



CONSUMER SURVEY JANUARY 2023



TOPIC: COMMUNICATION

LOCATION: SOUTHSIDE ENDOSCOPY CENTRE

DETAILS:

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

KEPT INFORMED THROUGHOUT YOUR ADMISSION

From arrival to going home, were you kept informed:

1. At reception when being admitted?	100% answered YES
2. Pre-Procedure with Nurse?	100% answered YES
3. Pre-Procedure with the Anaesthetist and Gastroenterologist?	100% answered YES
4. In the Procedure Room?	100% answered YES
5. In Recovery (while in bed)?	100% answered YES
6. In Seated Recovery (where you had something to eat and drink)?	100% answered YES
7. At time of discharge with the Receptionist?	100% answered YES

Comments:

- Great communication at all times
- Went like clockwork
- All very good
- Great staff – I felt well cared for
- All good, no stress
- All staff courteous & helpful. Dr Miros was very informative, along with anaesthetist who both made me feel at ease prior to op
- Everything was very good, very well cared for, very well
- Excellent service
- No complaints – a well-oiled process with very good staff, nurse admin and doctors
- Very helpful & attentive
- Excellent, staff so friendly
- All wonderful
- Staff are amazing, friendly
- At nurse appointment was told husband could come through to see Drs on day, was told no this doesn't happen. Need to update your procedure here

DOCUMENTATION

Was your online admission paperwork easy to understand and complete?	100% answered YES
Were there any documents you found difficult to understand and complete?	87.5% answered NO 5 patients answered YES

Comments:

- Just a lot of reading & don't leave the computer for too long as you have to start all over again
- Family history – for our family my father (92) and my late brother have/had diabetes. I don't have it, but if I put it in, it went to 'how do you treat it', rather than 'do you suffer the condition', had to say (no) to complete
- Husband is the computer guru!
- Need to be computer literate
- Mine was posted, easier for me
- All very straightforward

COMMUNICATION WITH DOCTORS AND STAFF

Did you feel the Doctors had acceptable communication with you – both before and after your procedure?

100% answered YES

Did you feel you could ask questions when talking with the Doctor/Nurse or other staff?

100% answered YES

Comments:

- Excellent, everyone very professional
- All very good
- All good, thanks
- Excellent
- Pleasant experience

I.D CHECKED & PROCEDURE CONFIRMED

Was your I.D checked at multiple points throughout your admission:

- On arrival
- Pre-procedure with the nurse, and
- When you entered the procedure room

100% answered YES

100% answered YES

100% answered YES

Was the procedure you were having confirmed i.e. “You are having a Colonoscopy today”:

- When you arrived
- Pre-procedure with the nurse, and
- Again in the procedure room

100% answered YES

100% answered YES

100% answered YES

Comments:

- Excellent, very friendly
- Not a point missed, very good
- All good
- Plenty of questions were asked

OVERALL

Overall, were you satisfied with the communication you received today?

100% answered YES

Comments:

- Overall no issues. I have been here a few times and it has always been good
- A very well staffed & run practice
- Excellent
- Clearly explained and understood
- Everyone here is wonderful. Great team!
- Very professional and caring & explained everything in detail
- Team from reception throughout are awesome. Thank you all!
- Very happy with the team
- Unable to contact office by phone at 3.40pm. Answering machine only. Should be open until 4pm
- Fantastic service and extremely professional staff
- Thank you
- Very organised – professional – great care from staff
- All staff that I had contact with were great 10/10
- Overall very professional and informative
- The staff were all kind and friendly
- Outstanding service and care are provided – all staff welcoming and friendly
- Awesome
- Great work by all
- Very friendly staff
- Wasn't aware I could use Vaseline around anus after experience burning discomfort due to taking bowel prep

RESULTS

Overall a very high satisfaction with the communication received while at the Hospital.

1. Results to be discussed at Management and Consumer Meeting.

2. Circulate results to staff, consumers and make available on our website, and in waiting room.