



DETAILS:

40 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on the design of our Hospital.

EXTERIOR OF THE BUILDING

Was the building easy to located and access from the street?	100% answered YES
Was there adequate signage:	
- From the street	97% answered YES 1 answered No
- For parking	100% answered YES
- Signage on reception door i.e. doctor information	100% answered YES
Was the exterior of the building clean?	100% answered YES
Was the entry into the building easy - not too many stairs/walkways etc?	100% answered YES

Comments:

- Was good. Easy to spot. Saved us from making a wrong turn
- Handrail good by the steps
- All good
- Whilst the interior of the building is clean, it could probably benefit from a fresh paint
- Comment : Difficult to see entrance so is a problem in traffic

INTERIOR

Was the interior clean and modern?	100% answered YES
Was the reception area clean and tidy?	100% answered YES
- Were the chairs comfortable, with acceptable waiting areas for patients?	97% answered YES 1 answered No
- Was the waiting room tidy with appropriate reading material?	97% answered YES 1 answered No
Were the toilets presentable and clean?	100% answered YES
Was the television on a suitable channel and volume?	100% answered YES
Did the layout work well – flow from waiting room to procedure to recovery?	100% answered YES
Was the recovery area presentable, clean and tidy with adequate reading material?	100% answered YES
Was the air conditioning at a good temperature (not too hot/cold)?	100% answered YES
Did you have an opportunity to complete a feedback form – either in reception or patient recovery?	95% answered YES 2 answered No

Comments:

- Whole experience made easy and calming. Staff amazing
- Very good
- Everyone was very pleasant and helpful
- Chairs in the waiting area could be more comfortable to create a more relaxed experience
- Not a lot of reading material, although people these days rely on their mobile phones
- Bit too cold in waiting areas
- Very pleasant surrounds

TURN OVER PAGE

- Staff were very helpful, professional and caring
- TV show was on ##\$! morning show, but old folks love it. Waiting room was fine but crossword available ridiculously hard. While I'm no slouch when it comes to knowledge who remembers specific movie character played by potentially two actors.

OVERALL

Overall, were you satisfied with your experience with us? **100% answered YES**

Did you have any concerns throughout your visit? **100% answered NO**

Comments:

- Happy!
- It all runs very smoothly
- The staff (nurses and doctors) were excellent
- Staff very pleasant
- Staff very friendly, informative, caring ++ , professional but so kind

Other feedback/comments:

- Excellent, professional
- All very good
- Everything satisfying!!
- Staff very friendly and efficient. Good communication with Doctor. Lovely wrap and coffee
- A very good experience. Everyone friendly
- Good experience
- Very friendly & professional
- I am super impressed with your service. I am a referring GP and once again your services are 100%. Michael is amazing. Staff are amazing. Dr B. O'Kane
- Wonderful service
- All the staff were lovely thank you
- Very happy every time I have been here the staff have always been friendly and brilliant
- Cannot thank all staff enough for professionalism, courtesy, friendliness and assistance
- Everyone has been exceptionally friendly and helpful, it's great to see some positive life in your foyer (the fish), thanks to you all for your kindness
- Everyone was very friendly and helpful
- Staff very friendly and professional
- Everyone I came in contact with was lovely, I was very pleased to be here, was well looked after thank you
- Good communication and follow up from reception staff, calm efficient medical staff
- Thank you to everyone, I was very nervous so didn't know what to expect but was very surprised how it all went – in a good way
- All staff were professional, helpful and reassuring throughout the whole experience here. Thank you!
- I was very happy with my treatment, thank you
- Exceptional staff, facilities clean and tidy
- All staff were exceptional and doctors very good, and explained everything well
- I'm very satisfied with every part of my visit. Everyone made me feel very comfortable and relaxed
- Staff are great and complement a very nice clinic
- **Might want to invest in friendly and casual knowledge crosswords like a word search. Bit pedantic but it's the only advice I can offer**
- Everyone was courteous and concerned with my wellbeing. Thank you
- I think the overall experience is good and the staff are all professional in their approach

RESULTS

Overall a very high satisfaction with the Hospital Design.

1. Results to be discussed at Management and Consumer Meetings.
2. Circulate results to staff, consumers and make available on our website, and in waiting room.