

# The Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust

Date

01 May - 31 May

Average score this period



Reviews this period

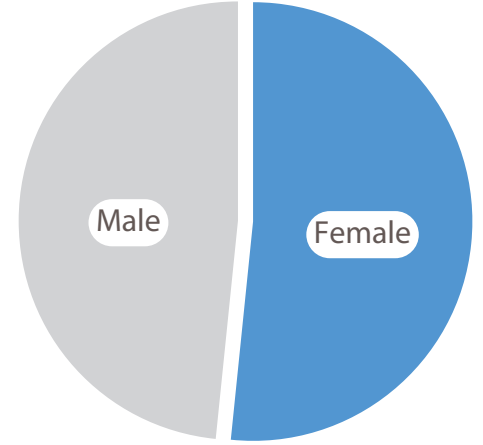
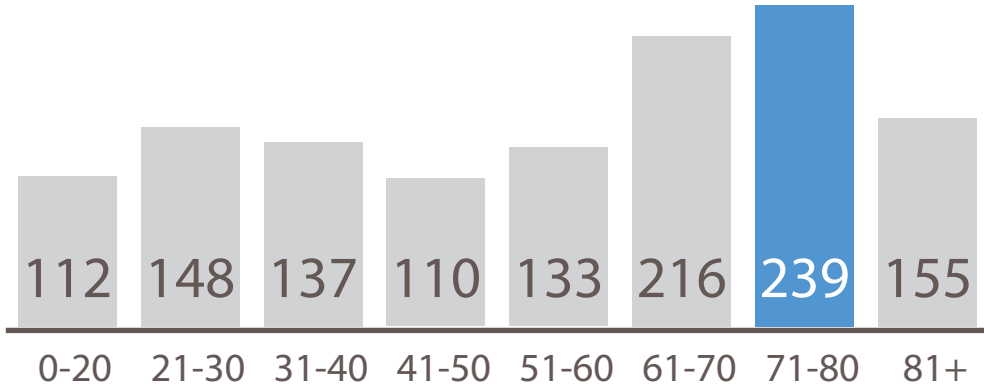
1332

Ward Name	This period		Last 6 months		Questions					
	Responses	Score	Score	Trend	Fft Question	Dignity	Involved	Information	Cleanliness	Staff
A&E	-- (369)	4.62	4.66		↑	↑	↑	↑	↑	↑
Acute Medicine Clinic	-- (0)	-	4.77		→	→	→	→	→	→
Acute Oncology Service	-- (0)	-	-		→	→	→	→	→	→
Ambulatory Emergency Care	-- (122)	4.89	4.84		↑	↑	↑	↑	↑	↑
Arthur Levin DSU	-- (0)	-	5.00		→	→	→	→	→	→
Audiology Clinic	-- (0)	-	-		→	→	→	→	→	→
Brancaster Antenatal Clinic	-- (0)	-	4.47		→	→	→	→	→	→
Brancaster Day Assessment Unit	-- (0)	-	4.77		→	→	→	→	→	→
Castleacre Antenatal	-- (0)	-	2.60		→	→	→	→	→	→
Castleacre Ward Postnatal	-- (36)	4.69	4.69		↑	↓	↓	↓	↑	↓
Chemotherapy Suite	-- (0)	-	-		→	→	→	→	→	→
Community Midwives Antenatal	-- (23)	4.77	4.79		↓	↓	↓	↑	↑	↓
Community Midwives Postnatal	-- (24)	4.77	4.83		↑	↓	↑	↑	↓	↓
Critical Care	-- (7)	4.77	4.84		↑	↑	↑	↑	↑	↑
Delivery Suite	-- (39)	4.74	4.72		↑	↑	↓	↑	↑	↑
Denver	-- (27)	4.57	4.66		↑	↓	↑	↑	↓	↓
Dermatology Department	-- (46)	4.95	4.93		↑	↑	↑	↑	↑	↑
Elm	-- (47)	4.70	4.71		↑	↑	↑	↓	↓	↓
Endoscopy Unit	-- (36)	4.86	4.90		↑	↓	↑	↑	↑	↓
GUM Clinic	-- (0)	-	-		→	→	→	→	→	→
Gayton	-- (23)	4.64	4.59		↓	↓	↑	↑	↑	↓
Haematology Clinic	-- (0)	-	-		→	→	→	→	→	→

	This period		Last 6 months		Questions					
Ward Name	Responses	Score	Score	Trend	Fft Question	Dignity	Involved	Information	Cleanliness	Staff
Home Births	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Leverington	-- (43)	4.60	4.62		❌	⚠️	❌	❌	⚠️	⚠️
Leverington (Escalation Ward)	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Leverington (SAU)	-- (31)	4.55	4.70		❌	❌	❌	❌	❌	❌
MAU	-- (123)	4.55	4.61		❌	❌	❌	⚠️	❌	❌
Macmillan Centre Day Care	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Marham (TIU Day Care Only)	-- (1)	5.00	5.00		✅	✅	✅	✅	✅	✅
NCH Antenatal Clinic	-- (12)	4.72	4.79		❌	❌	⚠️	⚠️	⚠️	✅
NICU	-- (1)	4.45	4.82		✅	✅	❌	❌	✅	❌
Necton	-- (19)	4.25	4.34		❌	❌	❌	❌	❌	❌
Neurology Clinic	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Nutrition and Dietetics	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Occupational Health Physiotherapy	-- (2)	4.24	4.90		⚠️	❌	❌	❌	❌	❌
Oral Surgery	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Orthodontics	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Outreach Team	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Oxborough	-- (27)	4.51	4.53		⚠️	⚠️	❌	❌	⚠️	❌
Pain Clinic	-- (2)	4.78	4.69		⚠️	⚠️	✅	✅	⚠️	⚠️
Pentney	-- (20)	4.55	4.53		❌	❌	❌	❌	❌	⚠️
Pharmacy	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Physiotherapy / OT Outpatients	-- (1)	5.00	4.98		⚠️	⚠️	⚠️	⚠️	✅	⚠️
Pre-assessment Clinic	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Renal (Kidney) Clinic	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Rheumatology Clinic	-- (0)	-	-		➤	➤	➤	➤	➤	➤
Rudham	-- (8)	4.95	4.77		✅	⚠️	✅	✅	⚠️	⚠️
Shouldham	-- (28)	4.75	4.80		⚠️	⚠️	⚠️	⚠️	❌	✅
Stanhoe	-- (23)	4.50	4.51		❌	❌	❌	❌	⚠️	⚠️
Terrington Short Stay	-- (64)	4.65	4.63		❌	⚠️	⚠️	⚠️	⚠️	⚠️
Tilney	-- (25)	4.53	4.59		⚠️	❌	❌	❌	⚠️	⚠️
Treatment & Investigations Unit	-- (58)	4.93	4.92		✅	✅	✅	✅	✅	✅
Unknown	-- (27)	4.54	4.67		⚠️	❌	✅	⚠️	❌	⚠️
Urology Clinic	-- (0)	-	-		➤	➤	➤	➤	➤	➤

Ward Name	This period		Last 6 months		Questions					
	Responses	Score	Score	Trend	Fft Question	Dignity	Involved	Information	Cleanliness	Staff
West Raynham	-- (18)	4.71	4.72							

### Reviews by patient's age



Average score this period



# 4.62

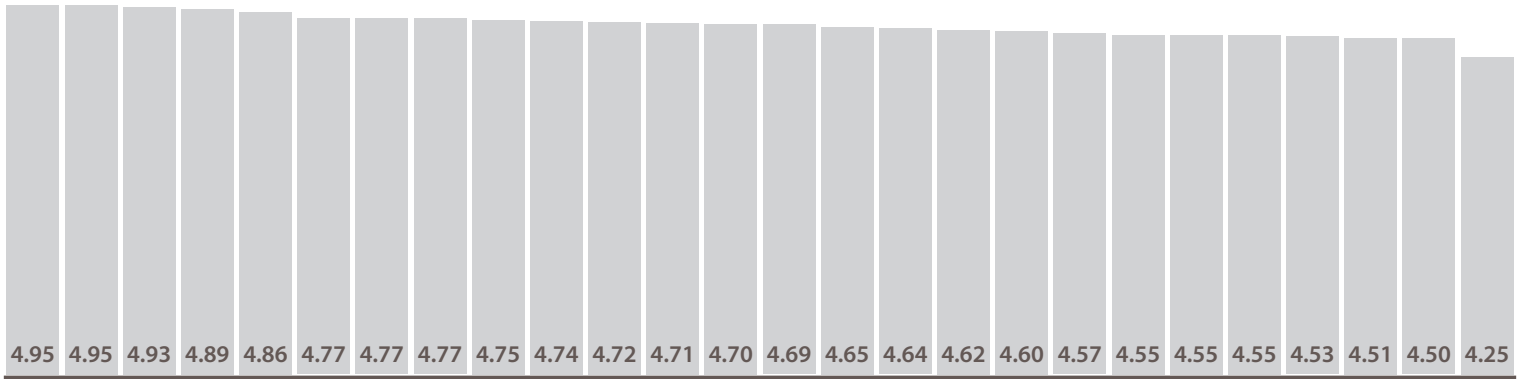
Reviews this period

# 369

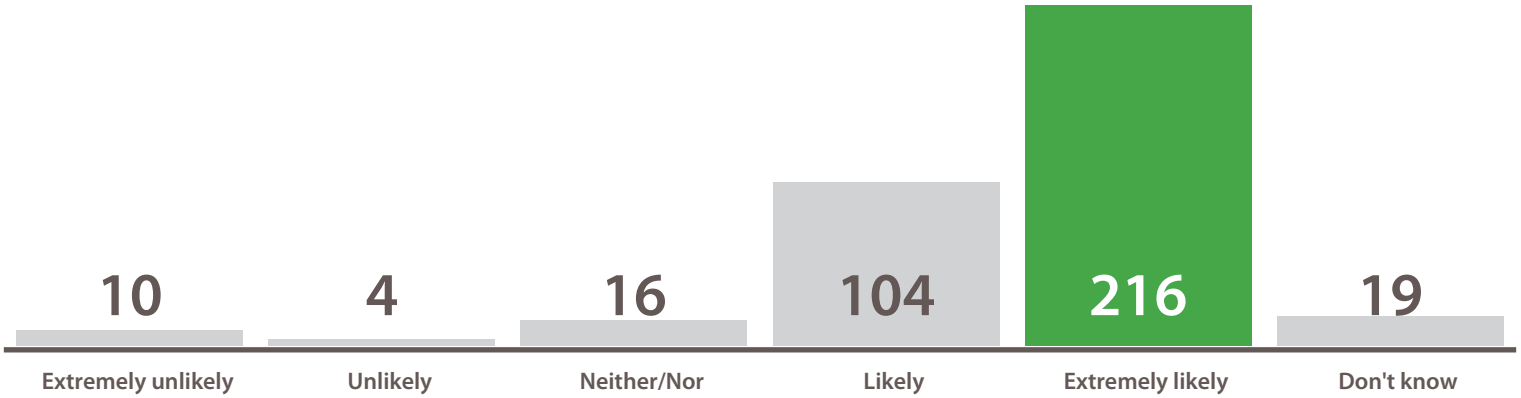
Response rate

# N/A

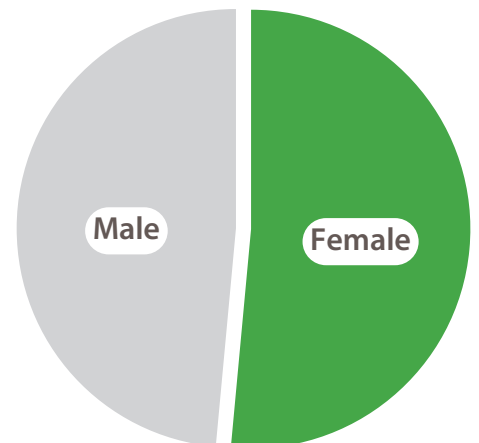
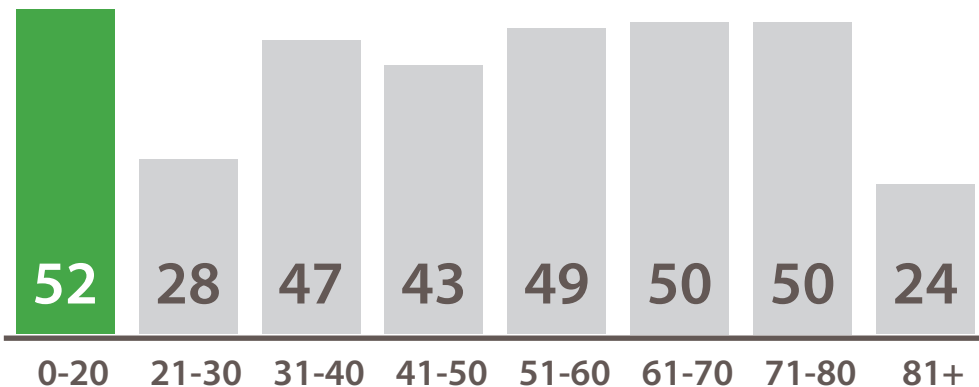
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.77	0.91		
Involved	4.66	0.91		
Information	4.61	0.90		
Cleanliness	4.70	0.87		
Staff	4.77	0.88		
Addressing fears	4.57	0.78		
Privacy	4.78	0.89		
Contact Information	4.57	0.94		
Involved Discharge	4.61	0.89		

Dignity

Involved

Information

Cleanliness

Staff

Addressing fears

Privacy

Contact Information

Involved Discharge

NEVER DOCTORS  
LEFT 2 HOURS IN SIDE ROOM  
BEFORE BEING SEEN BY A  
DOCTOR.

4

Dignity	2.5
Involved	0.0
Information	0.0
Cleanliness	1.0
Staff	0.0
Addressing fears	0.0
Privacy	0.5
Contact Information	0.0
Involved Discharge	0.0

Not a lot waited  $4\frac{3}{4}$  hrs to be seen by an ENT consultant <sup>IN AILE</sup> & taken to ENT Department and waited another  $2\frac{1}{2}$  hrs. Started in A + E @ 12.40pm & finally was taken onto Gayton/Lewington Ward at 7pm. After sitting in pain & only offered mild pain relief.

1

Dignity	2.5
Involved	0.0
Information	0.0
Cleanliness	4.0
Staff	0.0
Addressing fears	0.0
Privacy	4.0
Contact Information	0.0
Involved Discharge	0.0

A doctor who actually cares would be nice

1

Dignity	3.0
Involved	1.0
Information	2.0
Cleanliness	3.0
Staff	2.5
Addressing fears	0.0
Privacy	1.5
Contact Information	0.0
Involved Discharge	0.0

LISTEN, WHEN A PATIENT SAYS THEY CAN'T BREATHE, ACT DO NOT DISCHARGE, ASTHMA KILLS.

# 3

Dignity	
Involved	
Information	
Cleanliness	3.0
Staff	
Addressing fears	0.0
Privacy	0.0
Contact Information	
Involved Discharge	

Note a & e reception staff required,  
& too many questions 15 minutes  
approx wasted (info is already on  
computer)

# 1

Dignity	2.5
Involved	2.5
Information	0.0
Cleanliness	4.0
Staff	0.5
Addressing fears	1.5
Privacy	
Contact Information	2.0
Involved Discharge	2.5

The waiting time was ridiculous

# 2

Dignity	3.5
Involved	3.5
Information	2.5
Cleanliness	4.0
Staff	4.0
Addressing fears	0.0
Privacy	3.5
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	3.5
Involved	3.5
Information	3.5
Cleanliness	3.5
Staff	3.5
Addressing fears	3.5
Privacy	3.5
Contact Information	3.5
Involved Discharge	3.5

early morning, so prompt service

4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.5
Staff	4.5
Addressing fears	2.5
Privacy	4.0
Contact Information	3.5
Involved Discharge	4.0

4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.5
Addressing fears	4.0
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5



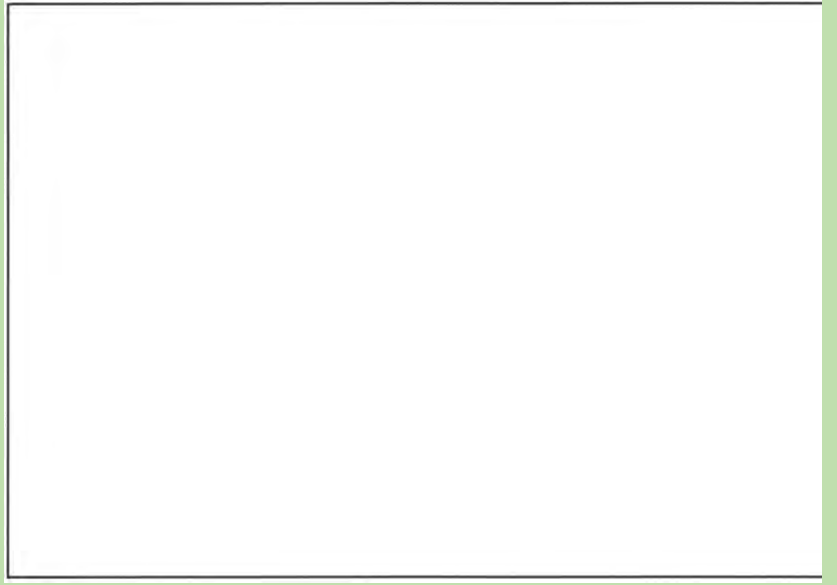
4

Dignity	4.0
Involved	3.5
Information	4.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	4.0
Involved Discharge	4.5



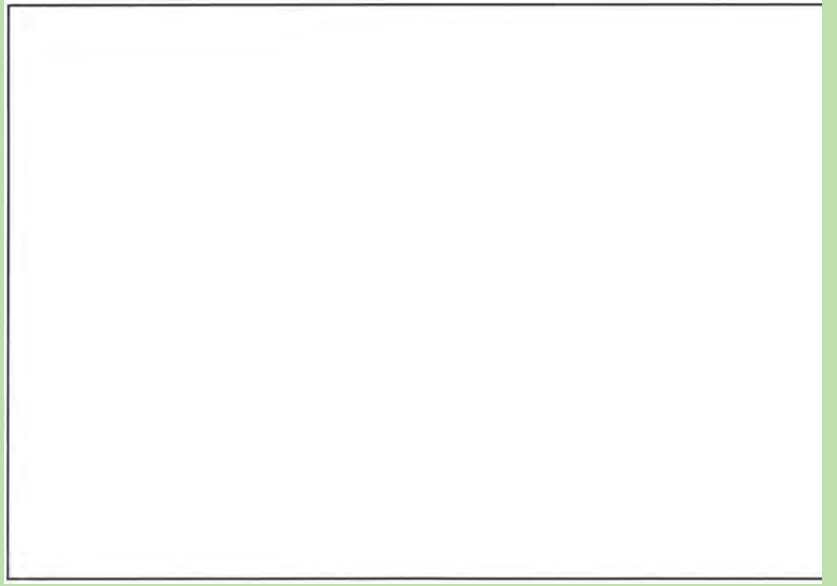
4

Dignity	5.0
Involved	4.5
Information	4.0
Cleanliness	4.0
Staff	4.0
Addressing fears	4.5
Privacy	4.5
Contact Information	4.0
Involved Discharge	4.5



4

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	5.0
Contact Information	4.5
Involved Discharge	4.5



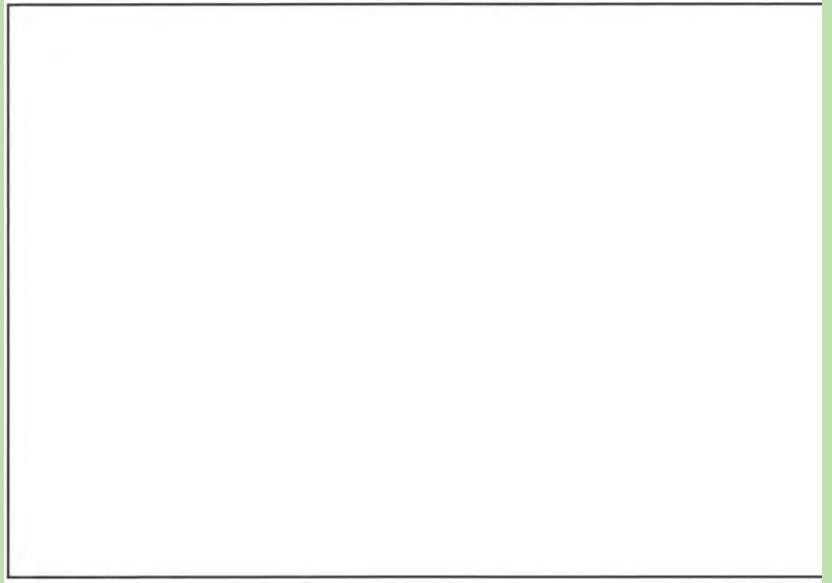
# 5

Dignity	4.5
Involved	4.5
Information	
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Contact Information	
Involved Discharge	4.5



# 5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5



# 4

Dignity	4.5
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	4.5
Addressing fears	5.0
Privacy	5.0
Contact Information	4.5
Involved Discharge	4.5



Dignity

Involved

Information

Cleanliness 4.0

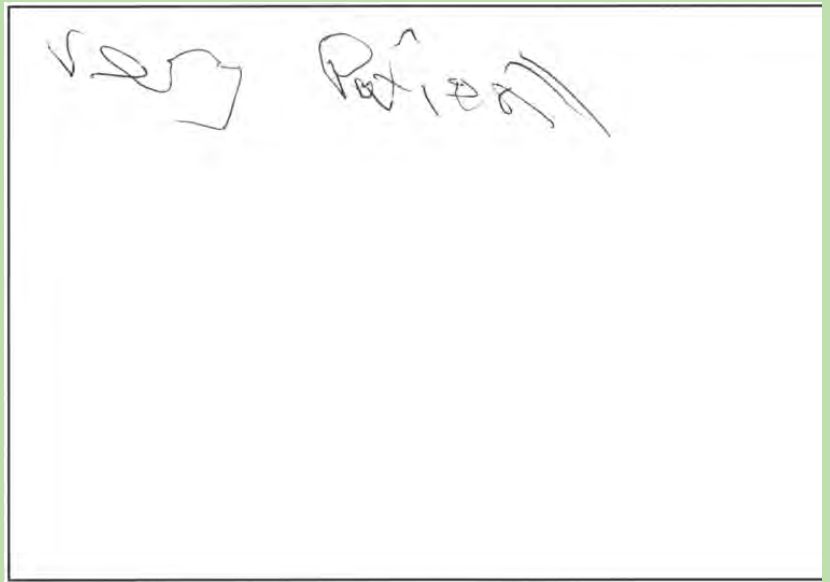
Staff 5.0

Addressing fears

Privacy 5.0

Contact Information

Involved Discharge



Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 4.5

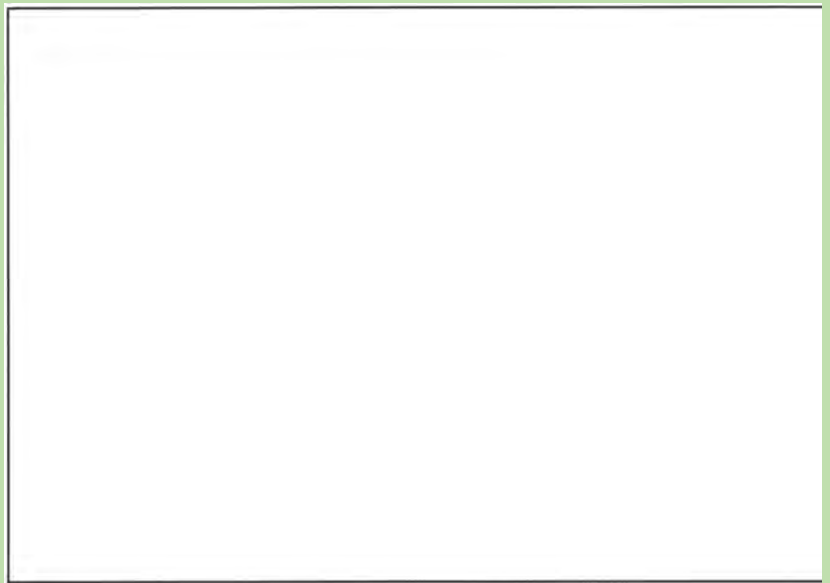
Staff 5.0

Addressing fears 4.5

Privacy 5.0

Contact Information 5.0

Involved Discharge 5.0



Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 4.5

Staff 4.5

Addressing fears 4.5

Privacy 5.0

Contact Information 5.0

Involved Discharge 4.5



4

5

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	3.5
Involved Discharge	

Attention & care was excellent.

