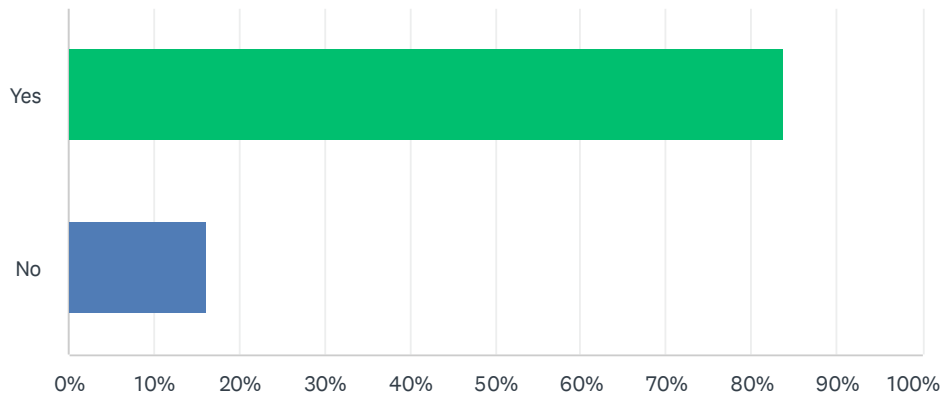


Q1 Following your procedure, did you see the feedback forms available for you to complete while in Recovery?

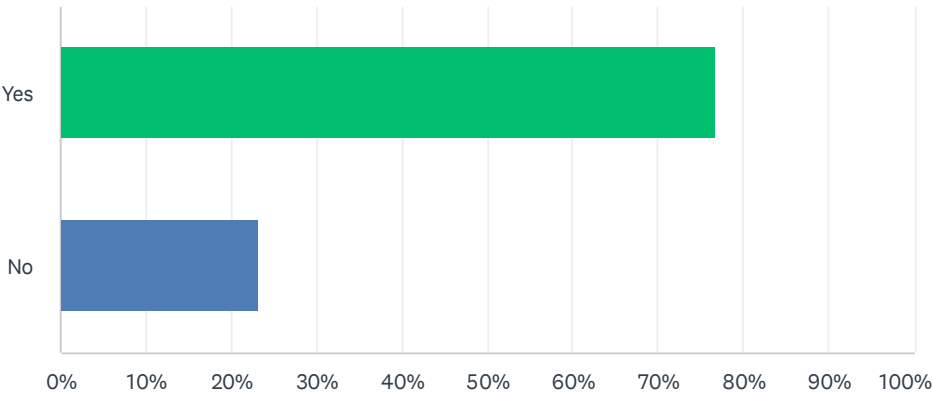
Answered: 43 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		83.72%	36
No		16.28%	7
TOTAL			43

Q2 Did you see the 'Google Review' plate on the table while you were having refreshments after your procedure?

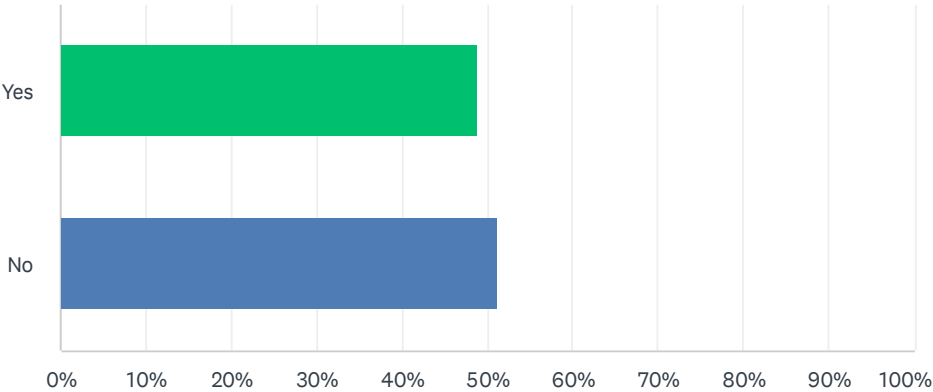
Answered: 43 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		76.74%	33
No		23.26%	10
TOTAL			43

Q3 Prior to going in for your procedure, did you see the same available to you in the waiting room?

