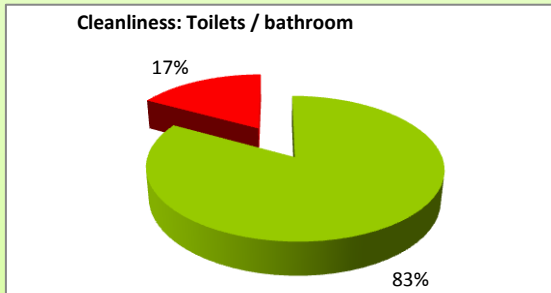
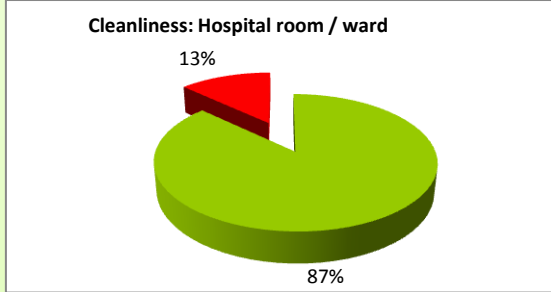
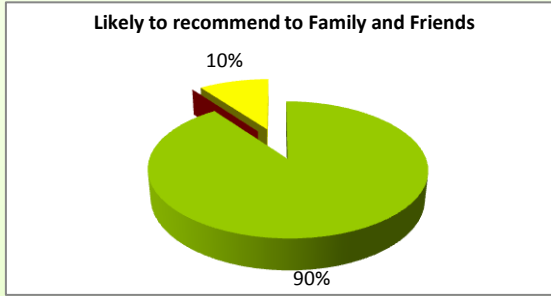
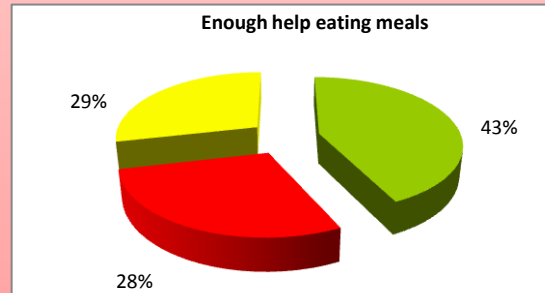
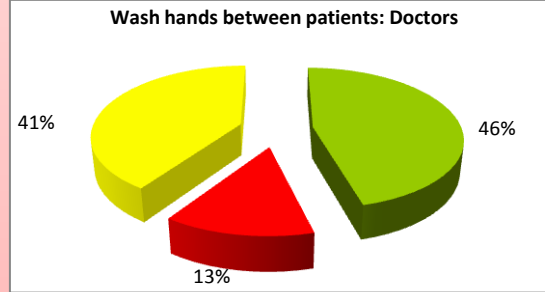
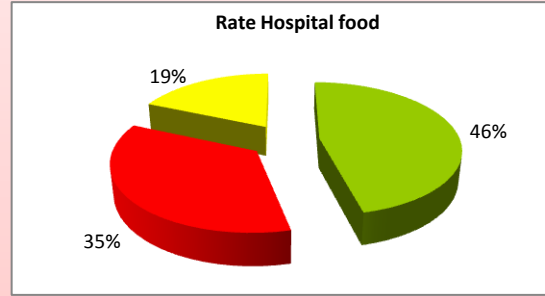


Top 3 Performing Areas



Top 3 Areas for Improvement



■ Positive ■ Negative ■ Neutral

We have listened to your feedback, here are our actions:

Patient Satisfaction Score

		January	February	March	Performance Indicator from current to previous month	
Core Area	Treated with respect and dignity	63%	70%	64%	↓	-6%
	Confidence and trust in the Nurses	64%	65%	65%	→	0%
	Involved in decisions about care and treatment	49%	53%	50%	↓	-3%
	Rating of care received	67%	69%	69%	→	0%
	Likely to recommend to Family and Friends	75%	78%	90%	↑	12%
Local areas of interest	Choice of food	68%	65%	59%	↓	-6%
	Understood the purpose of the medicines	72%	84%	82%	↓	-2%
	Bed waiting times	64%	64%	51%	↓	-13%
	Cleanliness: Hospital room / ward	89%	89%	87%	↓	-2%
	Cleanliness: Toilets / bathroom	84%	87%	83%	↓	-4%
		Response numbers	89	89	57	

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