not ill

4

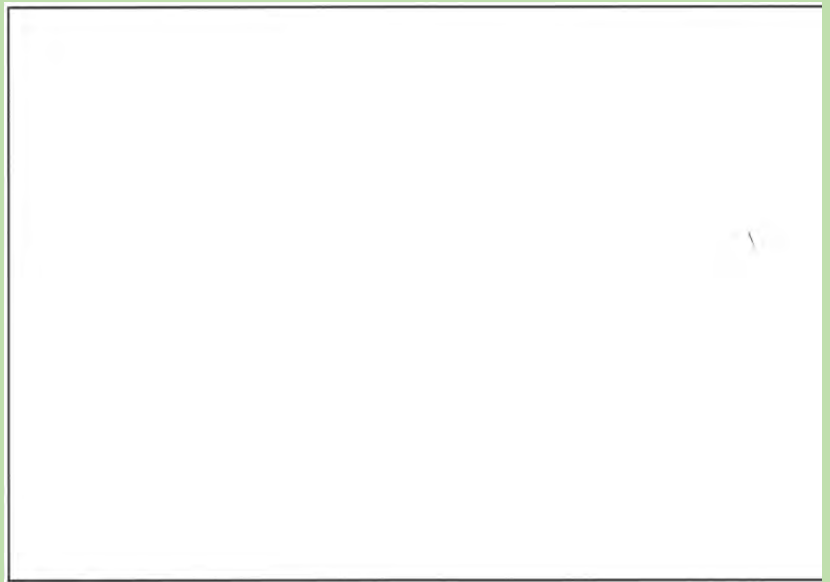
Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	4.0

LADY ON RECEPTION WAS VERY PLEASANT AND HELPFUL, VERY QUICK TO SEE NURSE. SHE IS WAITING FOR DOCTOR FOR A SECOND OPINION, DOCTOR HAS SENT ME FOR XRAY. TAKEN TO XRAY IN CHAIR. DID NOT LIKE THAT COULD HAVE WALKED BACK IN A/L/E TO SEE DOCTOR AND SEE RESULTS GREAT NHS SERVICE :-)

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Personal attention, was made to feel cared for

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

No, everything & everybody was ~~going~~ great.  
No complains

5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

Seen to fairly quickly, xrayed thumbs. I was looked after well.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very friendly staff,  
looked after well.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	5.0

Pain relief <sup>was</sup> on time, good care  
given. Ambulance crew very good  
and thorough.  
Thanks

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

GOOD ADVICE FROM NURSE  
AND REASSURANCE

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Outstanding Care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERYBODY WAS SO HELPFUL.  
PLEASANT. AND MORE IMPORTANTLY,  
VERY QUICK

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

GREAT CARE GIVEN BY ALL STAFF  
SUSAN HOUSEKEEPER GREAT LADY LOOKED AFTER  
WELL

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Perfect in every way.  
T.L.C all the way  
through.  
Thank you.  
ral

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

From reception to docs, I  
cannot fault the service at  
this hospital, nurses also  
lovely

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

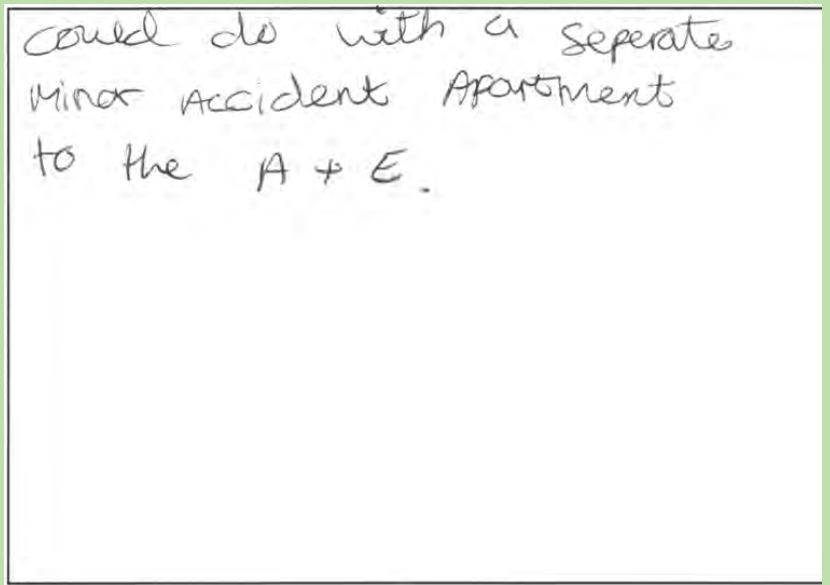
1

Dignity	3.0
Involved	3.0
Information	0.0
Cleanliness	0.5
Staff	1.5
Addressing fears	0.5
Privacy	4.0
Contact Information	0.0
Involved Discharge	3.0



3

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Addressing fears	4.0
Privacy	4.0
Contact Information	4.0
Involved Discharge	4.0



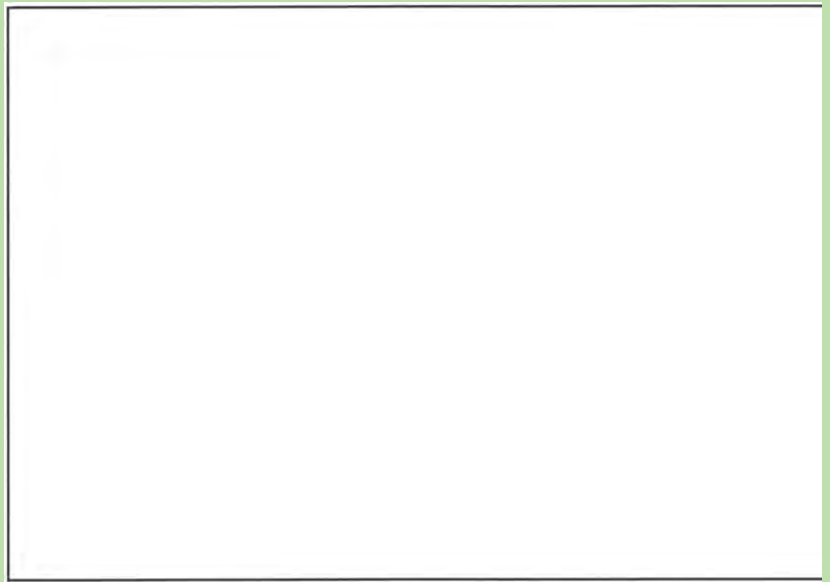
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Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	4.0
Staff	4.5
Addressing fears	0.0
Privacy	4.5
Contact Information	4.5
Involved Discharge	



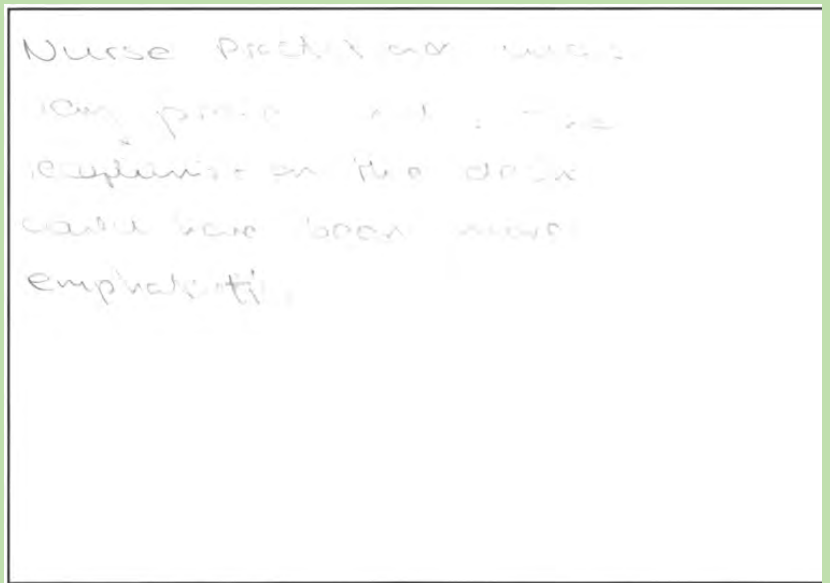
# 4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.5
Staff	4.5
Addressing fears	4.0
Privacy	5.0
Contact Information	4.5
Involved Discharge	4.5



# —

Dignity	4.5
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	3.5
Involved Discharge	5.0



# 5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

SEEN FAIRLY QUICKLY AND TREATED REALLY WELL WITH DIGNITY + RESPECT.

HAVE AVAILABILITY OF ENT SPECIALIST AVAILABLE TO SAVE TRIP TO NORWICH FOR OVERNIGHT STAY!

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone was very pleasant + helpful

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Friendly Staff, Professional,

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Prompt  
polite  
explained clearly  
Kept informed

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	

ONCE SEEN THE NURSE WAS FRIENDLY &  
HELPFUL & FIXED ME UP A TREAT.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

FIRST CLASS.  
BRILLIANT SERVICE



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything was excellent  
Very thorough!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

2

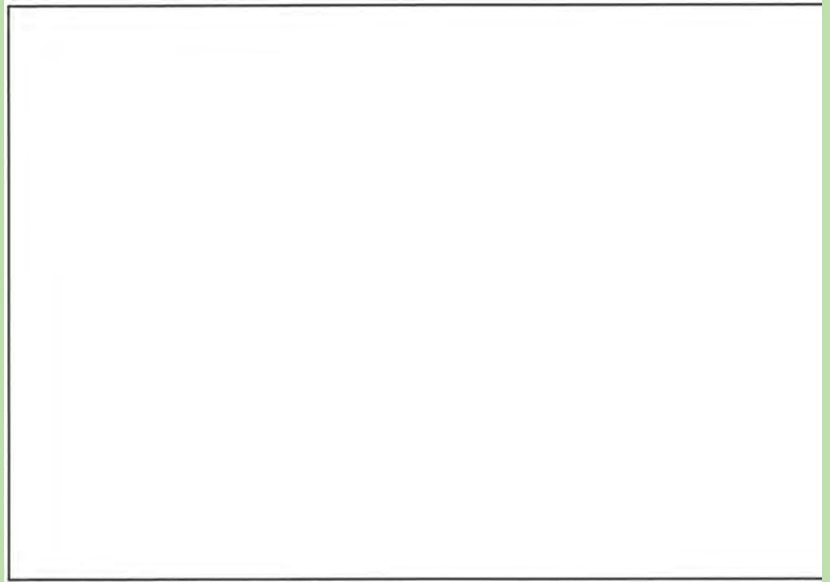
Dignity	3.0
Involved	2.0
Information	2.0
Cleanliness	3.0
Staff	2.0
Addressing fears	2.0
Privacy	3.0
Contact Information	3.0
Involved Discharge	2.0

Waiting time of 1hr 45 mins when i booked in, went up to 2hrs 45 mins a while after , yet i was waiting for 2 hrs



1

Dignity	2.5
Involved	
Information	
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	



3

Dignity	2.0
Involved	1.5
Information	1.5
Cleanliness	0.5
Staff	1.5
Addressing fears	1.0
Privacy	4.0
Contact Information	1.0
Involved Discharge	1.0

ALL ACCEPTABLE -  
STAFF RUSHED OVER  
WORKED - IT SHOWED  
WAITING ROOM UNINSPIRED  
OVER CROWDED  
COMPULSORY MUZAK  
VERY HOT

3

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	2.5
Privacy	
Contact Information	1.5
Involved Discharge	5.0



4

Dignity	4.5
Involved	4.0
Information	4.0
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Contact Information	
Involved Discharge	4.5

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	0.0
Involved Discharge	5.0

Every thing was good about my care.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

Nothing could be improved  
had excellent care.

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff is very friendly  
but time for appointment  
is too long.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

good work

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	4.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	4.5
Information	
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone that I encountered in  
A + E were very charming, nice sense  
of humour and highly efficient

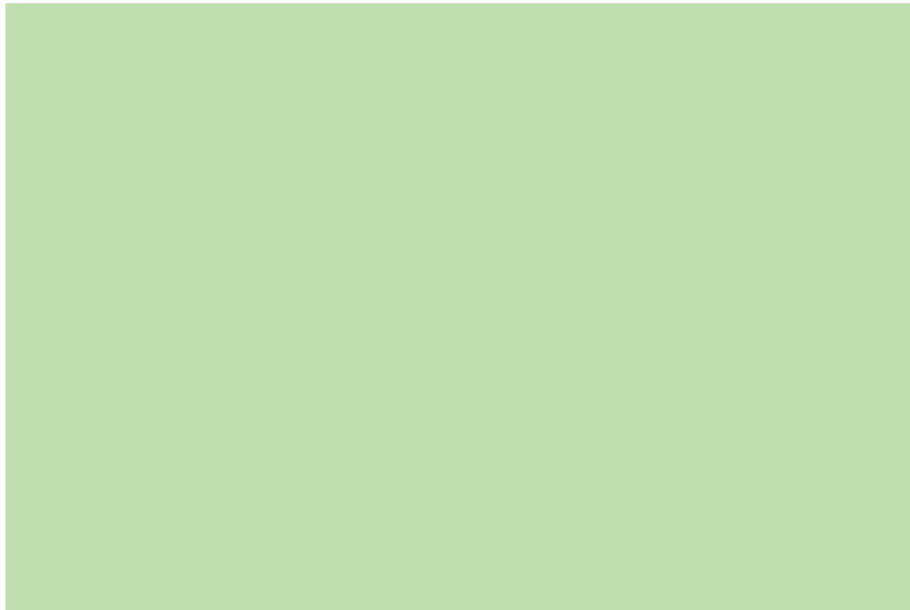
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



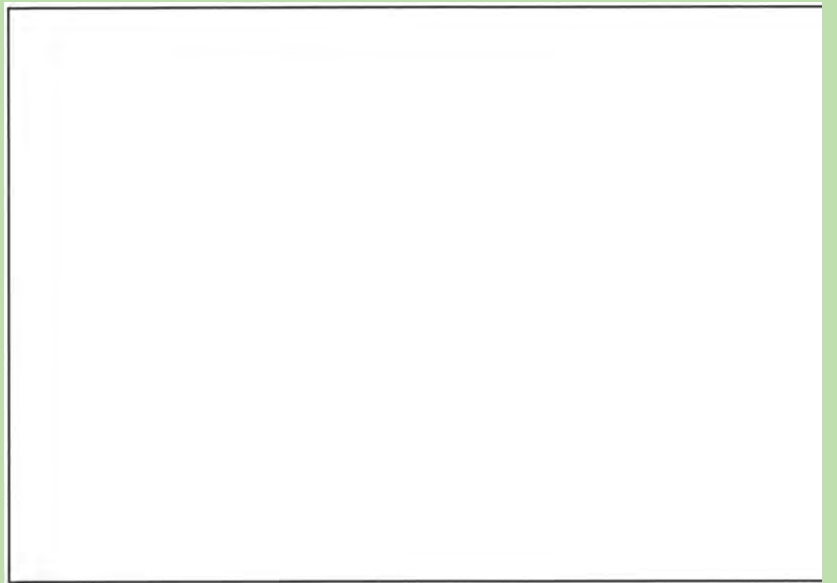
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Nurse was lovely.  
Long wait but I wasn't a  
real priority, so understandable.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Helpful and friendly and courteous.

3

Dignity	2.5
Involved	0.5
Information	0.5
Cleanliness	3.0
Staff	3.5
Addressing fears	0.5
Privacy	3.5
Contact Information	0.5
Involved Discharge	0.5

I didn't feel that I had been  
listened too I repeated a  
treatment that hadn't  
worked twice before  
am rather upset!

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very Good.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Prompt attention. Everyone friendly - Referral

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Addressing fears

Privacy 5.0

Contact Information

Involved Discharge

Everything was perfect

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Addressing fears 5.0

Privacy 5.0

Contact Information 5.0

Involved Discharge 5.0

5

Dignity

Involved

Information

Cleanliness

Staff

Addressing fears

Privacy

Contact Information

Involved Discharge

Too tired to fill in  
stupid survey



Dignity

Involved

Information

Cleanliness

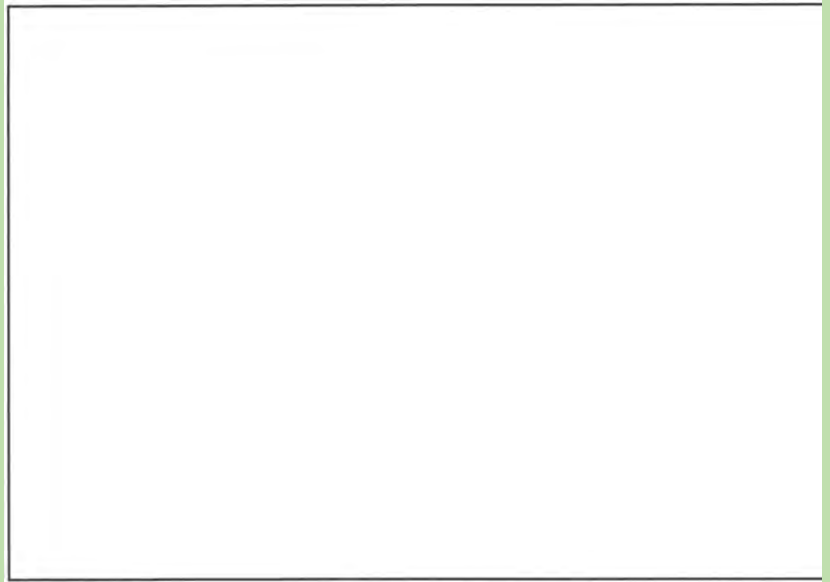
Staff

Addressing fears

Privacy

Contact Information

Involved Discharge 1.0



Dignity

Involved

Information

Cleanliness

Staff

Addressing fears

Privacy

Contact Information

Involved Discharge

3



Dignity

Involved

Information

Cleanliness

Staff

Addressing fears

Privacy

Contact Information

Involved Discharge

3



# 3

Dignity
Involved
Information
Cleanliness
Staff
Addressing fears
Privacy
Contact Information
Involved Discharge

Had to pass on this verbal comment from a patient on leaving. They felt the only bad experience to their attendance was that "security put this man in waiting room to sleep." When I explained it wasn't routine but pt had us where to go and we didn't want to send him out into the night in bad weather they commented

# -

Dignity	2.5
Involved	2.5
Information	2.5
Cleanliness	1.5
Staff	3.5
Addressing fears	3.0
Privacy	3.5
Contact Information	3.0
Involved Discharge	3.5

# 4

Dignity	4.0
Involved	3.0
Information	1.0
Cleanliness	4.0
Staff	5.0
Addressing fears	3.0
Privacy	3.5
Contact Information	
Involved Discharge	

4

Dignity	4.0
Involved	2.5
Information	2.5
Cleanliness	4.5
Staff	4.5
Addressing fears	2.5
Privacy	4.0
Contact Information	2.5
Involved Discharge	

Didn't have to wait for A+E  
but had to wait ages for MRU

4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Addressing fears	2.5
Privacy	4.0
Contact Information	3.0
Involved Discharge	2.5

4

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

4

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	3.5
Staff	5.0
Addressing fears	
Privacy	2.5
Contact Information	4.5
Involved Discharge	4.5

Staff were friendly  
Triage nurse was nice  
& Dr. was delightful & caring

4

Dignity	4.0
Involved	4.5
Information	4.5
Cleanliness	4.0
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5

4

Dignity	5.0
Involved	
Information	
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

4

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5

All was efficient and timely

4

Dignity	4.0
Involved	4.5
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.0
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5

4

Dignity	4.5
Involved	5.0
Information	3.5
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	4.0
Involved Discharge	5.0

This year the staff talked to me, rather than to relatives with me

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	2.0
Staff	5.0
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

that whilst waiting the time dropped 15 mins in 2 mins... also I had this interesting form to fill in and help pass the time.

Please note:- I did stretch it out so all the excitement wasn't over all at once

5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5

5

Dignity	4.0
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	3.5
Privacy	5.0
Contact Information	4.5
Involved Discharge	4.5

Seen quickly  
lovely kind nurse - explained  
everything clearly

4

Dignity	5.0
Involved	
Information	4.5
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

Q8 → I had no fears to discuss

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	4.0
Involved Discharge	4.0

5

Dignity	5.0
Involved	5.0
Information	3.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

was very happy with the care I received,  
can't see any improvement.  
Nurses very cheerful and made me feel  
comfortable.

4

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff were very friendly  
& helpful.



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	4.0

Well looked after  
Treated quickly and efficiently.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	3.0
Privacy	5.0
Contact Information	4.5
Involved Discharge	5.0

THE ~~FEMALE~~<sup>MISOB</sup> DEPARTMENT WAS EXCELLENT. THE SYSTEM WAS THOROUGH  
WE FELT THE JOURNEY BACK TO THE A&E WAITING ROOM FROM RADIOLOGY WAS STRANGE AS WE HAD TO GO OUTSIDE TO GET BACK IN.

4

Dignity	5.0
Involved	5.0
Information	
Cleanliness	
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

—

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

was very busy, initially  
seen pretty quickly.  
Very polite staff.

5

Dignity	
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	4.5

RECEPTION SERVICE EXCELLENT  
LADY NICE, HELPFUL.

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

The Staff were outstanding  
Card not have been  
looked after better

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	

COULD NOT FIND FAULT WITH  
ANYTHING

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

THE WAITING TIME WAS LONG BUT THAT IS UNDERSTANDABLE.  
SUPER FRIENDLY STAFF & GREAT TREATMENT-

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff Friendly - Informed about waiting times-

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	5.0

TREATMENT WAS GOOD. BUT INITIALLY HAD ONE HOUR WAIT AT NORTH CAMBS A+E AT WISBECH TO BE TOLD CHILDREN UNDER 2 COULD ONLY HAVE AN X-RAY AT QUEEN ELIZABETH HOSPITAL KINGS LYNN. MY DAUGHTER WHO HAD CUT HER HAND IS ONLY 18 MONTHS SO BECAUSE I WAS NOT AWARE OF THIS RULING I WAS TOLD TO GO TO NORTH CAMBS BY MY GP, I HAD AN UNNECESSARY WAIT.

—

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff very friendly. And my daughter somehow enjoyed it so much, she wanted to stay 😊

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

well looked after.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Seen quickly by the nurse practitioner and sorted out.  
I feel much better  
thank you.  
All staff friendly and helpful.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

—

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

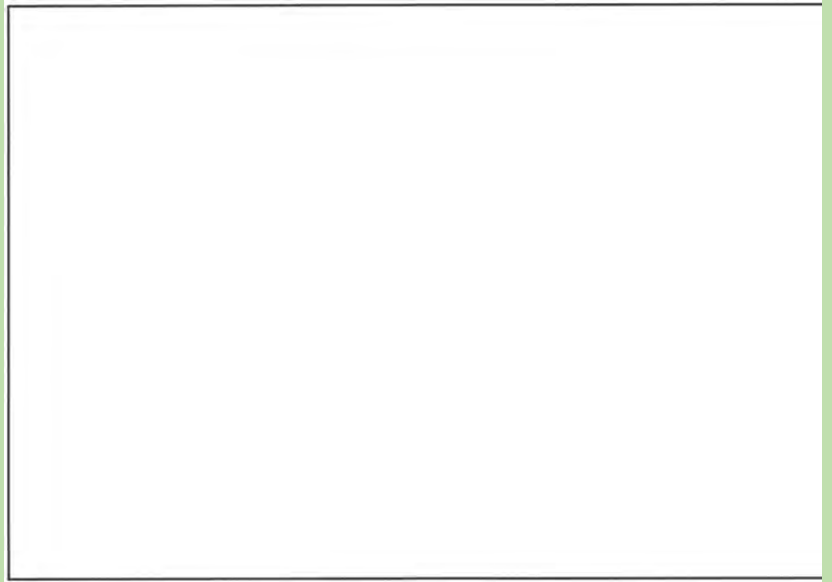
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

AU was good

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0





5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Quick and Thorough No Delay

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Excellent Care of patient,  
very friendly staff and helpful,  
Good time keeping

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Every member of staff we met, from entering A and E to the x-ray department, to nurses, were all very friendly. especially considering the late hour. They put both our minds and our daughters' mind at rest. A wonderful hospital!!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

The xray was conducted half an hour ahead of appointment by a very sympathetic radiologist. Transfer to A&E when a fracture was revealed was instant and Carol, the Nurse Practitioner was immediately available and couldn't have been more helpful, kind and considerate. The cast was placed neatly and efficiently with great care. My husband was allowed to be involved and consulted at all times.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

VERY THOROUGH.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

FROM THE MEDICS IN THE AIRBORNE  
TO THE NURSES + DOCTOR IN A&E  
I COULD SEE NO ROOM FOR IMPROVEMENT

VERY SATISFIED PATIENT.

