

Summary Report

Client: **NHS**

Total Surveys: **80** of **114**

Surveys: **NHS Survey**

Quarantined: **34**

Locations: **Location 1**

Date Range: **22-Feb-2011** to **29-Mar-2011**

Time Range: **00:00** to **23:59**

Question ID	Question	All Responses	
1	Please indicate which department your appointment was in today? (80)		
	Childrens	33.8%	27
	A&E	31.3%	25
	Pharmacy	15.0%	12
	Therapies	12.5%	10
	Surgery	7.5%	6
2	How would you rate the waiting area? (80)		
	Excellent	45.0%	36
	Good	30.0%	24
	Fair	12.5%	10
	Poor	8.8%	7
	Very Poor	3.8%	3
3	How would you rate the cleanliness of the waiting area? (80)		
	Excellent	57.5%	46
	Good	20.0%	16
	Fair	7.5%	6
	Poor	3.8%	3
	Very Poor	2.5%	2
	Did not go on any Extreme rides	8.8%	7
4	How long after your appointment time were you seen? (80)		
	On time	26.3%	21
	Less than 5 mins	31.3%	25
	5 - 15 mins	15.0%	12
	15 - 30 mins	18.8%	15
	More than 30 mins	8.8%	7
5	How satisfied were you by the cleanliness of the toilets? (80)		
	Very satisfied	27.5%	22
	Satisfied	32.5%	26
	Neither satisfied not dissatisfied	15.0%	12
	Dissatisfied	17.5%	14
	Very dissatisfied	5.0%	4
	Did not use the toilets	2.5%	2
6	In terms of staff, how would you rate the following? - Cleanliness (80)		
	Excellent	30.0%	24
	Good	32.5%	26
	Fair	22.5%	18
	Poor	12.5%	10
	Very Poor	2.5%	2
7	In terms of staff, how would you rate the following? - Understanding (80)		
	Excellent	46.3%	37
	Good	41.3%	33
	Fair	3.8%	3
	Poor	7.5%	6
	Very Poor	1.3%	1
8	In terms of staff, how would you rate the following? - Helpfulness (80)		
	Excellent	25.0%	20
	Good	27.5%	22
	Fair	21.3%	17

	Poor	21.3%	17
	Very Poor	5.0%	4
9	When using the Help Booth, how would you rate the staff attitude? (76)	All Responses	
	Excellent	38.2%	29
	Good	26.3%	20
	Fair	5.3%	4
	Poor	6.6%	5
	Very Poor	1.3%	1
	Did not use the help booth	22.4%	17
10	How would you rate this hospital overall? (76)	All Responses	
	Excellent	46.1%	35
	Good	38.2%	29
	Fair	10.5%	8
	Poor	3.9%	3
	Very Poor	1.3%	1
11	Would you recommend this hospital to your family and friends? (74)	All Responses	
	1	1.4%	1
	2	1.4%	1
	3	2.7%	2
	4	1.4%	1
	5	6.8%	5
	6	8.1%	6
	7	14.9%	11
	8	17.6%	13
	9	16.2%	12
	10 - Yes, definitely	29.7%	22
12	Please tell us how we can improve (72)	All Responses	
	Open Ended - Answered	100.0%	72
	Open Ended - Unanswered	0.0%	0
13	Please tell us your age (73)	All Responses	
	16 and under	8.2%	6
	17-24	28.8%	21
	25-34	27.4%	20
	35-44	21.9%	16
	45-54	8.2%	6
	55-64	4.1%	3
	65 and over	1.4%	1
14	Please tell us your gender (73)	All Responses	
	Male	54.8%	40
	Female	45.2%	33