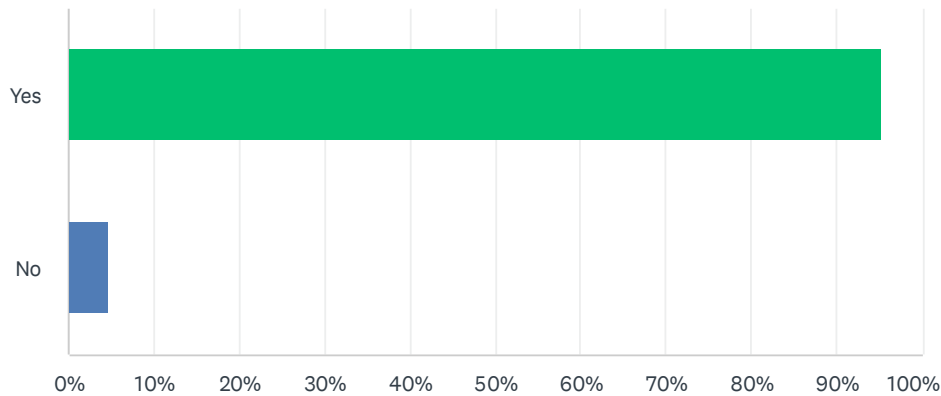
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	48.84%	21
No	51.16%	22
TOTAL		43

Q4 In the Day Admission booklet emailed to you, did you see the Patient Rights & Responsibilities?

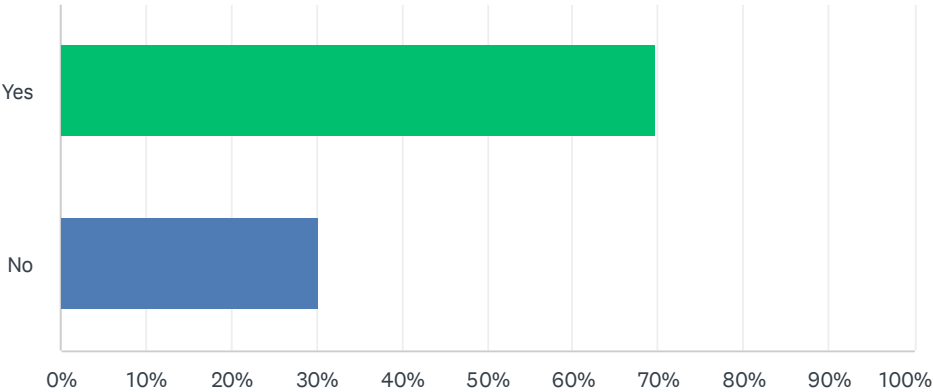
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	95.35%	41
No	4.65%	2
TOTAL		43

Q5 If you wanted to make a complaint about our service/your experience, would you know the process for doing so?

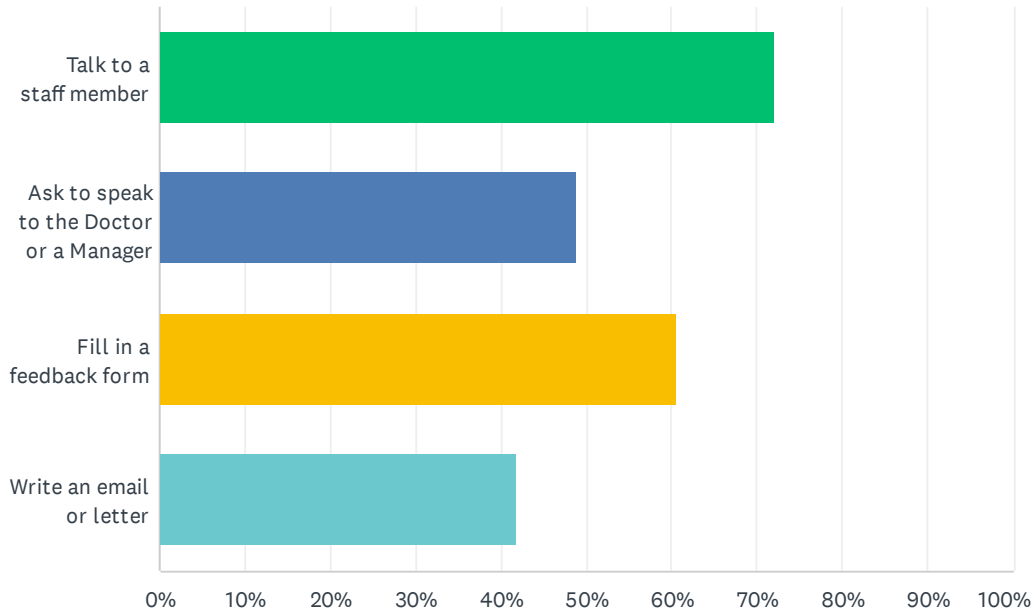
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	69.77%	30
No	30.23%	13
TOTAL		43