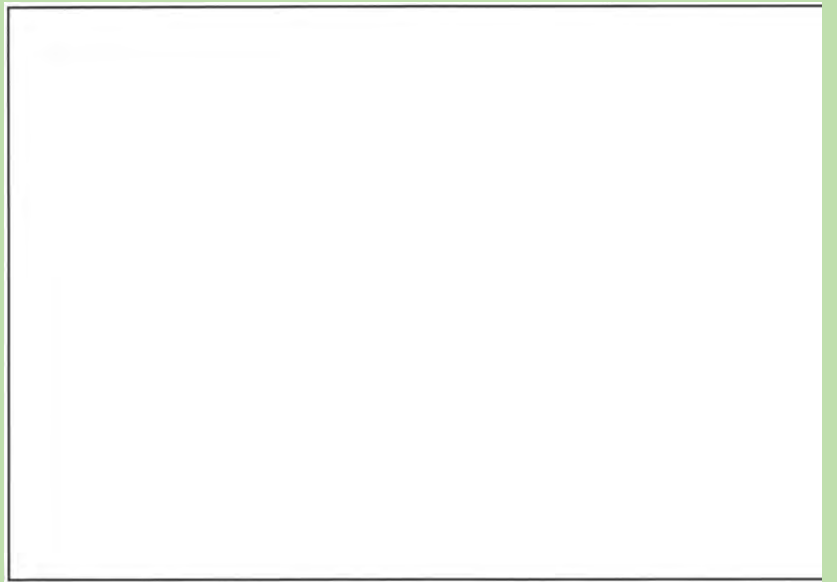
WAS TOLD TO COME HERE  
AT 10 BUT NOT OPEN till  
even. why did I have to wait

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

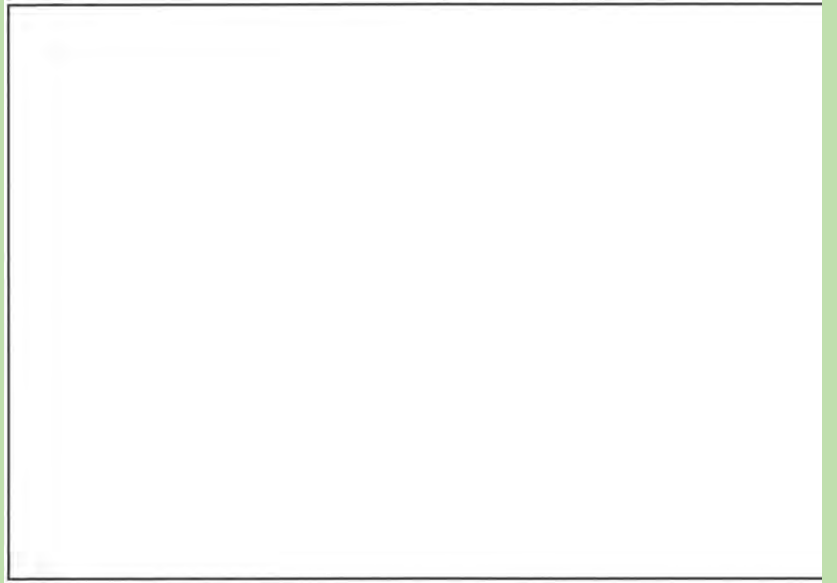
5

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

The care was very good,

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

The care was very good

3

Dignity	5.0
Involved	0.0
Information	0.0
Cleanliness	0.0
Staff	1.5
Addressing fears	0.0
Privacy	5.0
Contact Information	0.0
Involved Discharge	0.0

I was really Bored

Dignity	2.5
Involved	2.5
Information	2.5
Cleanliness	2.5
Staff	2.0
Addressing fears	
Privacy	2.5
Contact Information	2.0
Involved Discharge	2.5

At triage the injury to the knee and new bruising wasn't examined by the triage nurse.  
 No pulse's were felt for in the foot.  
 No pain relief was offered.  
 No Range of movement was checked.  
 Knee and foot/ankle wasn't looked at, at all. Unsure of what info was passed to the Dr/nurse practitioner before I was seen. Unsure if nurse at triage did the right thing putting in waiting room as wasn't examined. Plus nurse was very unimpressed we had attended as attende

4

Dignity	5.0
Involved	
Information	
Cleanliness	3.0
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

Be able to get an exemption ticket if you run out of money on your parking ticket. I put money in but if I went out to put more in I would potentially lose my place and wait another 3 hours to be seen.

4

Dignity	4.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	4.5
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.0
Staff	5.0
Addressing fears	5.0
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5

not a long wait in the waiting room which was good.

friendly staff

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	4.5
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	4.5
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

very good care



5

Dignity	5.0
Involved	4.5
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

GOOD TO BE ABLE TO HAVE  
A LAUGH IN A/E STAFF  
GREAT

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

Look after Nell  
good care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff was really good no fault with anything kind, friendly & nice

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

Feel very well looked after, with regular contact with all medical staff, and given Plenty Tea Coffee

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very caring and professional

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	5.0

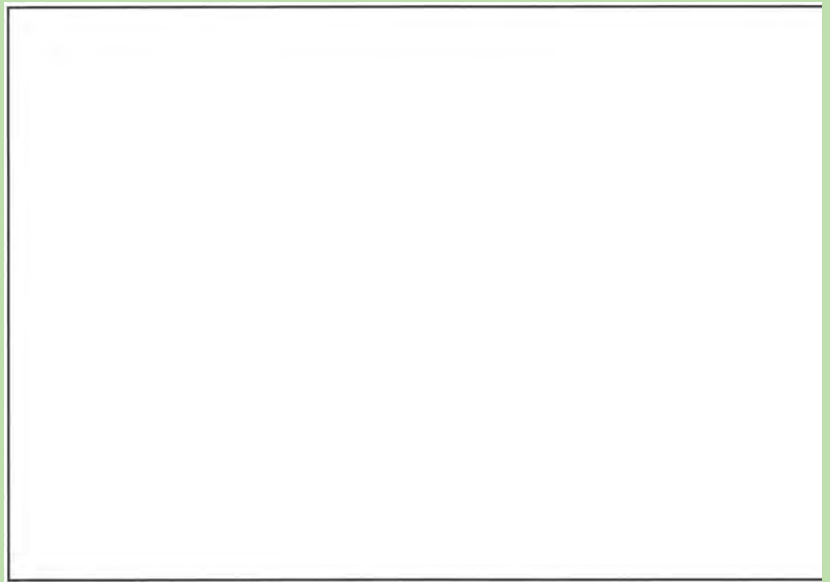
WHILE IN A/E MY WIFE HAD GREAT CARE FROM DOCTORS AND NURSES. ALSO WAS LOOKED AFTER WELL BY HOUSEKEEPER WITH DRINKS & SANDWICHES GREAT CARE BY ALL WELL DONE

1

Dignity	0.0
Involved	0.0
Information	0.0
Cleanliness	0.0
Staff	0.0
Addressing fears	0.0
Privacy	0.0
Contact Information	0.0
Involved Discharge	0.0

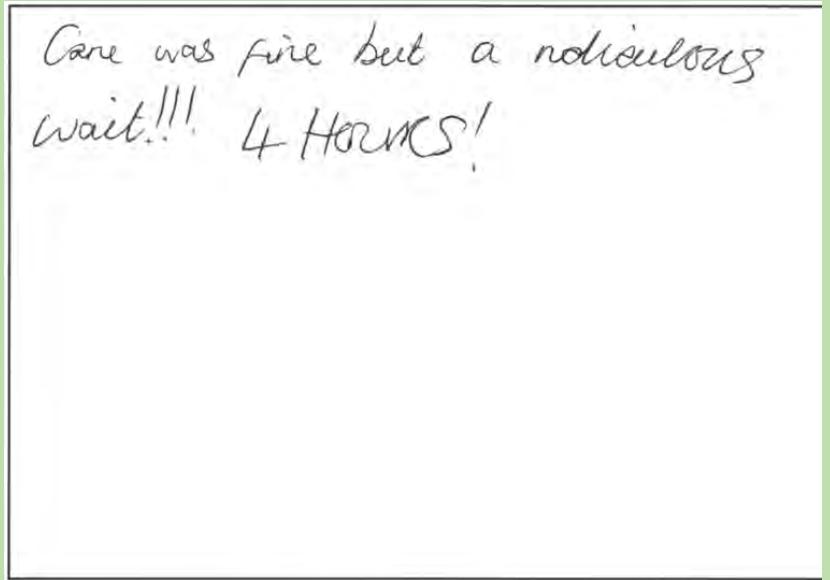
2

- Dignity
- Involved
- Information
- Cleanliness
- Staff
- Addressing fears
- Privacy
- Contact Information
- Involved Discharge



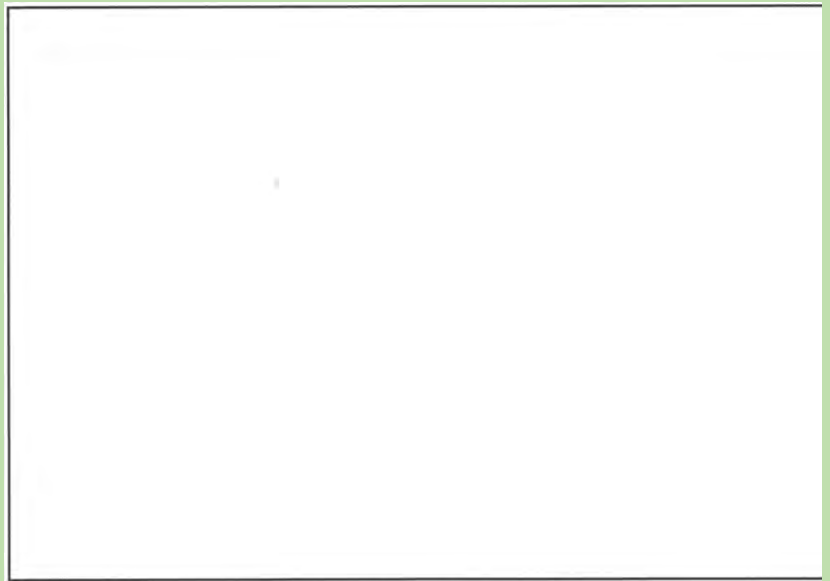
1

- Dignity 5.0
- Involved
- Information
- Cleanliness
- Staff
- Addressing fears
- Privacy
- Contact Information
- Involved Discharge



4

- Dignity 3.0
- Involved 3.0
- Information 2.0
- Cleanliness 2.0
- Staff 2.5
- Addressing fears 2.5
- Privacy 2.5
- Contact Information 2.5
- Involved Discharge 2.5



4

Dignity	3.5
Involved	2.5
Information	2.5
Cleanliness	2.5
Staff	3.0
Addressing fears	2.5
Privacy	2.5
Contact Information	3.0
Involved Discharge	3.0

Receptionist was very polite and helpful.

—

Dignity	3.0
Involved	2.5
Information	3.5
Cleanliness	3.0
Staff	4.0
Addressing fears	4.0
Privacy	3.0
Contact Information	4.5
Involved Discharge	4.0

5

Dignity	4.0
Involved	3.5
Information	3.5
Cleanliness	3.5
Staff	4.0
Addressing fears	2.5
Privacy	3.5
Contact Information	5.0
Involved Discharge	3.0

Was pleased with the care but just a long wait.

4

Dignity	3.5
Involved	3.5
Information	3.5
Cleanliness	3.5
Staff	4.5
Addressing fears	4.0
Privacy	4.5
Contact Information	
Involved Discharge	4.0

Why is the vending machine selling fizzy drinks and crisps and chocolate?  
Surely this ~~should~~ should be discouraged in a hospital?

1

Dignity	5.0
Involved	3.5
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	2.5

5

Dignity	4.0
Involved	3.5
Information	4.0
Cleanliness	5.0
Staff	4.5
Addressing fears	3.5
Privacy	4.0
Contact Information	4.0
Involved Discharge	3.5

4

Dignity	4.5
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Addressing fears	4.0
Privacy	5.0
Contact Information	4.5
Involved Discharge	3.5

→ air conditioning required in waiting area.

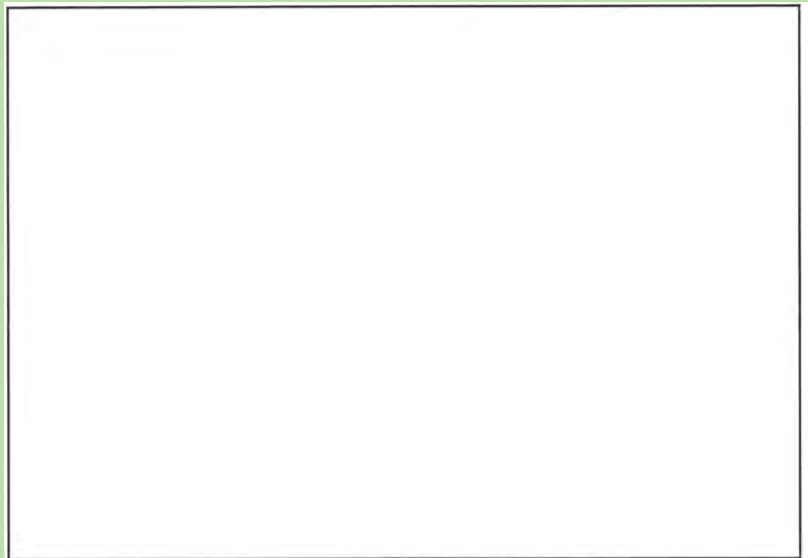
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	2.5
Involved Discharge	3.5

Very quick to be looked at  
very professional people.

4

Dignity	4.5
Involved	4.0
Information	4.5
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	3.0
Information	5.0
Cleanliness	5.0
Staff	
Addressing fears	4.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

Very good

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5

HAPPY WITH THE CARE ~~FEEL~~  
GOOD FACILITIES KIND STAFF  
NOTHING COULD IMPROVE AS FAR  
AS CONCERNED.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	2.5
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

TALKED THROUGH EVERYTHING  
HAPPENING and very thorough  
Kind, considerate, Very friendly  
Good staff excellent manner



5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff very friendly, help full  
Short waiting time

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERYTHING THE NURSES WERE  
BRIEF AND EFFICIENT

5

Dignity	4.5
Involved	4.5
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

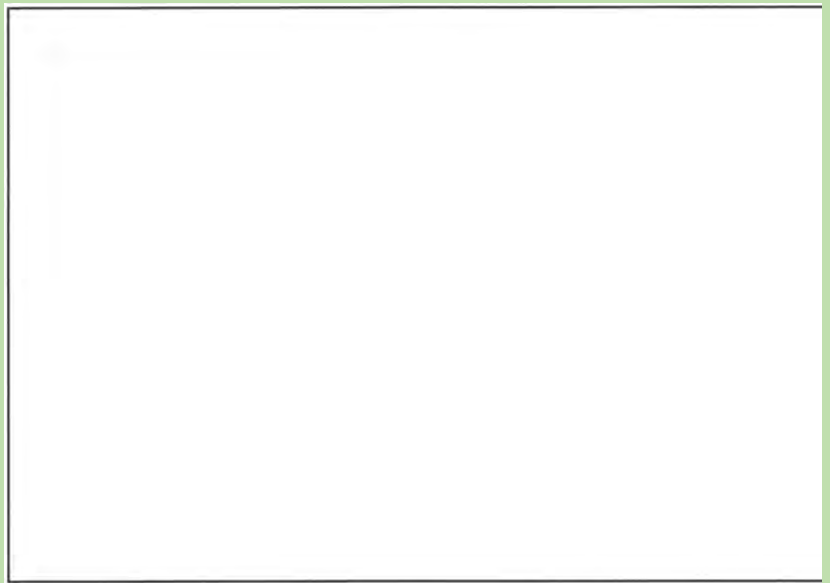
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very prompt & efficient.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

THEY WERE QUICK AND VERY GOOD!

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Courtesy by all members of staff.  
Refreshments offered.

The trolleys could be more comfortable.

Excellent care received.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Empty feedback box.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Empty feedback box.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

KIND, CONSIDERATE, & HELPFUL STAFF.  
IN MY CASE NOTHING DESPERATE NEEDS  
IMPROVING.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	4.5
Involved Discharge	5.0

Case was excellent from  
everyone

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Quick friendly service

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

People very friendly & Help full

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

—

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

A very good <sup>friendly</sup> care & I got quite treated  
no waiting at A&E

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

DIDN'T HAVE TO WAIT LONG -  
(10 MINUTES)

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

We were seen quickly. Everyone was very patient and kind. Don't think anything could have been improved.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	

Excellent Reception Staff.  
Very Prompt booking in

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERY THING WAS GOOD ABOUT  
MY CARE

5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Competence and compassion abounded - there is an air of calm efficiency about the staff who work in this hospital. This gives patients a feeling of security and comfort not seen elsewhere. I can only offer my sincere thanks for the care and kindness received.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

The staff were very helpful + friendly. Waiting times could be improved.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Seen immediately. Fantastic staff - Dr very efficient.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Patient Care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

very quick, & very personal

5

Dignity	4.0
Involved	3.0
Information	3.5
Cleanliness	5.0
Staff	3.5
Addressing fears	
Privacy	4.5
Contact Information	3.5
Involved Discharge	3.5

Consultant was lovely  
also the Radiology Department.

1

Dignity	3.5
Involved	2.5
Information	1.5
Cleanliness	4.0
Staff	2.5
Addressing fears	0.0
Privacy	1.5
Contact Information	0.0
Involved Discharge	0.0

Good  
The waiting room was clean as far as I could tell from the several hours spent there

Poor  
Not happy with triage assessment  
No information given on prognosis  
Tools used for examination were defective  
No information given on discharge  
As an added bonus when I came back my notes were "lost" and the appointment not booked in

5

Dignity	3.5
Involved	5.0
Information	0.5
Cleanliness	5.0
Staff	
Addressing fears	0.5
Privacy	
Contact Information	0.0
Involved Discharge	0.0

Only just arrived, but all seems friendly & clean.

3

Dignity	2.5
Involved	3.0
Information	2.5
Cleanliness	2.5
Staff	2.5
Addressing fears	2.5
Privacy	2.5
Contact Information	2.5
Involved Discharge	2.5

# 3

Dignity	3.5
Involved	2.5
Information	2.5
Cleanliness	2.0
Staff	3.5
Addressing fears	1.5
Privacy	4.5
Contact Information	2.5
Involved Discharge	2.5

Staff are friendly and make you feel at ease, they explain what's going to happen.

# 3

Dignity	3.5
Involved	1.0
Information	1.0
Cleanliness	4.0
Staff	4.0
Addressing fears	
Privacy	4.5
Contact Information	
Involved Discharge	2.0

The only food and drink is from a vending machines. But if you have no change you can't use them. You do not dare to go to the hospital shop as you don't know when you will be called. By 5:00pm, I had had nothing to eat since 7:00am!

# 4

Dignity	3.0
Involved	3.0
Information	3.0
Cleanliness	4.5
Staff	3.5
Addressing fears	1.0
Privacy	3.5
Contact Information	
Involved Discharge	

As always, waiting times, especially for children.

# 3

Dignity	3.0
Involved	3.0
Information	1.5
Cleanliness	4.0
Staff	4.0
Addressing fears	4.0
Privacy	4.5
Contact Information	2.5
Involved Discharge	3.0

NEED TO KEEP WAITING TIME  
SCREEN UP TO DATE. THE  
SCREEN SAID 35 MINS AND HAVE  
BEEN HERE 90 MINS AND STILL  
HAVE NOT BEEN SEEN!

# 4

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

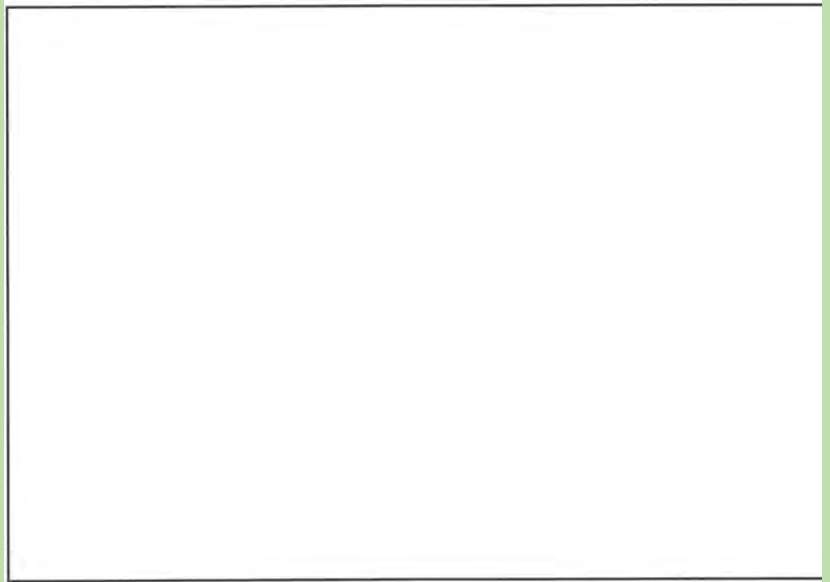
# 4

Dignity	4.5
Involved	4.5
Information	3.5
Cleanliness	3.5
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Contact Information	2.0
Involved Discharge	3.5

The staff were present and helpful.

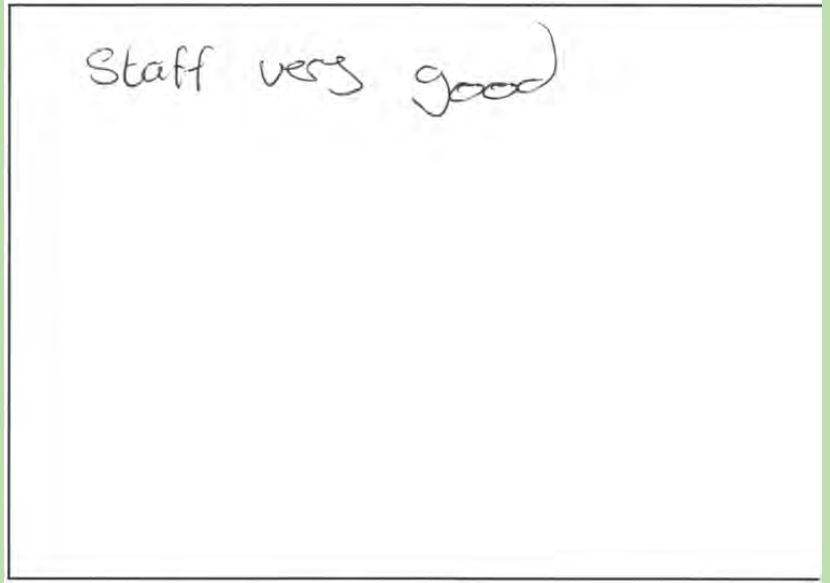
4

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	2.5
Staff	4.0
Addressing fears	4.0
Privacy	4.0
Contact Information	5.0
Involved Discharge	4.0



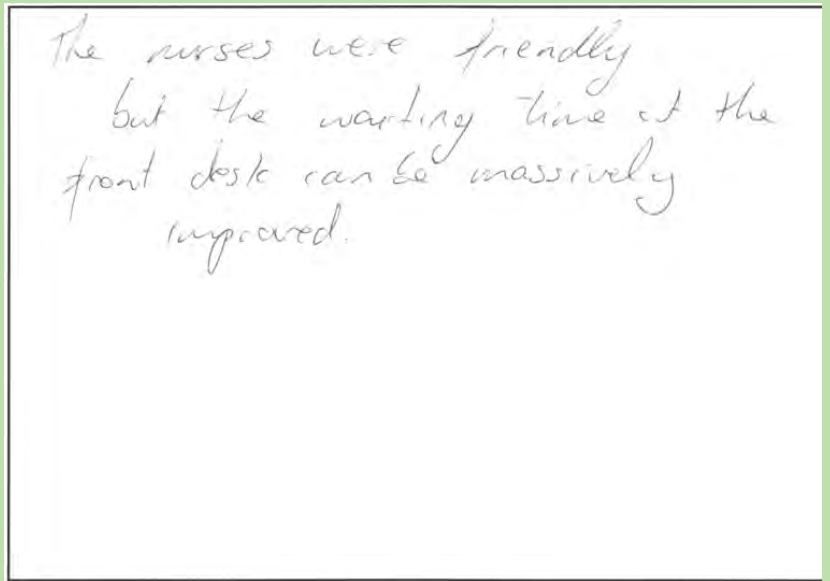
5

Dignity	4.5
Involved	4.0
Information	4.0
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	4.0
Contact Information	3.0
Involved Discharge	3.5



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	0.0
Involved Discharge	



4

Dignity	4.0
Involved	4.5
Information	4.0
Cleanliness	5.0
Staff	4.5
Addressing fears	4.5
Privacy	5.0
Contact Information	4.5
Involved Discharge	4.5

Nurses were good.  
Waiting time could be improved.

5

Dignity	4.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	3.5
Privacy	5.0
Contact Information	4.5
Involved Discharge	5.0

YES BUT NEEDS MORE STAFF  
TO COVER.

