



CONSUMER SURVEY DECEMBER 2022



TOPIC: PATIENT RIGHTS & RESPONSIBILITIES LOCATION: SOUTHSIDE ENDOSCOPY CENTRE

DETAILS: 40 patients randomly selected (across different age groups/gender) and asked to complete a survey on Patient Rights & Responsibilities.

As a patient of Southside Endoscopy Centre, were you aware that you had rights and responsibilities?

100% answered YES

If yes, how did you know?

- Information in booklets (24 responses)
- Posters in waiting room (7 responses)
- Brochures (8 responses)

If these rights and responsibilities were not adhered to, do you know the course of action to follow for making complaints?

100% answered YES

Do you have any suggestions on how we can improve your understanding of your rights and responsibilities?

Is the format of the brochure information on Rights & Responsibilities (located in the Day Admission Booklet) easy to read and understand?

100% answered YES

Do you understand what will happen with your personal information?

100% answered YES

RESULTS OVERVIEW

Overall a high satisfaction with patient rights and responsibilities.

1. Results to be discussed at Management and Consumer Meeting, and look at areas for improvement as outlined in this survey by patients.
2. Circulate results to staff, consumers and make available on our website, and in waiting room.