Shared sleeping area	51%	54%	68%	14%
Treated with dignity and respect	81%	58%	67%	9%

Response numbers: August 76, September 58, October 67

■ Excellent: 80%+ ■ Good: 65% - 79% ■ Fair: 50% - 64% ■ Poor: 40% - 49% ■ Very Poor: Under 40%