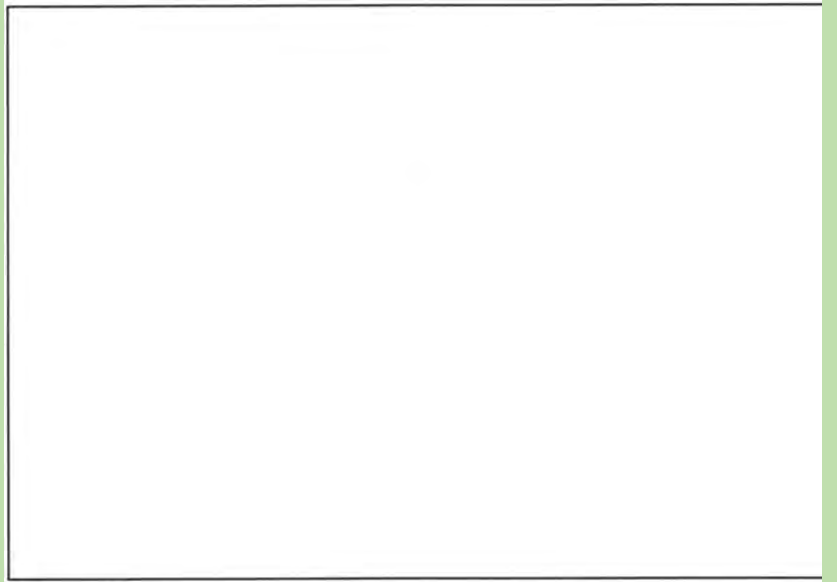
5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Addressing fears	4.5
Privacy	4.0
Contact Information	5.0
Involved Discharge	5.0



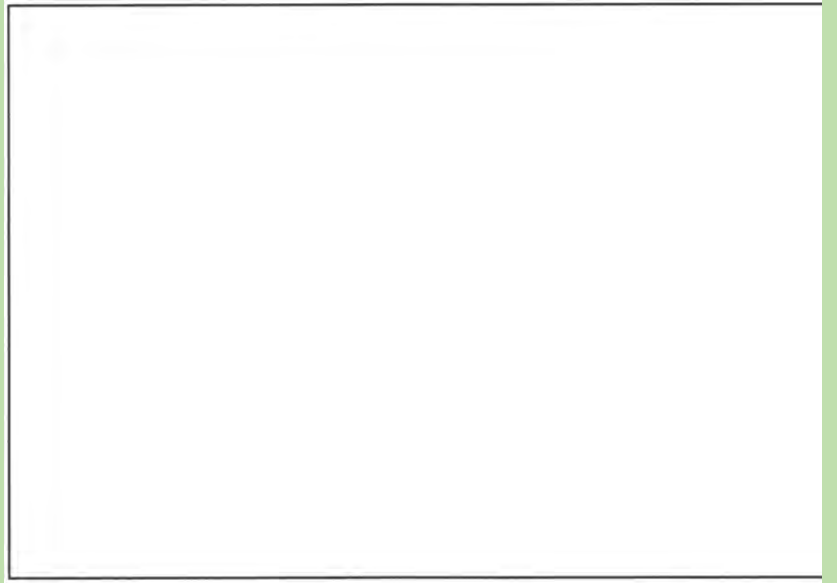
4

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	



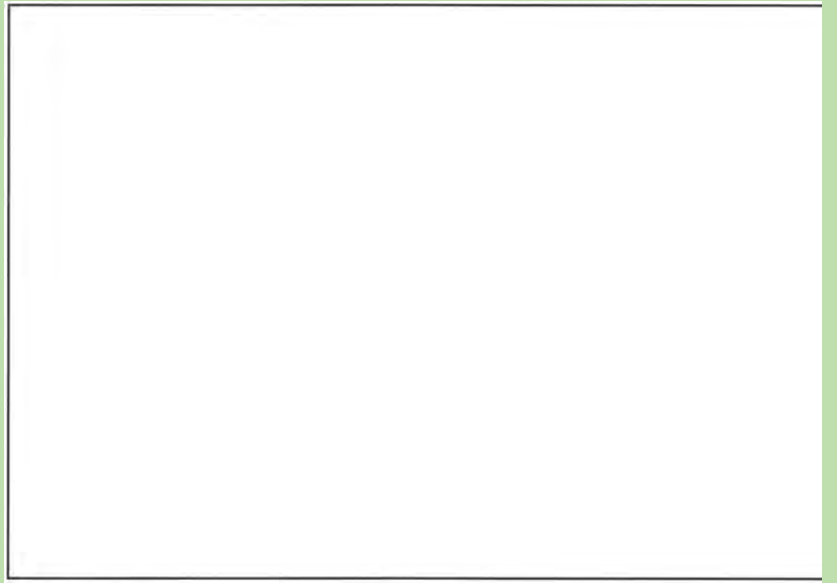
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.5
Privacy	
Contact Information	4.5
Involved Discharge	4.5



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	3.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Nurse Practioner was fantastic

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

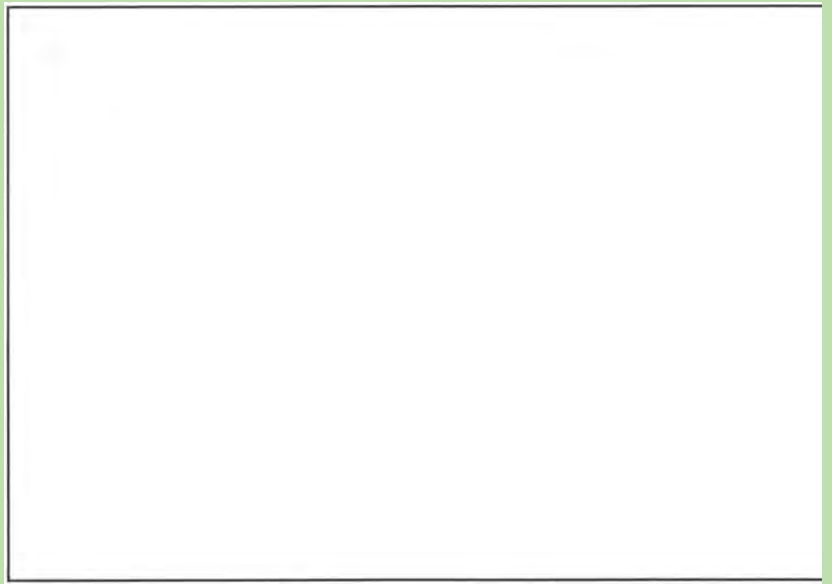
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

we got seen extremely quickly - and all went very smooth  
Very efficient team  
Very happy with the service I received for my daughter

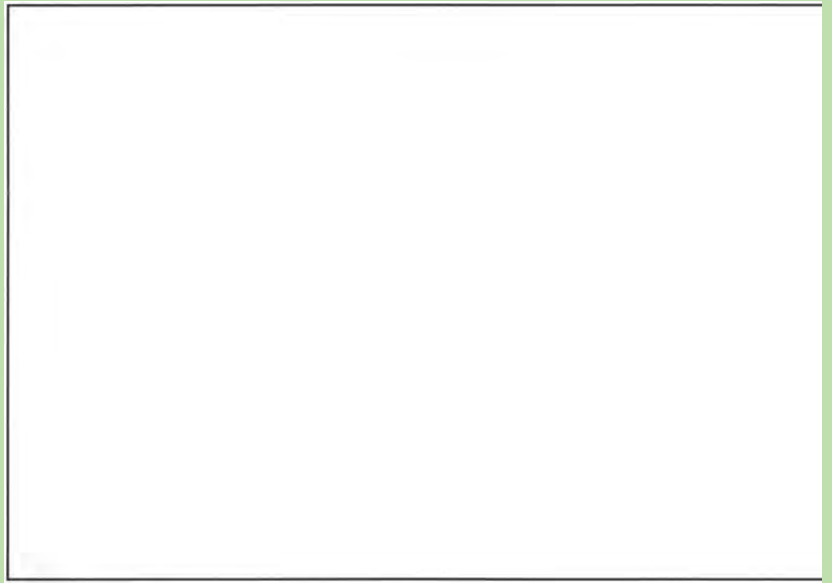
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



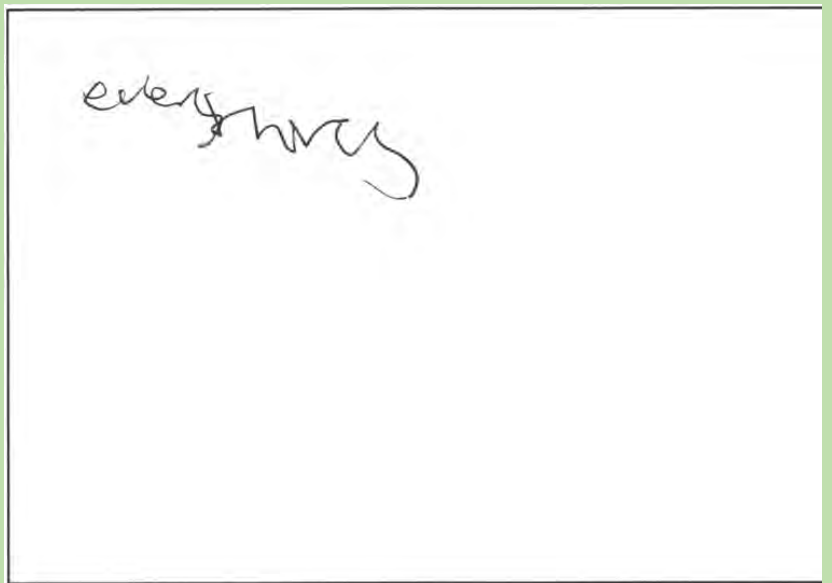
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

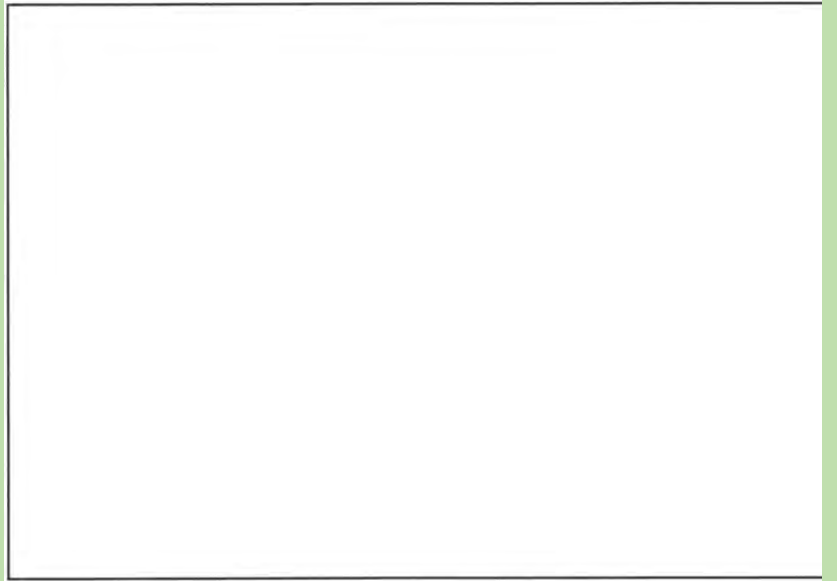


4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

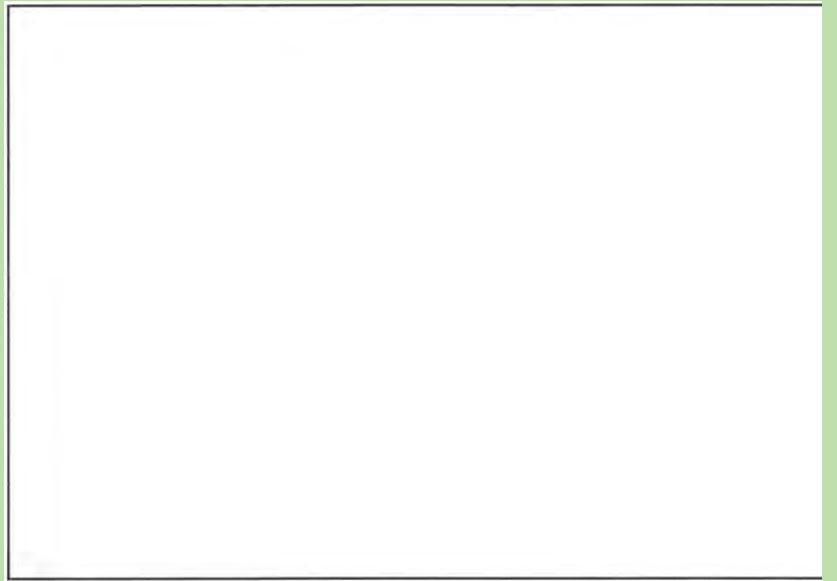
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	
Involved	
Information	5.0
Cleanliness	4.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Kind, reassuring  
& efficient

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

The lady  
I saw  
was great

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Friendly, listened, efficient.  
Explained well. \*

(Comfortable waiting area too)

\* including re: what to do if had  
subsequent concerns/worries

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

THE WAY EVERYONE LOOKED AFTER ME,  
THEY WERE ALL VERY KIND AND CARING

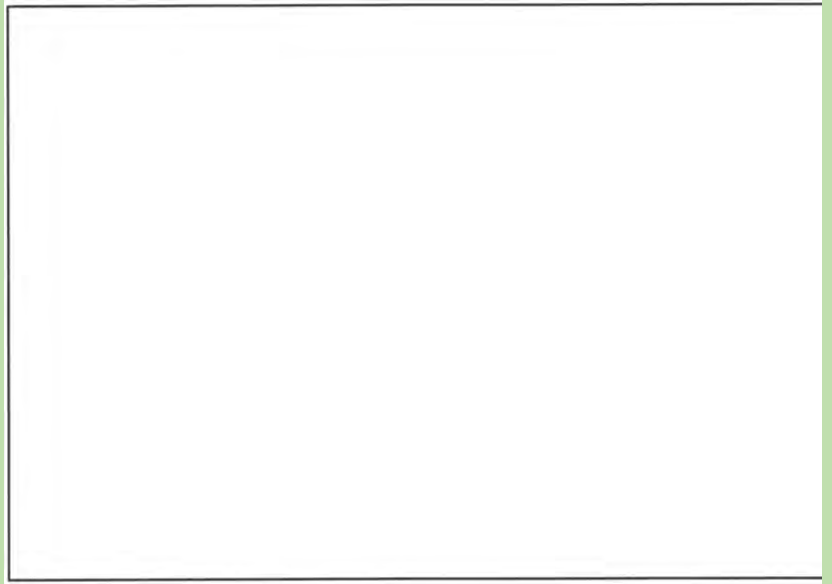
THE WAITING TIME - IF THERE WERE MORE  
DOCTORS + NURSES WE WOULDN'T HAVE TO  
WAIT SO LONG

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



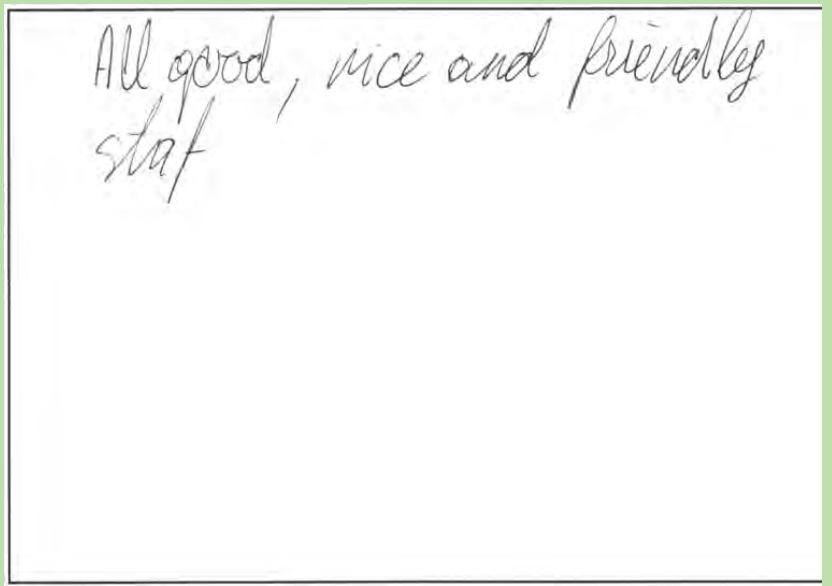
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

The care and the people

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Seen quickly due to injury



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Quick & Easy

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	

Totally satisfied  
Very comprehensive

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

Staffy - speedy,  
friendly & efficient!  
Well done!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

very nice courses  
and we was only  
2 hours  
start to Finnish

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Slightly long WAITING TIME.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Explained everything clearly  
Very good nurse  
Excellent

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Quick, efficient, friendly,  
understanding

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone very friendly + helpful. Very efficient with triage nurse

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Excellent Service

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

PROMETHEUS WRIST STRAP  
HAS SIZE ON THE INSIDE  
REQUIRING NURSE TO UNDO  
STRAP TO FIND SIZE,  
IMPROVEMENT - PLEASE SIZE LABEL  
ON OUTSIDE,

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

RESPECT AND  
UNDERSTANDING

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Nothing

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Extremely helpful and very nice.  
Nothing to improve fantastic  
staff.



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Good Friendly care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

EXCELLENT TREATMENT & CARE. THERE WAS AN ISSUE WITH DETAILS ARRIVING AT X-RAY BUT THIS WAS DEALT WITH SWIFTLY & EFFICIENTLY

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

COULD SEE THE DOCTOR ON A SUNDAY  
AND MY BROTHER IN LAW HAD HAD A  
STROKE

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Extremely helpful and seen very  
quickly.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

BRILLIANT CARE BY  
ALL STAFF INVOLVED

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Friendly. Quick.  
Gave us a Mocha  
needed coffee!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

It was obvious I couldn't wait bear  
on my hurt foot and ankle yet no  
help was offered even though I had my  
young child with me and I was having  
to hop.  
Staff pleasant and lovely.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

I felt extremely sorry for the pressure that the staff were put under by seemingly trivial problems that people turned up with. Several people were there rather than visit their own doctor! However, that said, to be given two recall appointments, although appreciated, I do feel that these could have been dealt with as a 'clinic' rather than as part of the A&E procedure. - thus relieving some of the pressures on the extremely efficient & kind staff. Thank you for the care & attention with the treatment given to me.....



3

Dignity	3.0
Involved	3.0
Information	3.0
Cleanliness	3.0
Staff	3.0
Addressing fears	3.0
Privacy	3.0
Contact Information	3.0
Involved Discharge	3.0

My A & E experience started of well until I saw the doctor ( Marius Constantin) who I got the impression was quite uncaring and cold.

He did not make any attempt to refer me to anywhere else with my chest pains ( I.E Rapid Access chest pain clinic - which I was referred to by Winchester Hospital,Hampshire but have not heard anything from Queen Elizabeth Hospital since the referral ) and he just informed me of taking Ibuprofen. He didn't even mention of checking this referral for me and just advised me on taking a painkiller.

This I have heard many times at this hospital. Taking medication doesn't actually get to the root cause of anything.

The staff up until I saw the doctor were lovely , including the receptionist.

I didn't feel I had enough privacy as when I was in the bay staff members keep looking in.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

THE TEAMWORK OF AL STAFF WAS TOP NOTCH, NO ONE HID, VERY CARING AND ATTENTIVE

IMPROVEMENTS:THE DISCHARGE FORMALITIES AND TIME

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Received great care especially from Nurse Practitioner . The only negative thing was the long wait between consultations but this understandable due to amount of A&E patients.

1

Dignity	1.0
Involved	1.0
Information	1.0
Cleanliness	1.0
Staff	1.0
Addressing fears	1.0
Privacy	1.0
Contact Information	1.0
Involved Discharge	1.0

i WAITED NEARLY 3 HOURS TO BE SEEN EVEN WITH A POSSIBLE STROKE NO ONE CAME AND THE LOCUM OFFERED ORAMORPH THEN TOLD ME TO GO HOME NOTHING MORE

3

Dignity	3.5
Involved	1.0
Information	1.0
Cleanliness	2.0
Staff	3.5
Addressing fears	0.0
Privacy	5.0
Contact Information	0.0
Involved Discharge	0.0

Good nursing  
Dr? Questionable Not Very Informative  
about what to do about patients  
Conclusion

4

Dignity	5.0
Involved	3.0
Information	2.5
Cleanliness	5.0
Staff	3.0
Addressing fears	3.0
Privacy	1.0
Contact Information	
Involved Discharge	

saw the nurse quickly after arrival.

4

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.0
Privacy	4.0
Contact Information	2.5
Involved Discharge	2.5

4

Dignity	4.0
Involved	3.0
Information	3.0
Cleanliness	3.0
Staff	5.0
Addressing fears	4.5
Privacy	4.5
Contact Information	4.0
Involved Discharge	5.0

Was very good last time here.

4

Dignity	3.5
Involved	5.0
Information	3.5
Cleanliness	5.0
Staff	3.5
Addressing fears	4.0
Privacy	4.0
Contact Information	
Involved Discharge	

STAFF SEEMED TO HAVE EVERYTHING UNDER CONTROL  
EVERYBODY HAS BEEN VERY KIND & VERY FRIENDLY.

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	
Involved Discharge	0.0

I had good staff at A and E, they were very helpful.

5

Dignity	4.5
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	4.5
Addressing fears	4.5
Privacy	4.0
Contact Information	4.5
Involved Discharge	3.5

5

Dignity	4.0
Involved	2.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	3.5

The staff were caring and considerate and made an effort to care which is more than can be said for the mental health team which couldn't care less.

4

Dignity	5.0
Involved	4.5
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.0

BEEN GOOD SERVICE LOOKED  
AFTER WELL,

4

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Contact Information	5.0
Involved Discharge	4.5

friendly staff

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	4.0
Contact Information	1.5
Involved Discharge	5.0

Seen very promptly.  
X Ray arranged.  
Treatment very good-

5

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	3.5
Privacy	5.0
Contact Information	
Involved Discharge	

Waiting time could be improved -  
Vending machine was out of order so  
I think they should have a water  
Dispenser available at all times.  
Care given has been extremely good  
at all times. Staff ~~could~~ did everything  
they could to make us welcome.  
Was a bit noisy at night in obs ward.  
maybe doors could have slow closing  
mechanism to stop banging.

4

Dignity	4.5
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	4.5
Contact Information	4.5
Involved Discharge	

Was kept informed of what was  
happening to me All staff were  
very friendly.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Lady on reception was lovely.  
5/5/14  
10:15.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

was quick, nurse was very  
easy going, polite and helpful

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

only improvement would be reduction  
of time waiting at all stages - and  
maybe as it was over lunchtime,  
someone to get me a sandwich!  
(I was in a wheelchair)

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

was seen by triage nurse very quickly and reception staff was very good.

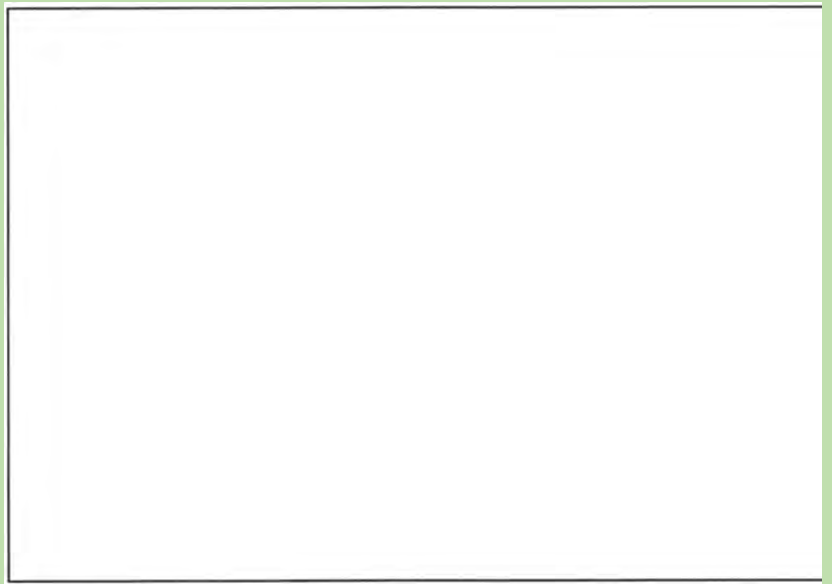
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



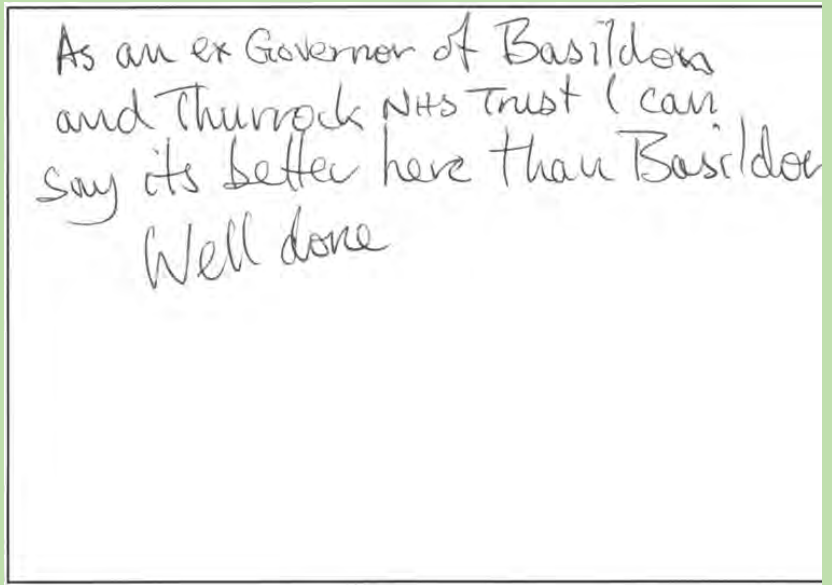
5

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	



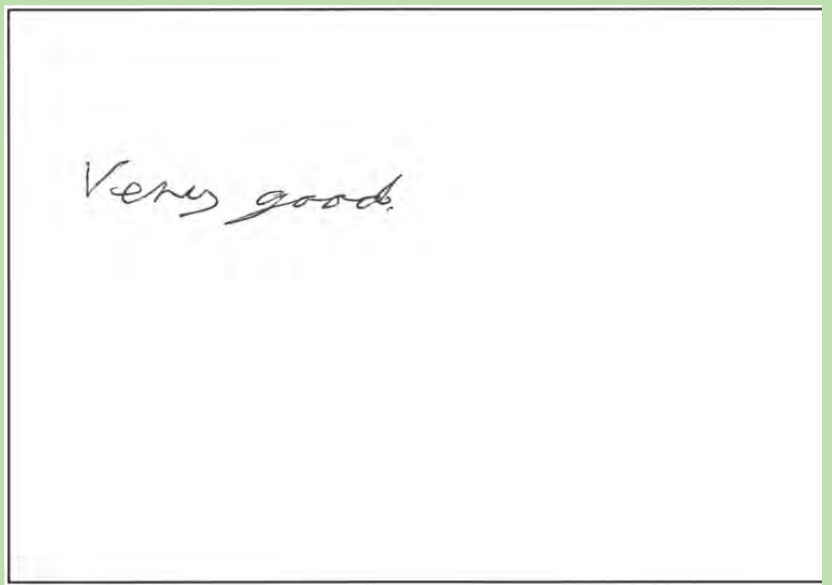
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