Q6 What would you expect the process to be? (choose as many as you like)

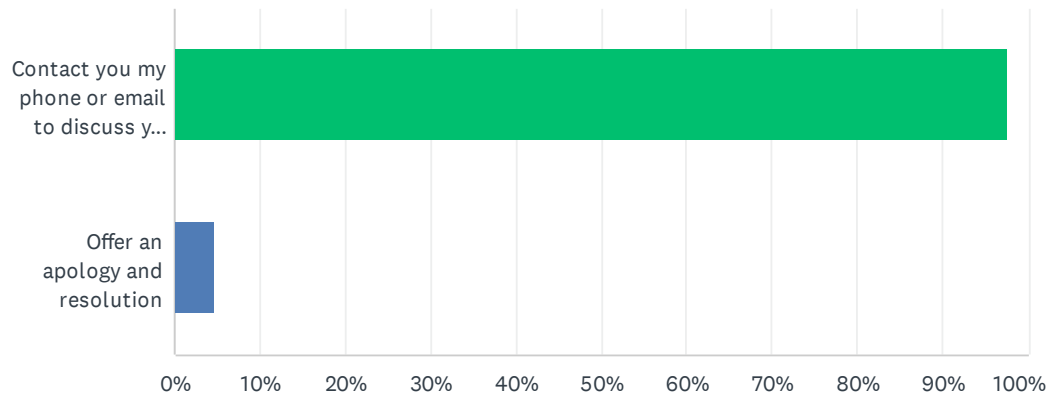
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Talk to a staff member	72.09%	31
Ask to speak to the Doctor or a Manager	48.84%	21
Fill in a feedback form	60.47%	26
Write an email or letter	41.86%	18
Total Respondents: 43		

Q7 If you made a complaint, would you expect the Hospital to:

Answered: 43 Skipped: 0

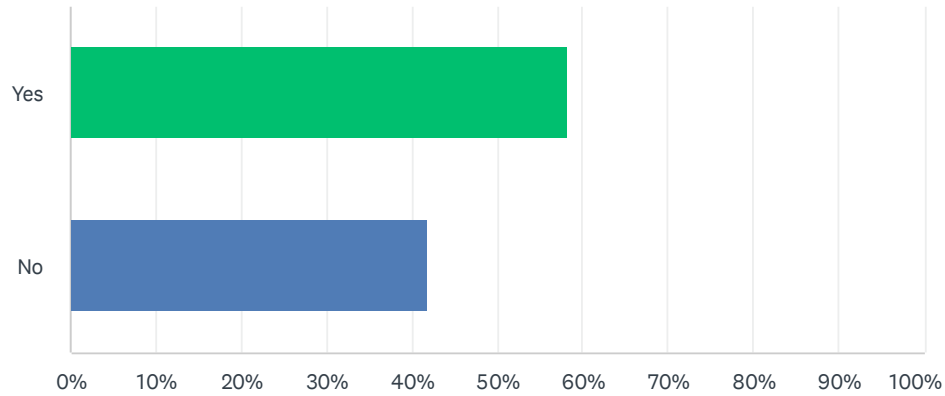


ANSWER CHOICES	RESPONSES	
Contact you my phone or email to discuss your concerns	97.67%	42
Offer an apology and resolution	4.65%	2
Total Respondents: 43		

#	OTHER (PLEASE SPECIFY):	DATE
1	Discuss concerns so that an amicable resolution could be reached	3/17/2025 7:43 AM
2	Top service	3/12/2025 9:46 AM

Q8 If you were unsatisfied with the Hospital's response, would you know how to take the complaint further?