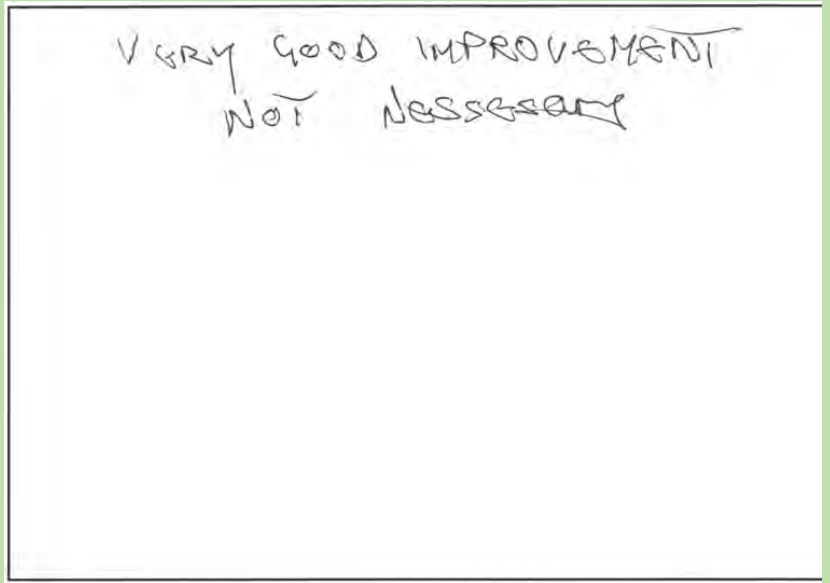
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	



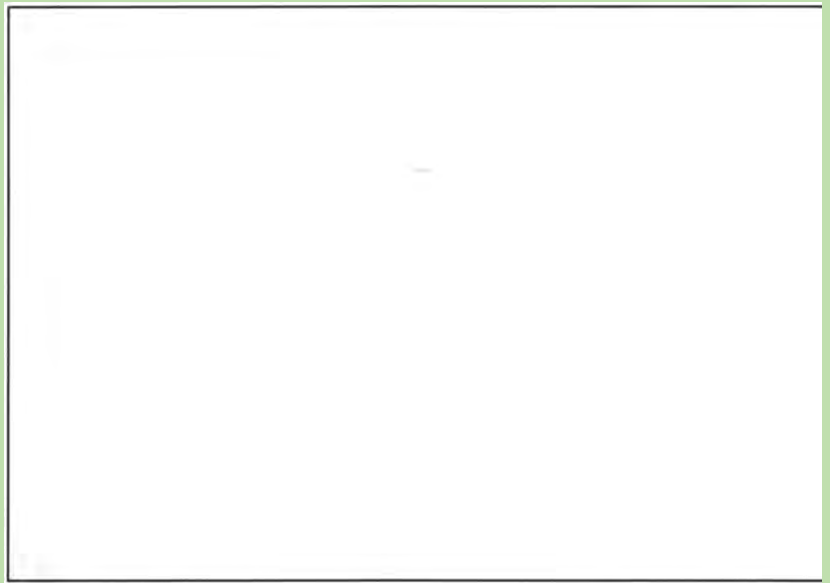
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	



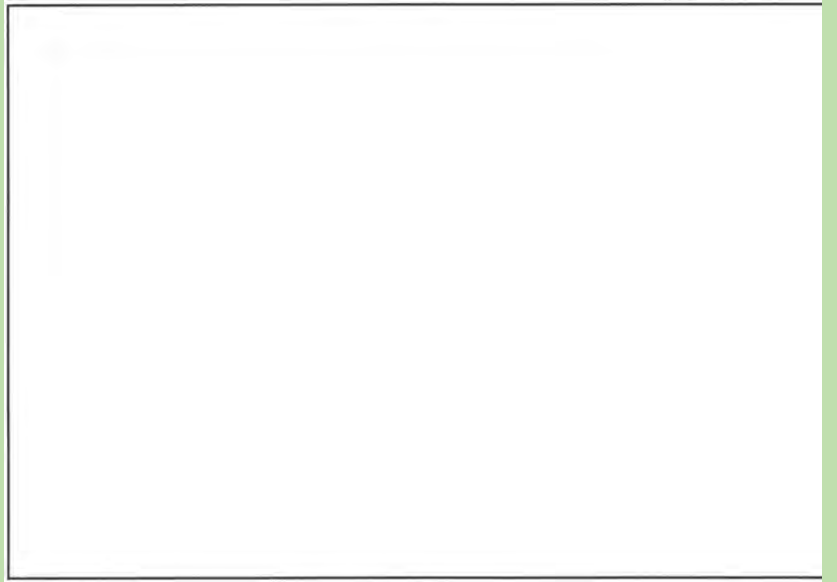
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	



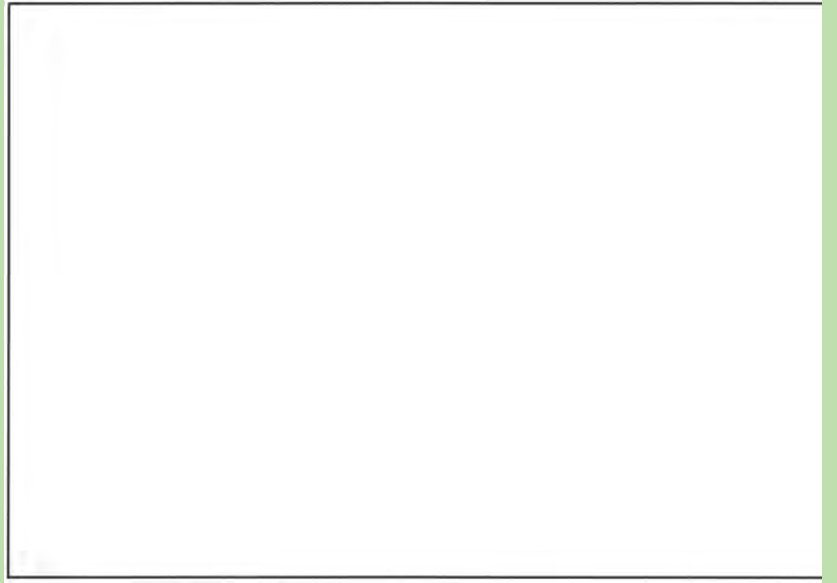
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything - Sue the housekeeper. WAS excellent. She kept me smiling all the time, and was thoroughly Professional. not forgetting the Doctors and Nurses

-

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

Excellent seen to. Immediately well managed staff.

4

Dignity	0.0
Involved	0.0
Information	0.0
Cleanliness	0.0
Staff	0.0
Addressing fears	0.0
Privacy	0.0
Contact Information	0.0
Involved Discharge	0.0

All Children below teenager 14/ upwards of age should go into paediatrics due to they are a complete pain to Adults in the Adult A&E Dept.

Adult A&E is exactly that Adult A&E + Not for Juvenile Children's Antics

2

Dignity	3.5
Involved	1.5
Information	
Cleanliness	4.0
Staff	3.5
Addressing fears	
Privacy	4.0
Contact Information	2.5
Involved Discharge	

They booked me a follow  
on app but when I  
arrived they hadn't logged it

4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Addressing fears	4.0
Privacy	4.0
Contact Information	4.0
Involved Discharge	4.0

Nurses very friendly

3

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	3.0
Contact Information	3.0
Involved Discharge	2.5

apt seen fairly quiet staff was  
polite

4

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.5
Addressing fears	
Privacy	4.0
Contact Information	4.0
Involved Discharge	

4

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	1.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

I was checked over properly and thorough with all the treatment required.  
Thing to be improved is the waiting time.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	2.5
Involved Discharge	2.5

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	0.0
Involved Discharge	

excellent care

4

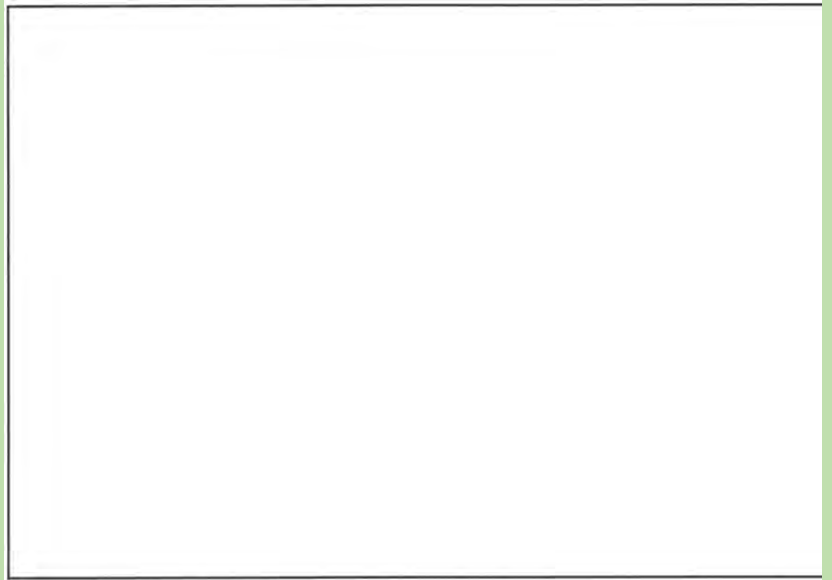
Dignity	5.0
Involved	5.0
Information	2.5
Cleanliness	4.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	4.0
Information	3.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

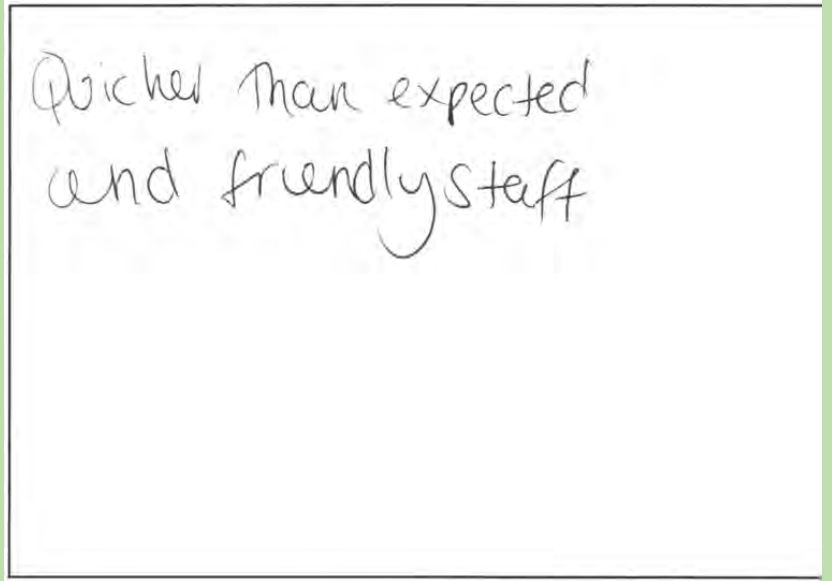
4

Dignity	4.5
Involved	5.0
Information	3.0
Cleanliness	4.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	3.5
Privacy	5.0
Contact Information	3.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	3.0
Information	3.5
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0





Dignity	4.0
Involved	5.0
Information	4.5
Cleanliness	4.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	4.5
Involved Discharge	5.0

Friendly staff  
Improved waiting times

5

Dignity	5.0
Involved	5.0
Information	2.5
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very polite + helpful staff were great.  
Improve waiting time.

5

Dignity	4.5
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	4.5
Contact Information	5.0
Involved Discharge	

Very friendly and reassuring staff  
who looked after me very well.

5

Dignity	4.5
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	4.5
Involved Discharge	4.5

Staff lovely everyone Very  
caring was given plenty of  
coffee they do nice lovely  
patrons great.

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	4.0
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

The nurse in charge was very good in dealing with the patient and was on the phone to the relevant party for swift action.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	4.0
Involved Discharge	4.0

Speedy & appropriate attention by various people.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

Staff lovely - just a long wait in A.E

Chris the Nurse was excellent  
END

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	4.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

My child was seen quickly and nurses were kind and understanding

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

A long wait after triage, but excellent ~~the~~ assessment & investigations by medical staff  
Very impressed

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

My case was satisfactory  
and you couldn't improve

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very caring and friendly  
made me feel at ease.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

good  
→

5

Dignity	5.0
Involved	
Information	
Cleanliness	4.5
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	

SHORTAGE OF STAFF. STAFF I  
SAW WERE EXTREMELY GOOD. ALL  
INTRODUCED THEMSELVES AND EXPLAINED  
WHAT THEY WERE DOING.  
ROOM WAS CLEAN

5

Dignity	4.5
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Nurse really good.  
prompt

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

VERY KIND STAFF  
LOVELY CERTIFICATE OF BRAVERY  
CAR PARK SHOULD ACCEPT CARDS. AS WE CAME FOR AN EMERGENCY, WE DIDNT HAVE COINS.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

It was fast, caring and efficient

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	

Friendly staff - seemed genuinely anxious to help put at ease.

—

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

✓ QUICK  
THANK YOU

5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

the help of the nurse

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Professional  
Quick

waiting time

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

Everything was fine and Thankyou  
for the cup of Tea.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

I was seen by the nurse within 10 minutes of my arrival. I then waited about 20 minutes & was examined by the nurse & taken to the x-ray dept. The whole experience has been a positive one & I couldn't have asked for anything better. All staff were positive, friendly & helpful.

Many thanks

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

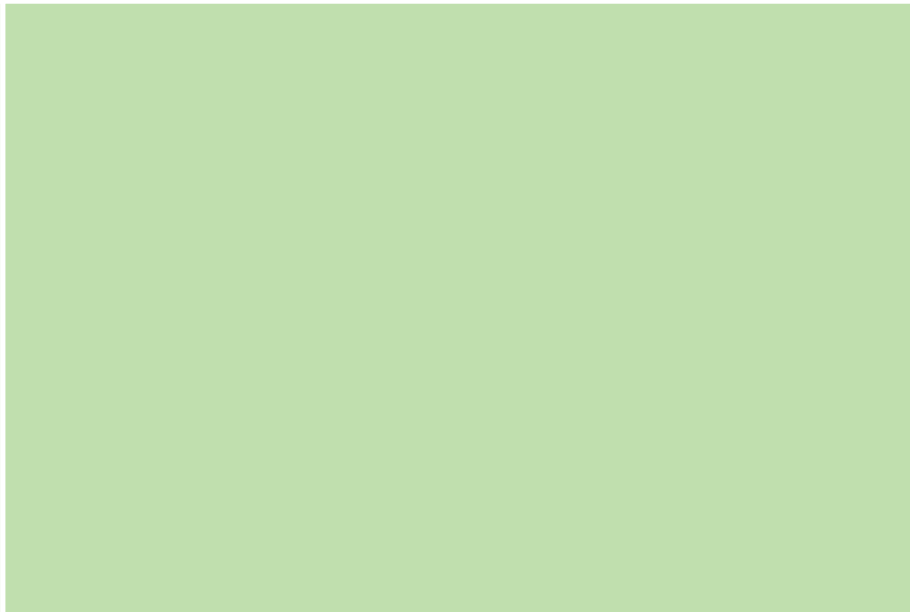
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Every one was Great and  
Nothing could be improved

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Nothing was too much trouble

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	5.0

Very friendly Staff  
Very helpful

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

EXCELLENT SERVICE VERY  
POLITE & SENSITIVE.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

They were so quick & caring

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Triage Nurse & Treatment nurse  
excellent

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Waiting time to see nurse very good, Doctor referred me to Eye Clinic within a hour, very good, Eye clinic brilliant,

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

Care was very good nothing bad to say about my care at all. So just would like to say thank you to all staff.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Prompt, efficient, friendly service

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Doctor was very good explaining what had happened and put me at ease



Average score this period



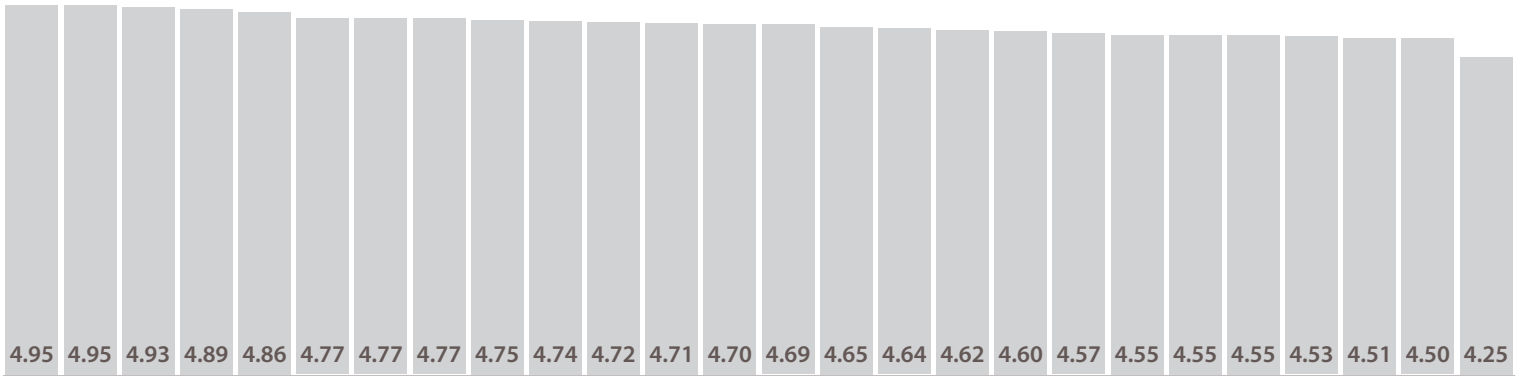
Reviews this period

# 0

Response rate

# N/A

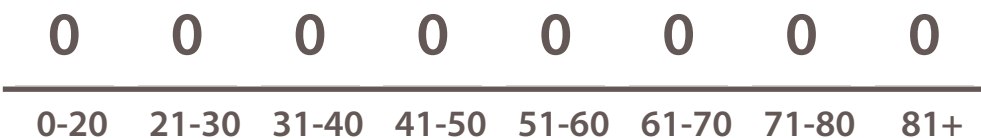
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age



# Acute Medicine Clinic

01 May - 31 May

Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Cleanliness</b>		0.00	➤	
<b>Staff</b>		0.00	➤	
<b>Side Effects</b>		0.00	➤	
<b>Treated Doctors</b>		0.00	➤	

Average score this period



—

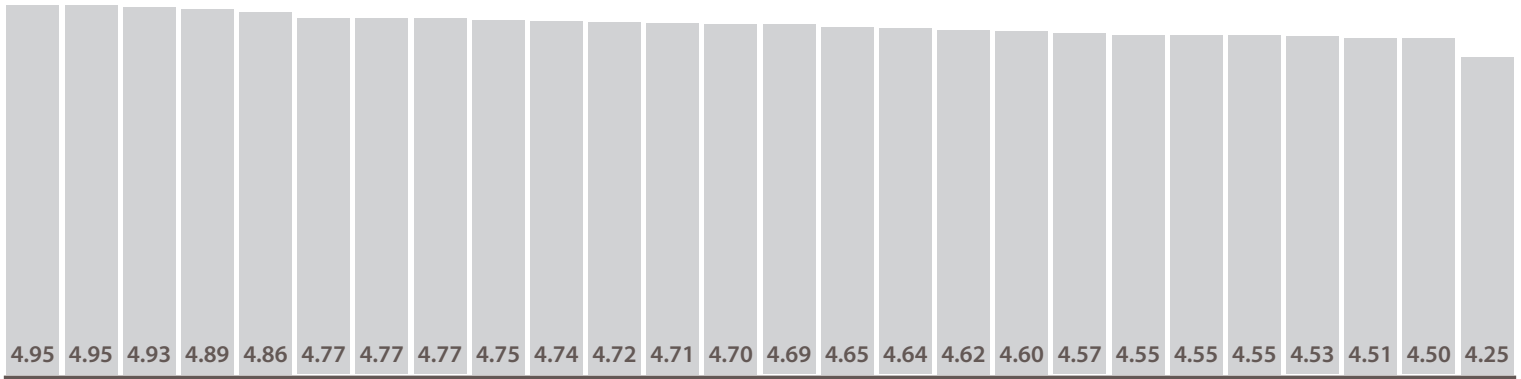
Reviews this period

# 0

Response rate

# N/A

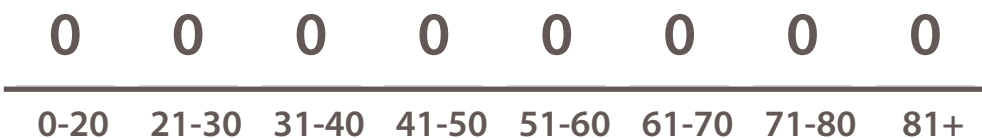
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00		↘
<b>Involved</b>		0.00		↘
<b>Information</b>		0.00		↘
<b>Cleanliness</b>		0.00		↘
<b>Staff</b>		0.00		↘
<b>Access to helpline</b>		0.00		↘
<b>Listened to</b>		0.00		↘
<b>Happy with advice</b>		0.00		↘
<b>Needs met</b>		0.00		↘

# Ambulatory Emergency Care

01 May - 31 May

Average score this period



4.89

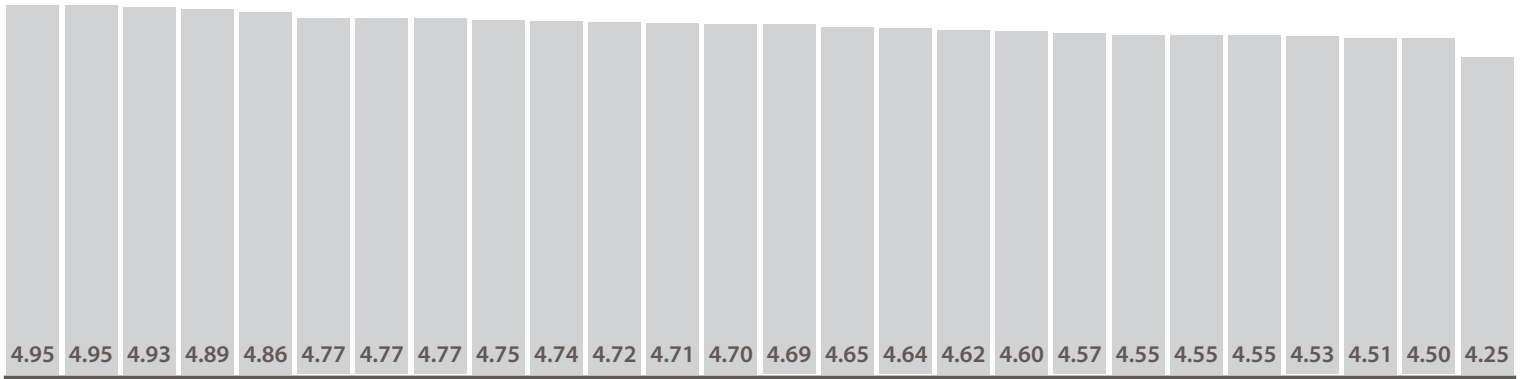
Reviews this period

122

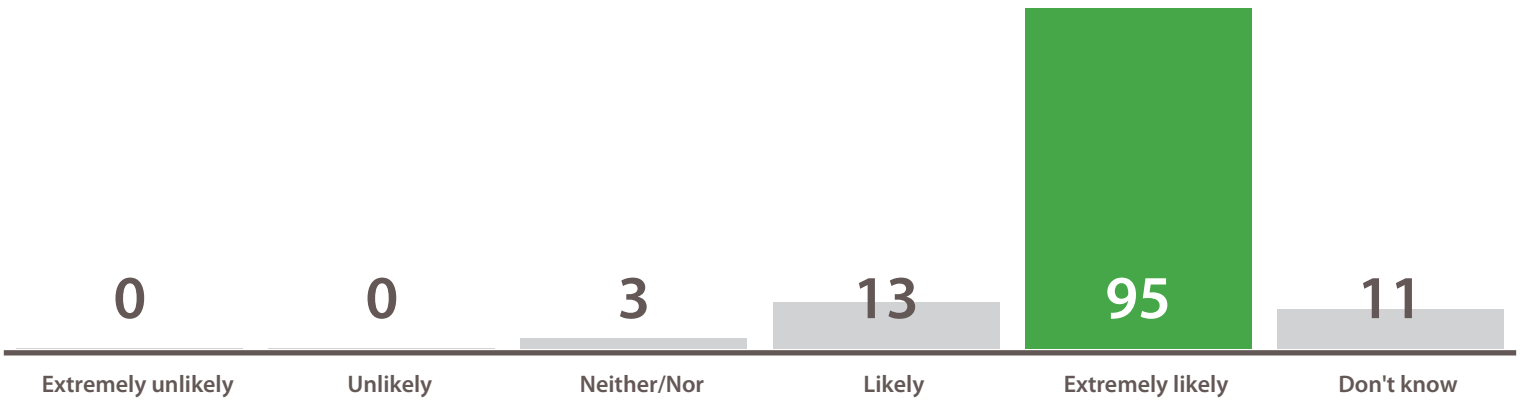
Response rate

N/A

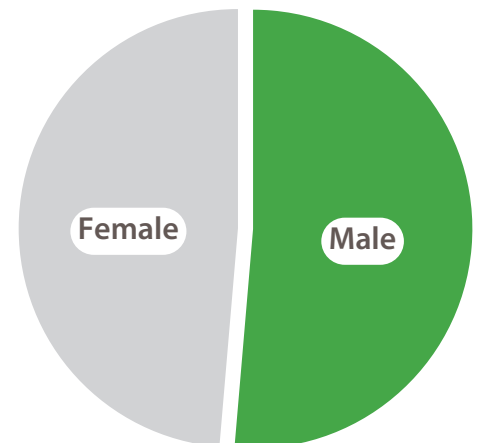
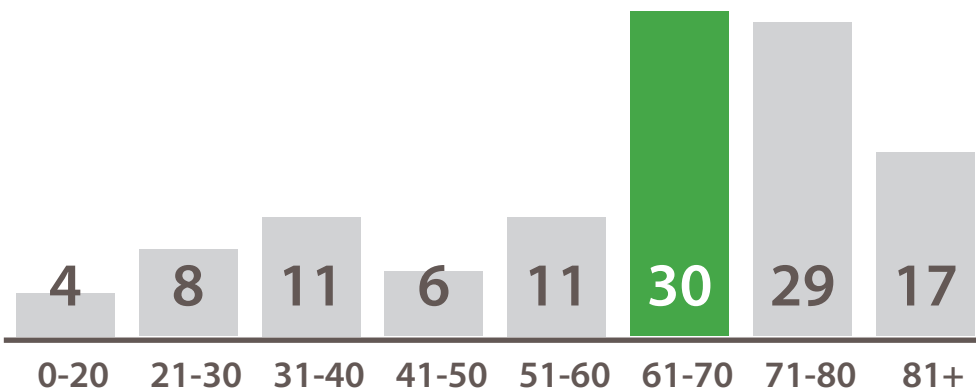
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



# Ambulatory Emergency Care

01 May - 31 May

Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.97	1.16	⬆️	
Involved	4.93	1.25	⬆️	
Information	4.84	1.19	⬆️	
Cleanliness	4.91	1.13	⬇️	
Staff	4.97	1.14	⬆️	
Addressing fears	4.88	1.16	⬆️	
Privacy	4.93	1.08	⬇️	
Contact Information	4.82	1.25	⬆️	
Involved Discharge	4.93	1.29	⬆️	

## Emergency Care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very friendly staff, Couldn't ask for any better  
Denise was brilliant! 😊

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone was lovely.

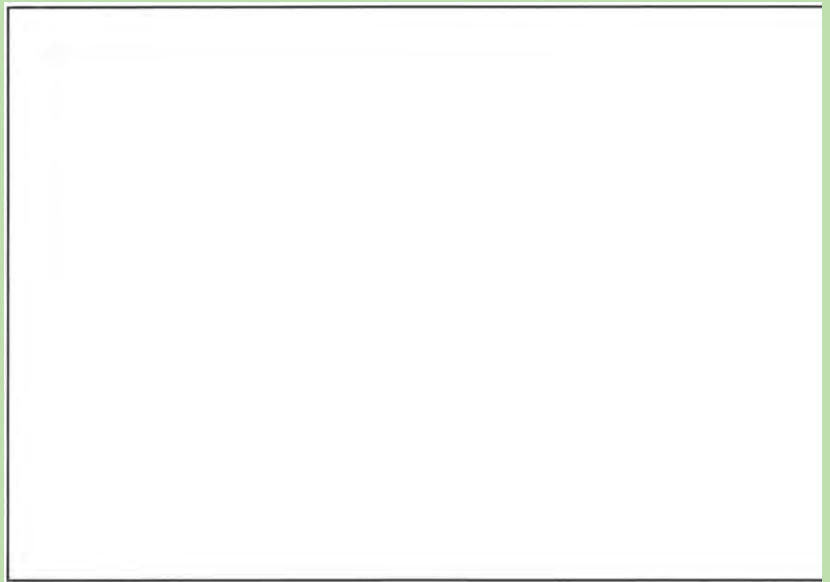
4

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Contact Information	4.5
Involved Discharge	4.5

Staff very ~~professional~~ Professional.  
waited a long time to be  
seen by a Doctor.  
2 1/2 HOURS FROM 11-30 - 2 PM STILL  
WAITING

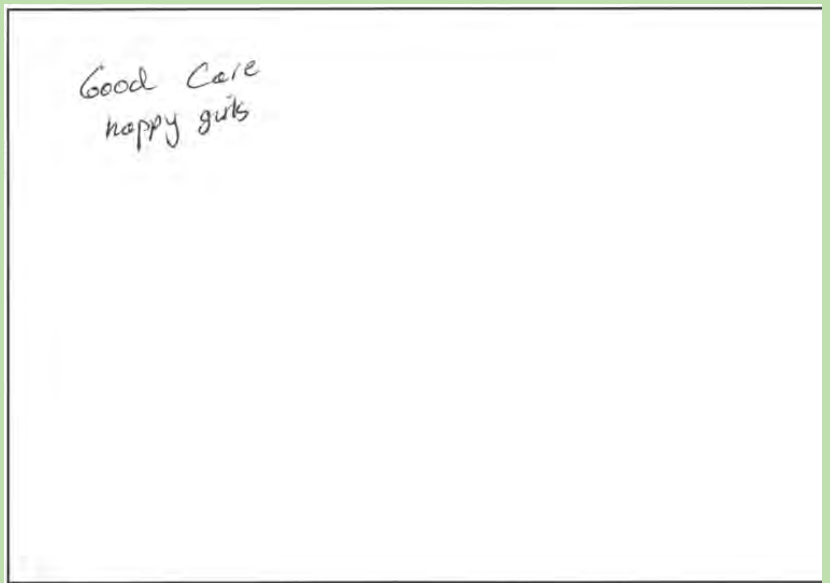
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0





5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERYTHING EXCELLENT  
NO FURTHER IMPROVEMENT

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

All staff super friendly and efficient  
Superb that no time wasted on  
being admitted to hospital, when  
full tests and care plan can be  
addressed then on there.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

Cannot fault unit for their care  
and being helpful in every  
way with a friendly smile

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Arrived in AEC and totally felt at ease by the professional, friendly staff. Regular updates were given regarding my care and nothing seemed to be too much trouble.

5

Dignity	
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

THE CARE I RECEIVED WAS OUTSTANDING, I COULDN'T HAVE ASKED FOR MORE, FROM RECEPTION TO TRIAGE, TO NURSES TO DOCTORS ALL INVOLVED, FELT VERY SAFE AND CARED FOR, VERY FRIENDLY STAFF.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

lovely cuppa nice staff.

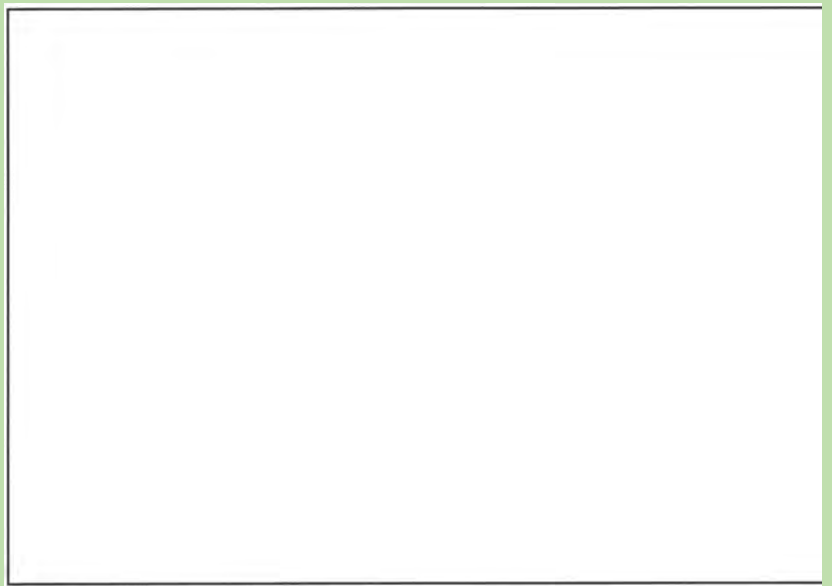
4

Dignity	4.5
Involved	4.0
Information	2.0
Cleanliness	4.0
Staff	4.0
Addressing fears	2.5
Privacy	4.0
Contact Information	4.5
Involved Discharge	4.0



5

Dignity	5.0
Involved	
Information	
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	4.5
Contact Information	
Involved Discharge	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Lovely staff, excellent care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	
Contact Information	5.0
Involved Discharge	5.0

Excellent prompt service  
Kind & informative

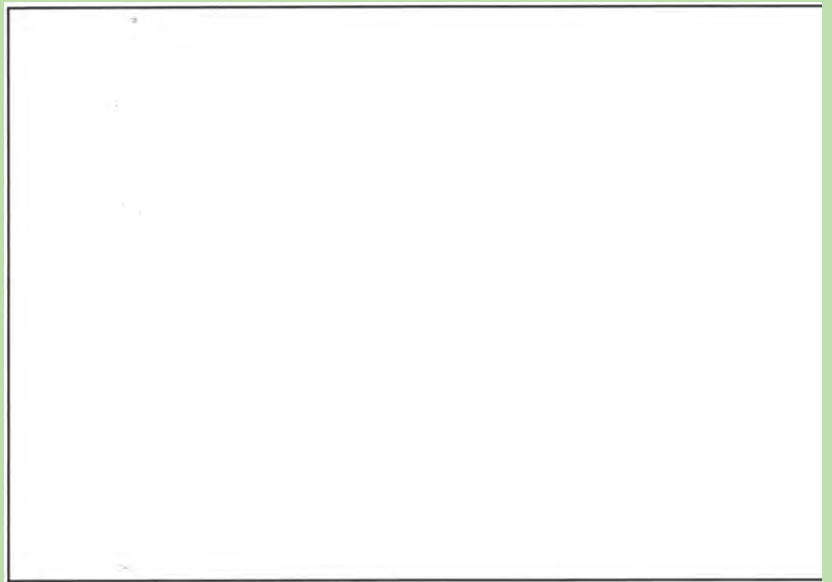
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very good  
Been here a few times  
and been happy

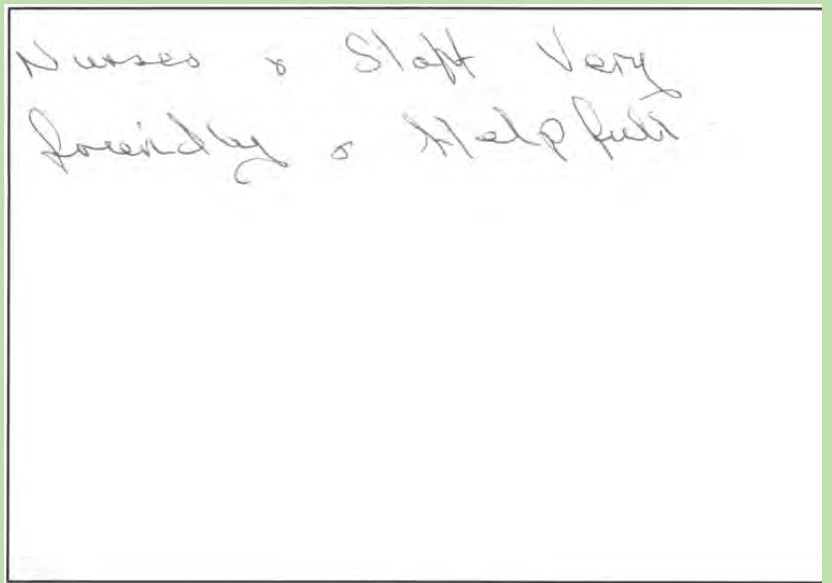
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



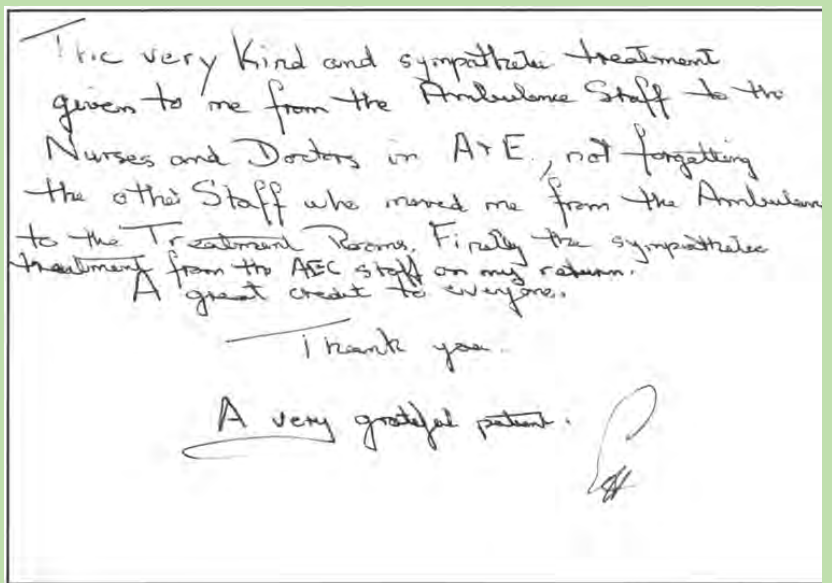
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



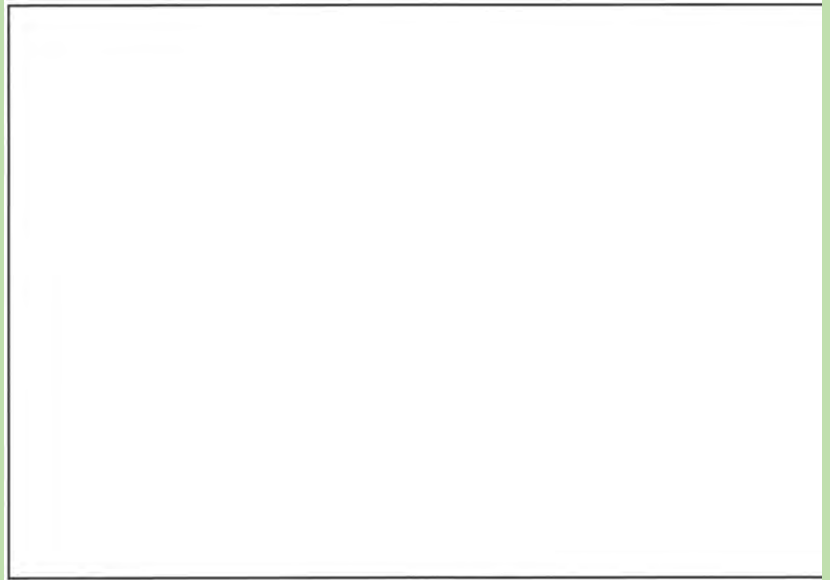
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



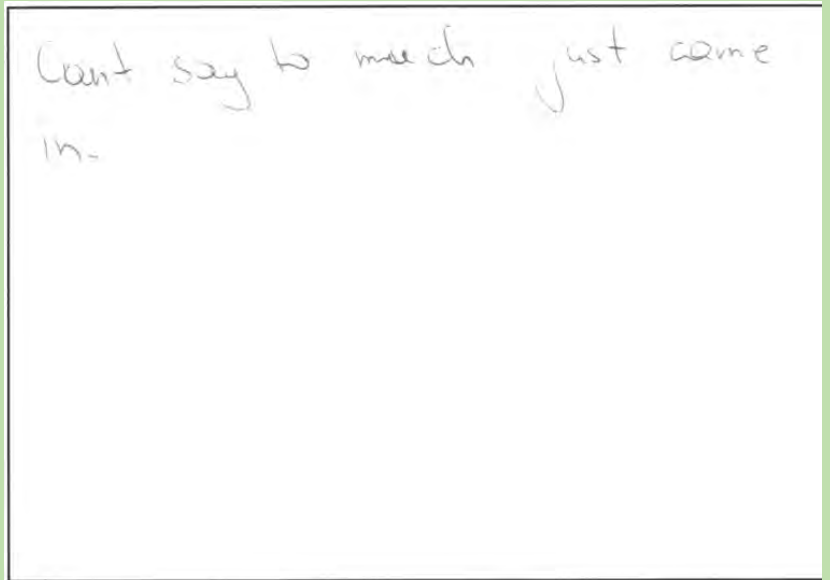
5

Dignity	4.5
Involved	3.0
Information	2.5
Cleanliness	3.5
Staff	4.0
Addressing fears	4.0
Privacy	4.0
Contact Information	1.0
Involved Discharge	3.5



4

Dignity	5.0
Involved	
Information	
Cleanliness	5.0
Staff	
Addressing fears	
Privacy	3.5
Contact Information	
Involved Discharge	



3

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	3.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	4.0



# 4

Dignity	5.0
Involved	3.5
Information	3.5
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

TIME:

Dignity	4.5
Involved	
Information	
Cleanliness	4.0
Staff	5.0
Addressing fears	4.5
Privacy	4.5
Contact Information	
Involved Discharge	

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Privacy	4.5
Contact Information	4.0
Involved Discharge	4.5

Time waiting  
Staff were very friendly  
make you feel at ease  
More consultation rooms as had  
to wait as full (doctor had to  
wait for free room).  
Staff where Great



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	
Involved Discharge	

AT THIS MOMENT NO PROBLEMS AT ALL. WHEN I HAVE VISITED THE HOSPITAL I FOUND THE STAFF MOST HELPFUL

5

Dignity	5.0
Involved	
Information	3.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

body  
very

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.0
Staff	4.5
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

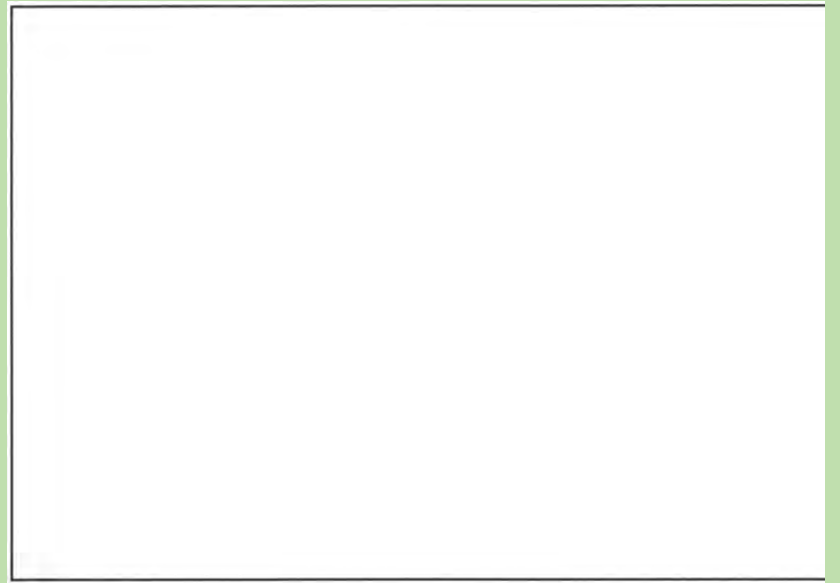
3

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

I was asked to attend the clinic at 10.30am, on arrival I found the clinic did not open till 11.00. There was no doctor on the ward for some time!! This caused additional stress, due to having a baby to care for, and also having to pay for another carparking ticket  
On a plus, the staff, a sister and her colleage nursing auxillary were very helpful and appolgetic, which of course was not their fault. They could not have been nicer, very friendly. If the unit was more organised it would have obviously been a better experience.

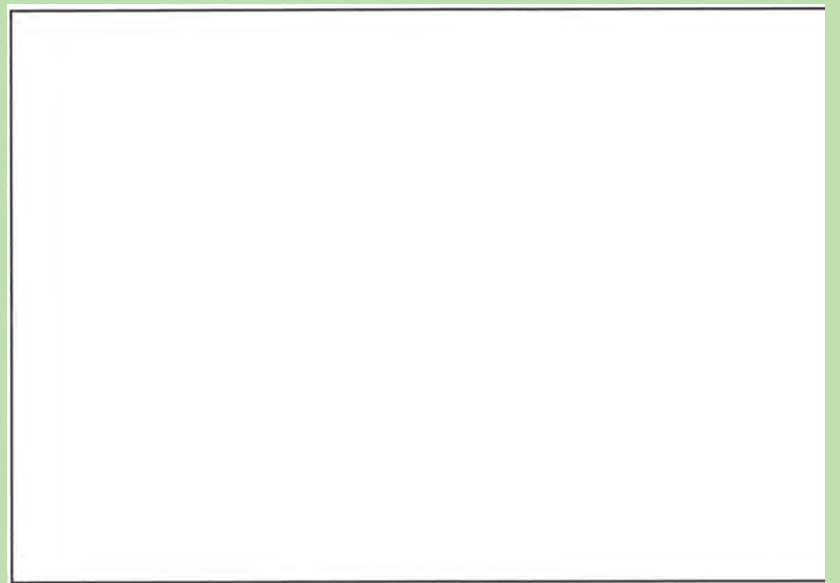
5

Dignity	4.0
Involved	4.5
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	4.5
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	5.0
Involved Discharge	

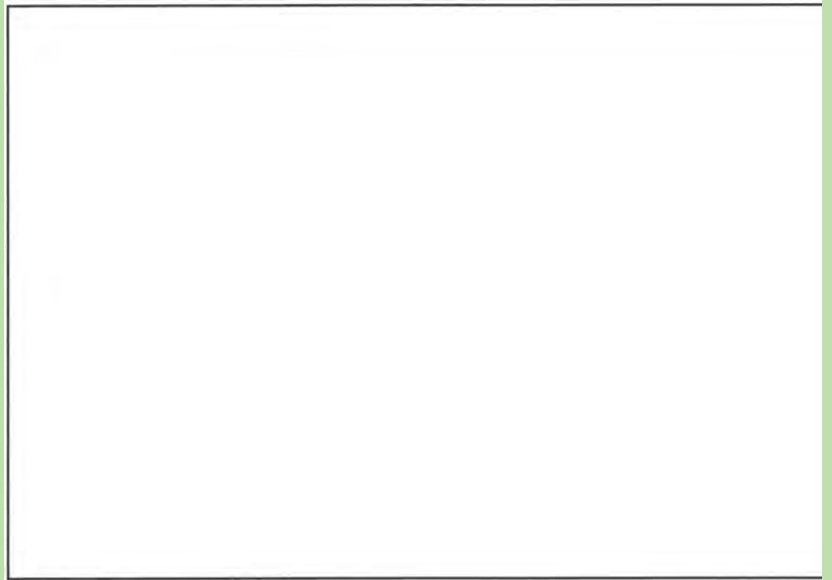
I couldn't think of any way my treatment could be improved.

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

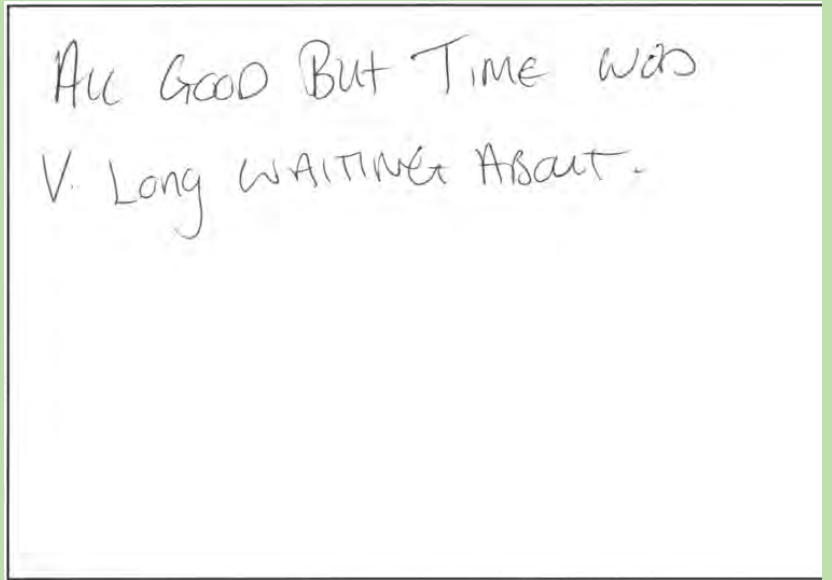
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	4.5
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

All aspects were first class

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Good service

5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	
Staff	5.0
Addressing fears	
Privacy	
Contact Information	5.0
Involved Discharge	5.0

nothing

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Quick Friendly SERVICE.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	
Involved Discharge	5.0

Friendly approach, kept informed  
Supplied tea + sandwiches  
which were very welcome.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very friendly - kind, tolerant  
sense of humour.