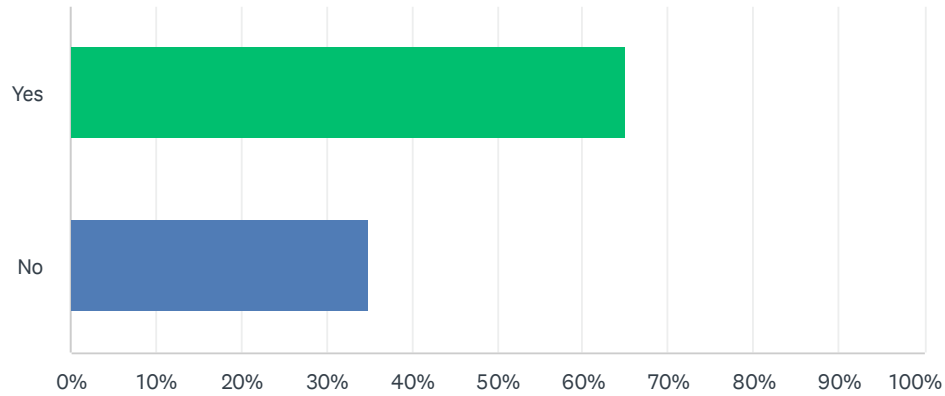
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.14%	25
No	41.86%	18
TOTAL		43

Q9 Have you heard of the OHO (Office of Health Ombudsman) whom you can contact if you have a complaint?

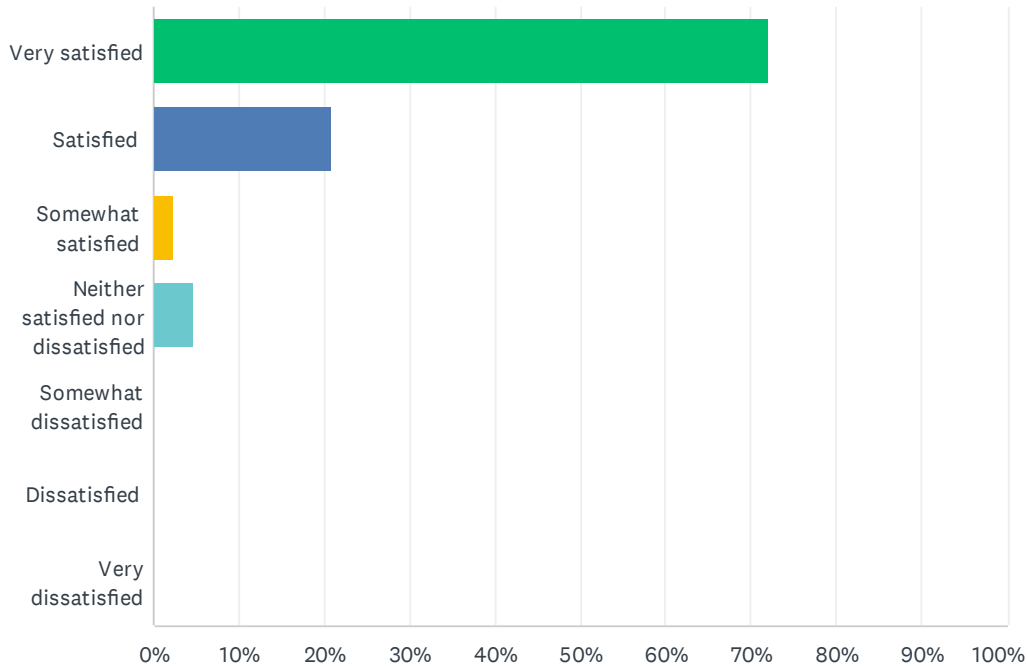
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	65.12%	28
No	34.88%	15
TOTAL		43

Q10 Overall, are you satisfied that if you had a complaint, this Hospital would take steps to listen to your concerns, and resolve your complaint?

Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	72.09%	31
Satisfied	20.93%	9
Somewhat satisfied	2.33%	1
Neither satisfied nor dissatisfied	4.65%	2
Somewhat dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		43

Q11 Would you like to provide any other feedback/comments about your day hospital stay with us?

Answered: 43 Skipped: 0

#	RESPONSES	DATE
1	Nil	3/17/2025 1:01 PM
2	Staff and doctors very professional .	3/17/2025 12:08 PM
3	All staff very courteous.	3/17/2025 10:47 AM
4	Had a great Esperance staff vary helpful and professional	3/17/2025 9:27 AM
5	Friendly staff. Efficient process. Good care taken.	3/17/2025 9:12 AM
6	Would be nice if the colon sachet prep tasted better	3/17/2025 7:43 AM
7	-	3/14/2025 11:21 AM
8	Very well looked after while here Thank you	3/14/2025 10:37 AM
9	Everyone was very kind and helpful	3/14/2025 9:21 AM
10	I found every staff member from first contact to discharge to be friendly, respectful, knowledgeable and helpful.communication was excellent at all levels	3/13/2025 1:59 PM
11	No	3/13/2025 1:01 PM
12	Staff were very friendly.	3/13/2025 11:06 AM
13	Nice friendly staffs , nurses and doctors. Very professional.	3/13/2025 10:24 AM
14	Everyone had fantastic customer service. Especially the Nurses, I did not catch all of their names. Particular shout out too, Sam my nurse for recovery. Lorraine my intake nurse. Both of the, made me feel very comfortable and relaxed. As someone who isn't familiar with medical procedures this was much appreciated.	3/13/2025 7:26 AM
15	Excellent staff and facilities	3/12/2025 11:13 AM
16	No	3/12/2025 10:40 AM
17	It runs like a well oiled machine	3/12/2025 9:46 AM
18	Later appoint	3/12/2025 8:09 AM
19	N/a	3/11/2025 11:50 AM
20	Great staff	3/11/2025 11:34 AM
21	Fantastic service, highly recommend if you need this procedure.	3/4/2025 1:08 PM
22	Happy with the proces	3/4/2025 1:03 PM
23	It went well	3/4/2025 12:32 PM
24	Very friendly staff and drs. The process was easy and very quick	3/4/2025 12:05 PM
25	Brilliant service,n	3/4/2025 11:52 AM
26	No	3/4/2025 11:48 AM
27	No	3/4/2025 11:08 AM
28	I was expertly looked after with respect, compassion and professionalism.	3/4/2025 9:38 AM
29	No	3/4/2025 8:50 AM

Complaints Handling

30	Friendly staff. Very helpful with positive energy. very satisfied with the staff and doctor service.Thank you all.	3/4/2025 8:47 AM
31	Fantastic service. Great staff. Very caring and kept well informed. Thanks.	3/4/2025 7:22 AM
32	Thank you to everyone for all your kind help	3/3/2025 12:59 PM
33	Lovel stay. Staff beautiful and very caring and nurturing, felt very at ease. Thank you so much!	3/3/2025 12:45 PM
34	Very satisfied 😊	3/3/2025 12:34 PM
35	Great service, very happy	3/3/2025 11:36 AM
36	Excellent service	3/3/2025 10:36 AM
37	Very satisfied	3/3/2025 10:33 AM
38	No	3/3/2025 10:30 AM
39	Great staff. Very smooth processes	3/3/2025 9:55 AM
40	No concerns or complaints. Thank you for the services provided	3/3/2025 9:34 AM
41	Wonderful, experience everything explained in a Curtis welcoming manner, felt very welcome Thank you	3/3/2025 8:40 AM
42	Na	3/3/2025 6:57 AM
43	All the staff has been wonderful to deal with	2/28/2025 3:00 PM