Thankyou!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Kindness of staff, excellent.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Nurses / Dr's / Staff all very  
pleasant & kept us up to date  
on what was happening.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Lovely friendly staff  
could not have asked for  
more, as well looked  
after

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything you couldn't  
improve

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Gael, Sadie & Faith were very personable. Made us feel at ease and kept us informed. They discussed things with us and were also present. We would thank them for their patience, compassion and helpfulness.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very thorough cannot think of any improvements. Impressed. However, on second thoughts, too long a wait for notes & medication for discharge.

5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Addressing fears	4.5
Privacy	4.5
Contact Information	
Involved Discharge	4.5

The staff were compassionate

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff were very very helpful + friendly.  
Doctors kept me informed and answered my queries  
Waiting times could be improved.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	4.5
Contact Information	4.5
Involved Discharge	5.0

Friendly Service made me  
feel comfortable

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff were caring & very helpful.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

The staff were very friendly - explained everything well and comforting.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

CARE WAS VERY THOROUGH  
COULD BE SPEEDED UP

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

My CARE WAS ~~quite~~ very good.  
Very kind and thought full  
friendly and very ATTENTIVE

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Excellent

5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very quick  
& friendly (X)

5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	
Staff	
Addressing fears	2.5
Privacy	
Contact Information	0.0
Involved Discharge	

5

Dignity	5.0
Involved	3.5
Information	2.0
Cleanliness	4.0
Staff	5.0
Addressing fears	5.0
Privacy	3.5
Contact Information	3.0
Involved Discharge	3.5

• lovely staff  
• Ambience good  
• Auxiliary rushed off her feet  
had still lovely | tea, coffee,  
o taking blood etc  
Improvements:  
Communication has to what is  
going on in the long wait  
would be appreciated

Dignity

Involved 4.5

Information 4.5

Cleanliness 4.5

Staff 4.5

Addressing fears 4.5

Privacy 4.5

Contact Information 4.5

Involved Discharge 4.5

Dignity

Involved 5.0

Information

Cleanliness

Staff 5.0

Addressing fears 5.0

Privacy 5.0

Contact Information 3.5

Involved Discharge

4

Good Listening  
Caring  
Kindly

Dignity 5.0

Involved 5.0

Information 4.0

Cleanliness 5.0

Staff 5.0

Addressing fears 5.0

Privacy 5.0

Contact Information 5.0

Involved Discharge 5.0

3

If you were a café I would definitely recommend.  
(relates to question 1).

Everyone very friendly and happy to explain  
what & why. even got a free cuppa!

Dignity 5.0

Involved

Information

Cleanliness 4.0

Staff 5.0

Addressing fears

Privacy 5.0

Contact Information

Involved Discharge

Very friendly - Waiting time needs to improve

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Addressing fears 4.5

Privacy 5.0

Contact Information 5.0

Involved Discharge 4.5

Great cups of tea  
nice staff

Dignity 5.0

Involved 5.0

Information 4.5

Cleanliness 4.5

Staff 5.0

Addressing fears

Privacy 4.5

Contact Information

Involved Discharge 5.0

4

5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	4.5
Involved Discharge	5.0

Nothing

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very well looked after



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

Everything

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff good.  
Improve waiting time?

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERYTHING WAS CARRIED OUT  
IN ONE DEPARTMENT.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

—

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	
Contact Information	
Involved Discharge	

The lady was lovely kind helpful. Brilliant care excellent lovely staff

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Case was very good  
quite a bit of waiting  
around but completely  
understood, due to bank holiday  
hospital was very busy.

5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	
Contact Information	5.0
Involved Discharge	5.0

Very happy.

Dignity

Involved 5.0

Information 5.0

Cleanliness

Staff

Addressing fears

Privacy

Contact Information 5.0

Involved Discharge

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Addressing fears 5.0

Privacy 5.0

Contact Information 5.0

Involved Discharge 5.0

5

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Addressing fears 5.0

Privacy 5.0

Contact Information 5.0

Involved Discharge 5.0

Everyone was very kind and sociable.

5

5

Dignity	4.0
Involved	4.0
Information	4.5
Cleanliness	4.0
Staff	4.5
Addressing fears	
Privacy	4.0
Contact Information	4.5
Involved Discharge	4.5

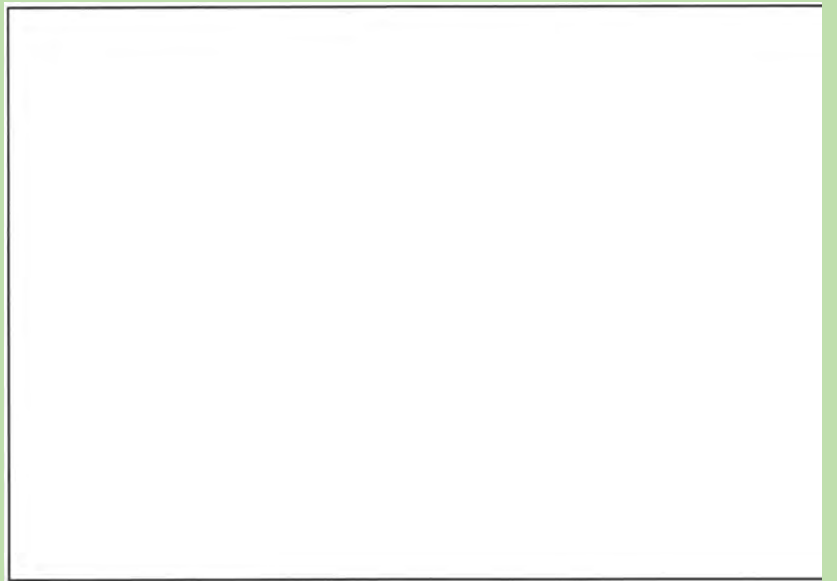
5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	0.0
Involved Discharge	5.0

SATS & BLOOD TESTS CALLED OUT  
THEN SAT IN WAITING AREA. I  
ASSUME WAITING FOR RESULTS OF BLOOD  
TESTS 1 3/4 HRS APPROX. SEE DR WHO  
EXPLAINED WHAT WAS HAPPENING THEN  
OFF FOR X-RAY (CHEST).  
EXCELLENT SERVICE BY ALL STAFF

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

It has all been excellent!  
Everyone has been so efficient,  
caring and helpful. All the staff  
have introduced themselves, explained  
what is to happen; all procedures have  
been done sympathetically. The A.E.C. has  
been wonderful - saved me from being  
hospitalised overnight (or even longer).

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

everyone are so kind and helpful  
Have been put at ease with  
the staff's kindness and a simple  
smile. They really care  
thank you

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

lovely staff happy with all

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	

Really expert, thoughtful care by all staff

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

good service

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Very Caring - efficient

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Addressing fears

Privacy 5.0

Contact Information

Involved Discharge 5.0

the ~~service~~ can be improved  
Tea

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Addressing fears 5.0

Privacy 5.0

Contact Information 5.0

Involved Discharge 5.0

Good

Dignity 5.0

Involved

Information 5.0

Cleanliness 5.0

Staff 5.0

Addressing fears

Privacy 5.0

Contact Information

Involved Discharge

5



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone was very friendly & efficient.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	
Staff	
Addressing fears	
Privacy	
Contact Information	5.0
Involved Discharge	

Good care & consideration from doctors (2) & nursing. Sorry this was yesterday in A & E.

---

Great consideration & care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Excellent Service!  
everywhere.

Dignity	5.0
Involved	
Information	3.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Contact Information	3.5
Involved Discharge	4.5

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	3.0
Privacy	5.0
Contact Information	
Involved Discharge	

no improvements required

4

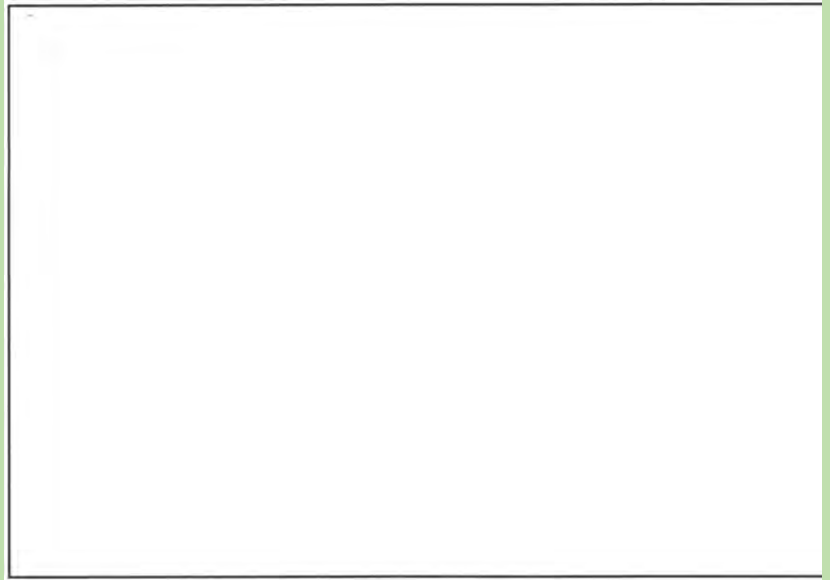
Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

base good

Waiting too long

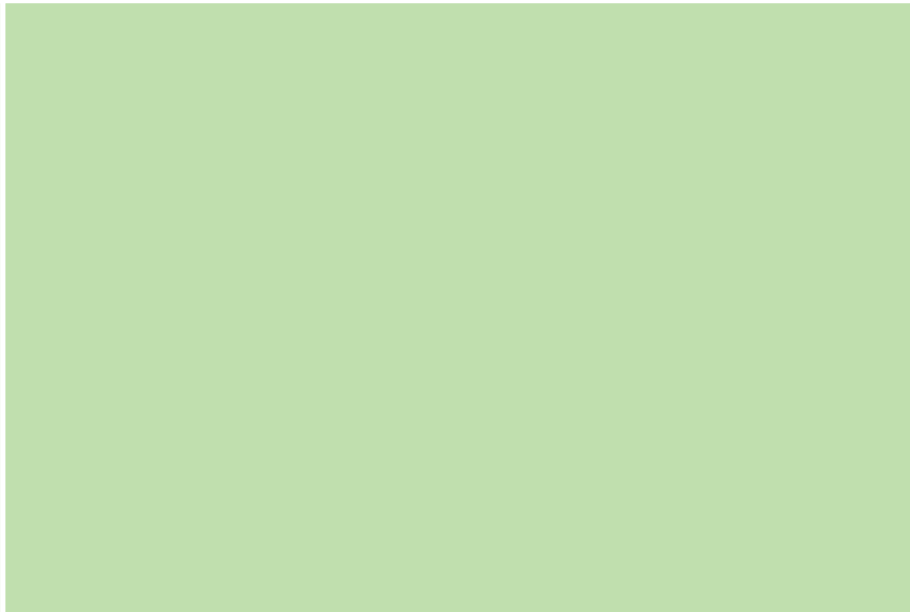
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



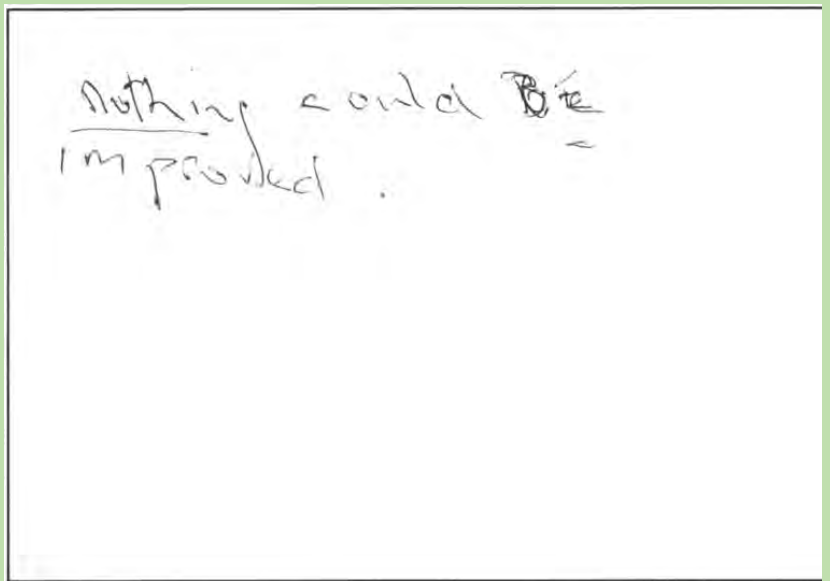
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



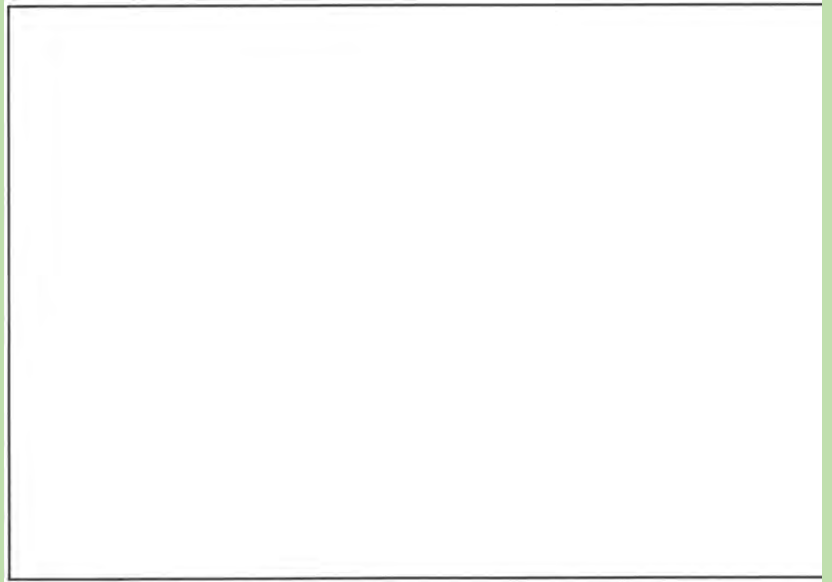
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	



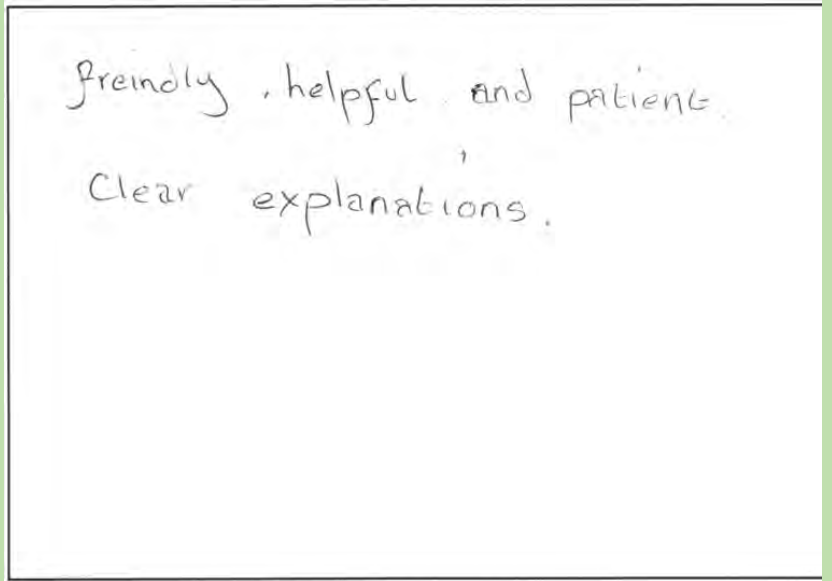
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0



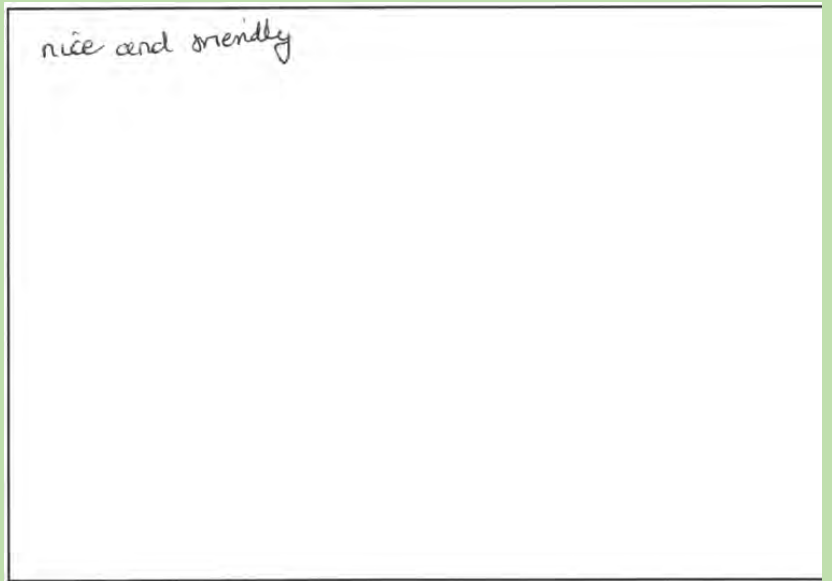
—

Dignity	
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	
Involved Discharge	



5

Dignity	
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Nothing to complain about,  
all very efficient.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

The staff were all very pleasant  
and helpful.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff made you feel good,  
More staff would make their  
job much easier.

5

Dignity	
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

## Aand E

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

I received very good care and attention in AEC, Scanning and X Ray. Our principal problem throughout what was understandably a very long "stay" was the relentless and intrusive cacophony of noise from the radio that was on continuously, when we turned down the volume we were informed that it was a Clinical Governance policy that the radio had to be played to assist in the confidentiality of patients being examined behind the screens. this is patently ineffective as a procedure as if we had wanted we were able to hear several patients' history - above the noise of the radio! When this was pointed out it was suggested the radio needed to be on even louder. Even in Scanning /Breast Clinic there was the wretched radio playing in the waiting room. it is quite unnecessary as the majority of patients had reading material or were content to sit quietly or those very ill ones who were trying to rest.

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Contact Information	5.0
Involved Discharge	5.0

My visit to this dept was amazing I was so impressed i was sent here by my GP who was very worried and wanted me seen quickly,i was rather shocked and very nervous and concerned i was treated so kindly and efficiently by all the staff my sister-in law was with me and they offered her sandwiches coffee/tea as well which i thought was lovely i had a ct scan lumbar puncture blood tests etc and was admitted to a ward all in one day,i was informed of what was going on all the time and the assurance i was being well cared for soon put my mind at rest. I think this is a super initiative well done QE

Average score this period



—

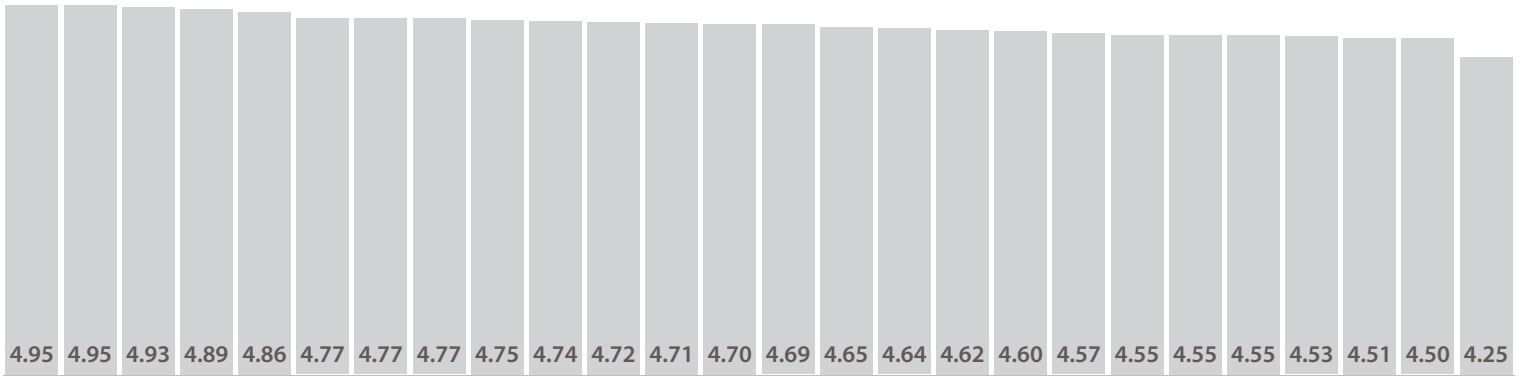
Reviews this period

# 0

Response rate

# N/A

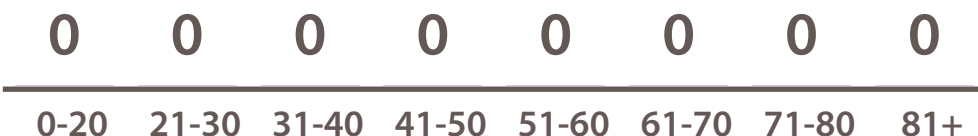
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age





# Arthur Levin DSU

01 May - 31 May

Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Cleanliness</b>		0.00	➤	
<b>Staff</b>		0.00	➤	
<b>Contact Information</b>		0.00	➤	
<b>Pain Control</b>		0.00	➤	

Average score this period



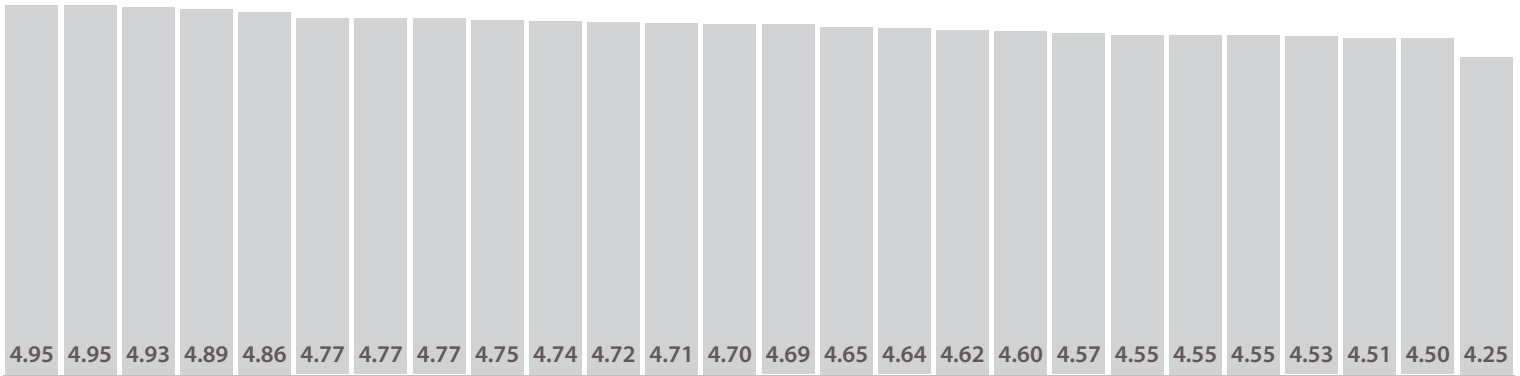
Reviews this period

# 0

Response rate

# N/A

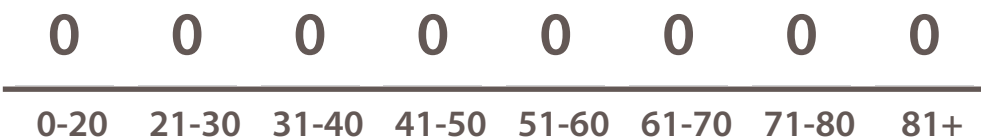
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Cleanliness</b>		0.00	➤	
<b>Staff</b>		0.00	➤	
<b>Audiology Clinic</b>		0.00	➤	

Average score this period



—

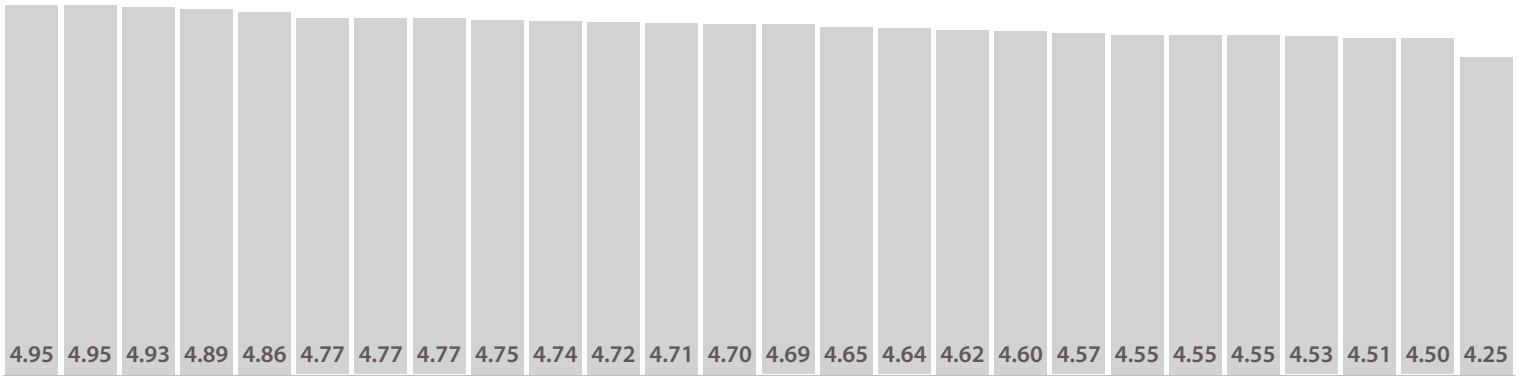
Reviews this period

0

Response rate

N/A

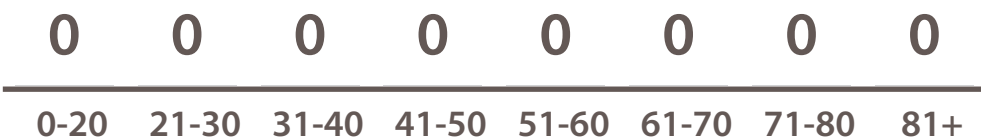
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Staff</b>		0.00	➤	

Average score this period



—

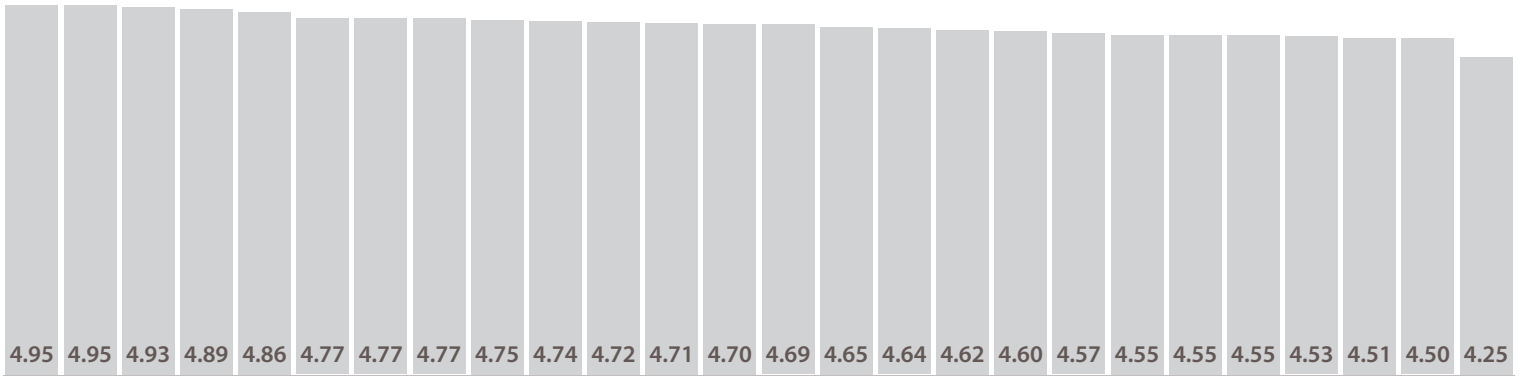
Reviews this period

0

Response rate

N/A

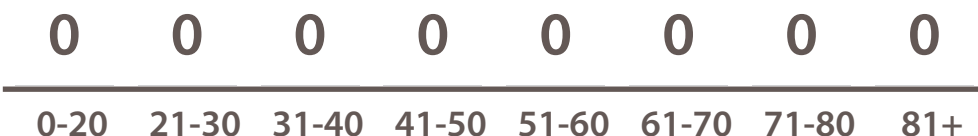
## Scores for all wards (with > 4 reviews)







## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00		
<b>Involved</b>		0.00		
<b>Information</b>		0.00		
<b>Staff</b>		0.00		

Average score this period



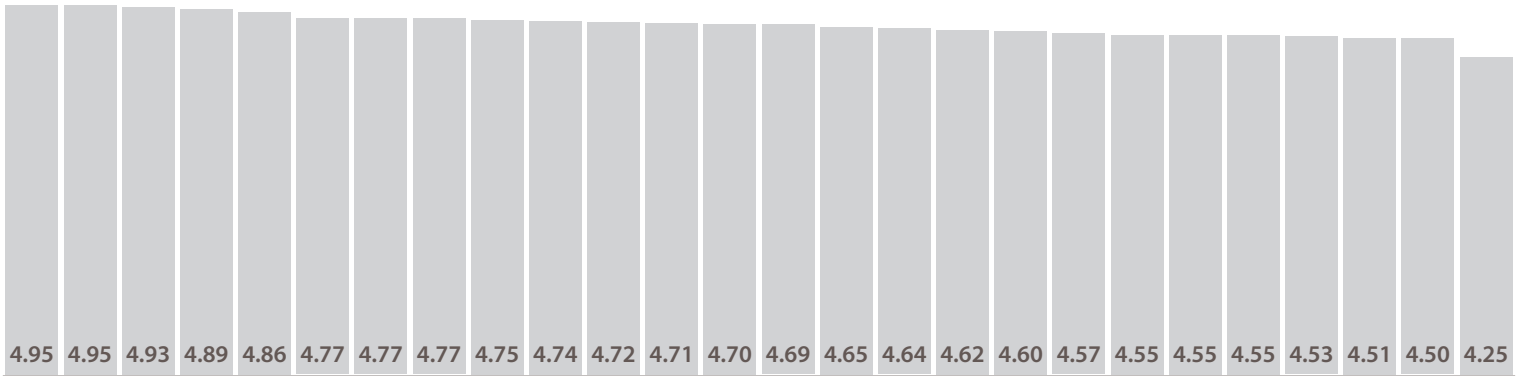
Reviews this period

# 0

Response rate

# N/A

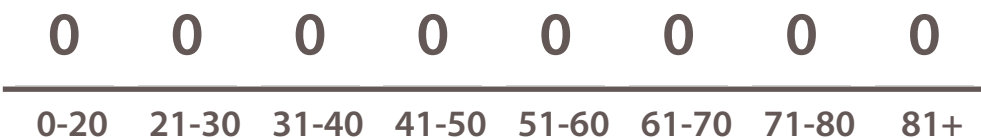
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age





# Castleacre Antenatal

01 May - 31 May

Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Staff</b>		0.00	➤	

Average score this period



4.69

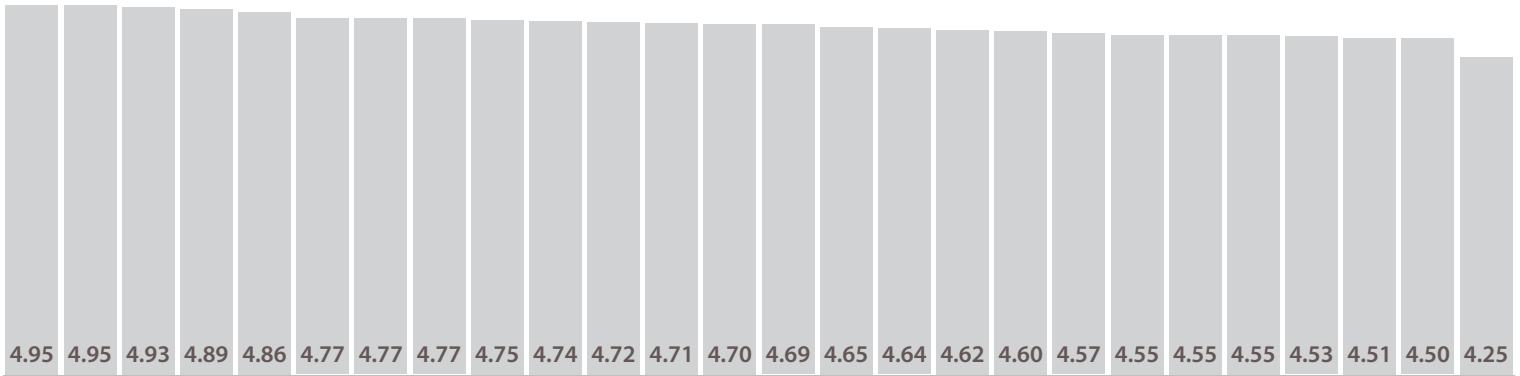
Reviews this period

36

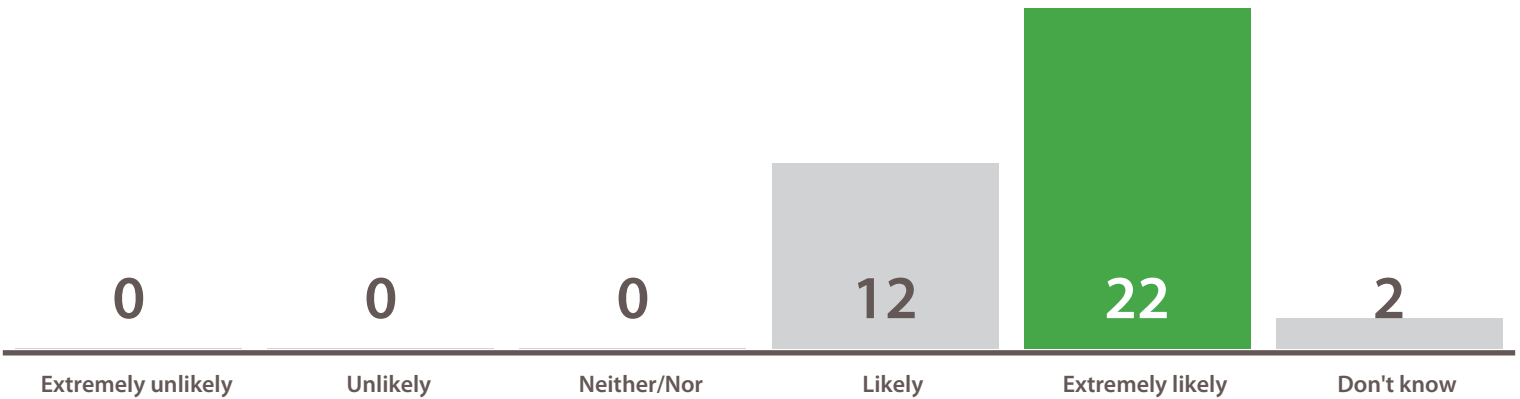
Response rate

N/A

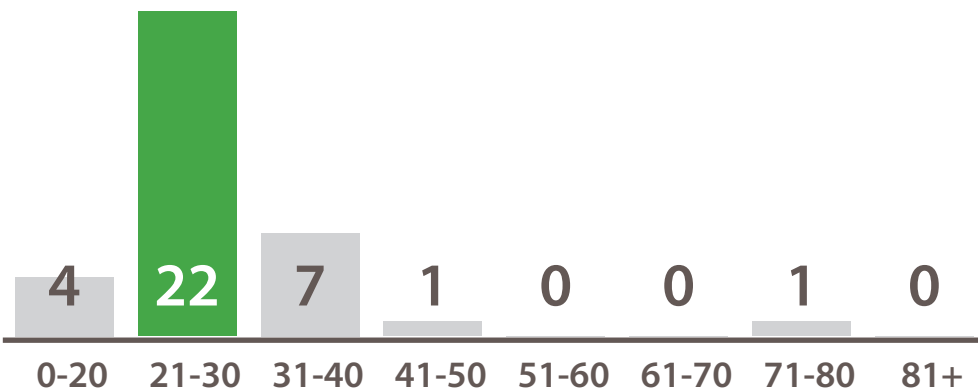
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>	<b>4.78</b>	0.93		
<b>Involved</b>	<b>4.71</b>	0.98		
<b>Information</b>	<b>4.64</b>	0.93		
<b>Cleanliness</b>	<b>4.78</b>	0.97		
<b>Staff</b>	<b>4.76</b>	0.88		

Dignity

---

Involved

---

Information

---

Cleanliness

---

Staff

4

Dignity 3.5

---

Involved 3.5

---

Information 3.5

---

Cleanliness 5.0

---

Staff 3.5

Only one night I wasn't happy with the care but the rest of the time staff were brilliant and extremely helpful.

4

4

Dignity	4.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Very friendly . helpful .

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

They looked after me and my  
very well and took care  
of me very pleased with  
the care

5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	5.0
Staff	5.0

I was satisfied  
Thank you FOR your help .  
Good Luck .

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Lots of support from everyone who dealt with me, particularly when I was having breastfeeding issues, which was much appreciated. Paediatricians were thorough about explaining what they needed to do with my baby (he was in NICU) & why & also made certain that my husband & I were happy for them to be doing it. Great job by all involved - no

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

I've spent five days in hospital. The staff were extremely helpful and happy to share their knowledge with me. Everything was clean and tidy what was extremely important to me, because my baby boy had an infection and it was good to see the space around me is safe.

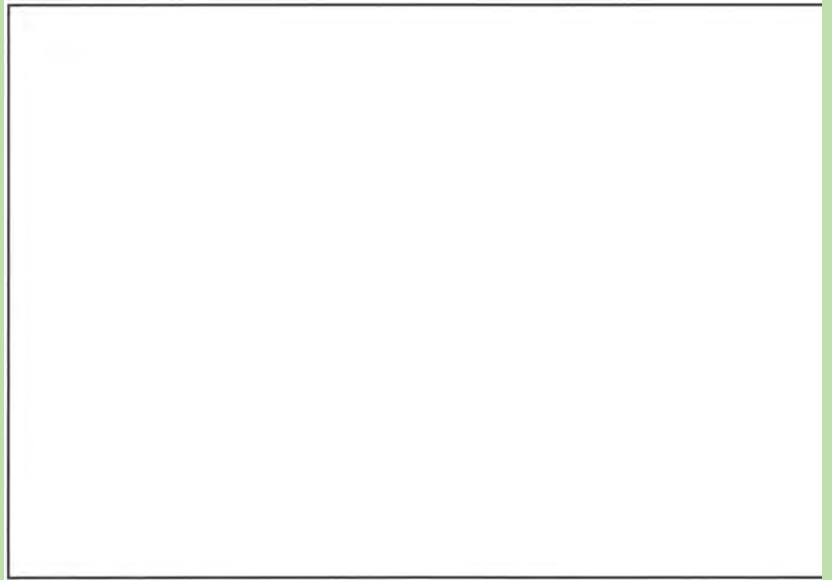
4

Dignity	4.0
Involved	4.5
Information	4.5
Cleanliness	3.5
Staff	3.5

Focused + very cooperative

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0



5

Dignity	5.0
Involved	3.5
Information	3.5
Cleanliness	5.0
Staff	5.0

We were looked after well and everyone was kind and helpful. Sometimes had to wait periods to speak to a midwife but this was due to them being busy not their lack of attention.

4

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0

All the midwives and student-midwives are Always friendly and Always to help happily at any Time of the Day

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

well cared for on the ward.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Staff were on hand if needed.  
nothing to be improved.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Excellent Couldn't fault the care or staff.

-

Dignity	4.0
Involved	3.0
Information	3.0
Cleanliness	4.0
Staff	4.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

All the staff were very friendly & helpful, made me feel at ease & helped me as possible with baby.



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Good  
\*Reaction Time  
\*Continual Support  
\*~~Good~~ All staff friendly Supportive  
Couldn't do enough for us.  
\* Sharon was really helpful  
with helping with breastfeeding  
Nothing could be improved.  
Thank you.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

I had staff always if I needed one.  
People willing and helping the best they  
can.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Nothing to be improved.  
Everyone helpful and  
caring!

Thanks Guys

4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	5.0

Staff very nice and friendly  
and made you feel as  
comfortable as possible.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	

VERY WELL EVERYTHING WAS VERY GOOD ALL STAFF VERY FRIENDLY THANK YOU

5

Dignity	5.0
Involved	4.5
Information	4.0
Cleanliness	5.0
Staff	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Lovely calm environment with friendly staff

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Everybody was great.  
They've treated me well  
and I am so thankful!

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0

Staff + support workers highly  
friendly, always willing  
to help

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

~~the~~ the midwife staff  
was lovely and very friendly.  
As well as their help.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

~~Some~~ So many different people  
coming to see you was  
really nice.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Everyone one was really  
friendly, helped and explained  
everything

—

Dignity	2.5
Involved	1.0
Information	0.0
Cleanliness	0.0
Staff	0.0

They ignore you and ~~leave~~  
Leave you on your own when  
you have asked for their help.  
Talk to you like dirt on the floor  
have no respect for you and  
are not good  
careers

4

Dignity	3.5
Involved	4.0
Information	3.5
Cleanliness	4.0
Staff	4.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

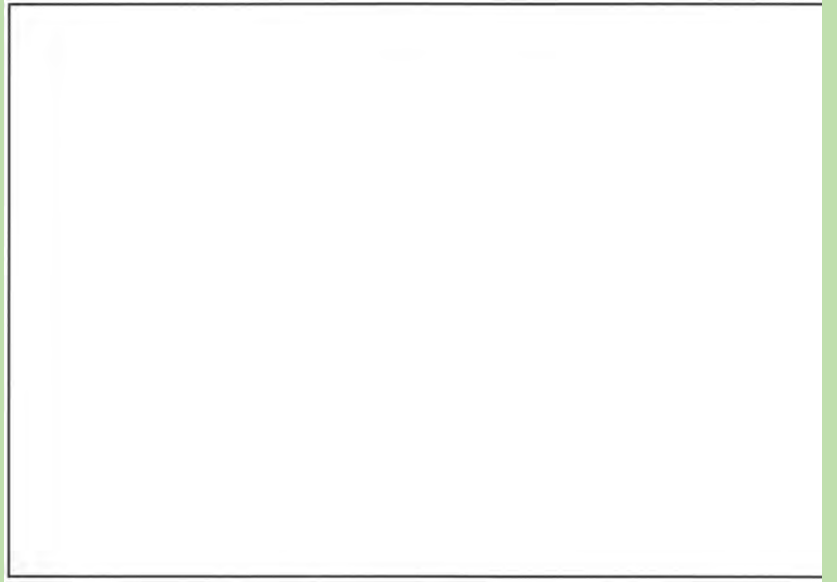
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Everyone was very kind and helped me when ever possible.

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0



Average score this period



—

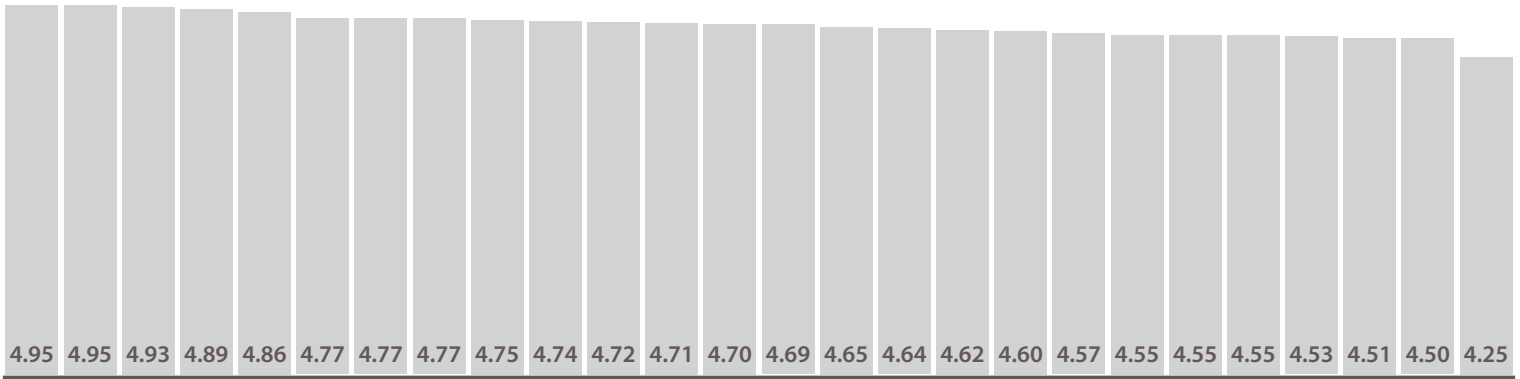
Reviews this period

# 0

Response rate

# N/A

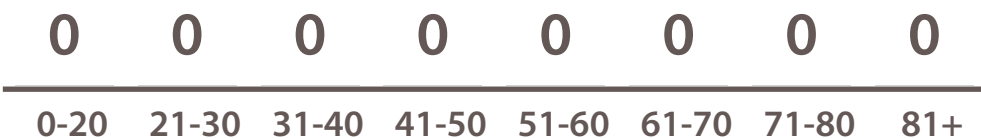
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age





# Chemotherapy Suite

## 01 May - 31 May

Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00		↘
<b>Involved</b>		0.00		↘
<b>Information</b>		0.00		↘
<b>Cleanliness</b>		0.00		↘
<b>Staff</b>		0.00		↘
<b>Satisfied with information</b>		0.00		↘
<b>Holistic Needs met</b>		0.00		↘
<b>Depth of written information</b>		0.00		↘
<b>Key worker</b>		0.00		↘

Average score this period



# 4.77

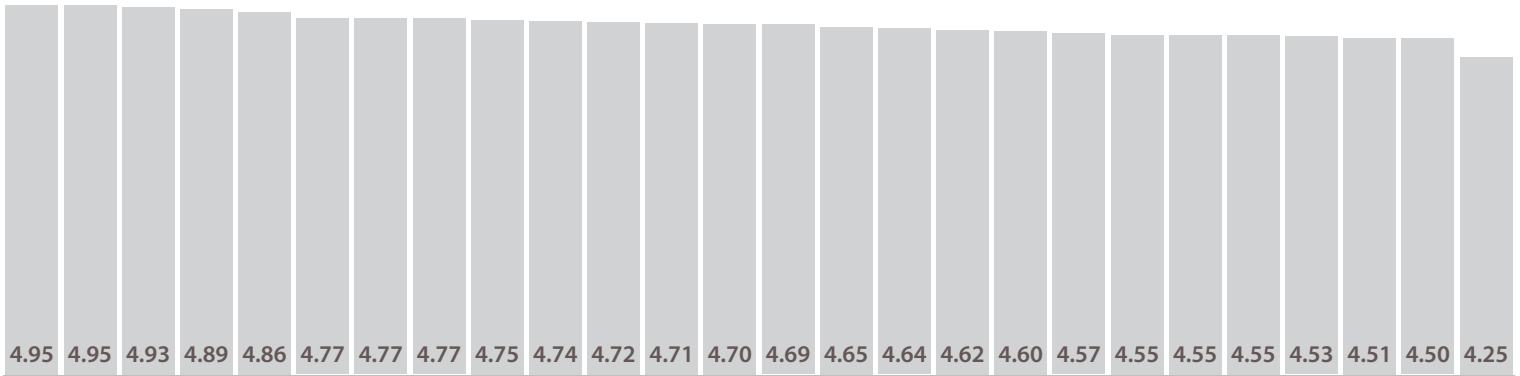
Reviews this period

# 7

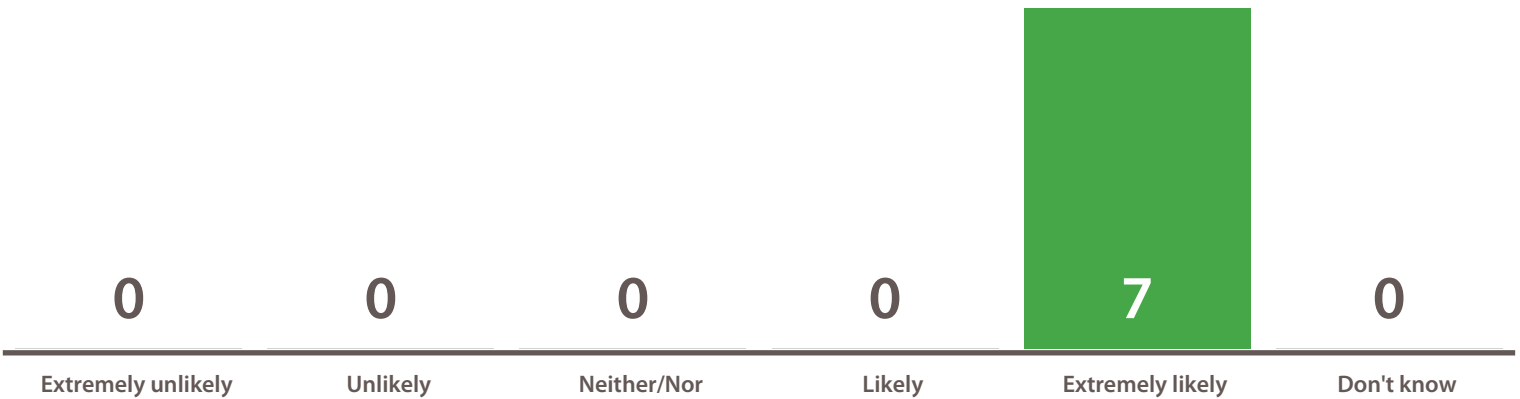
Response rate

# N/A

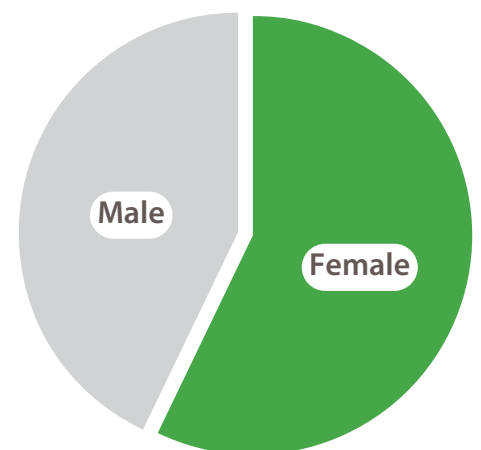
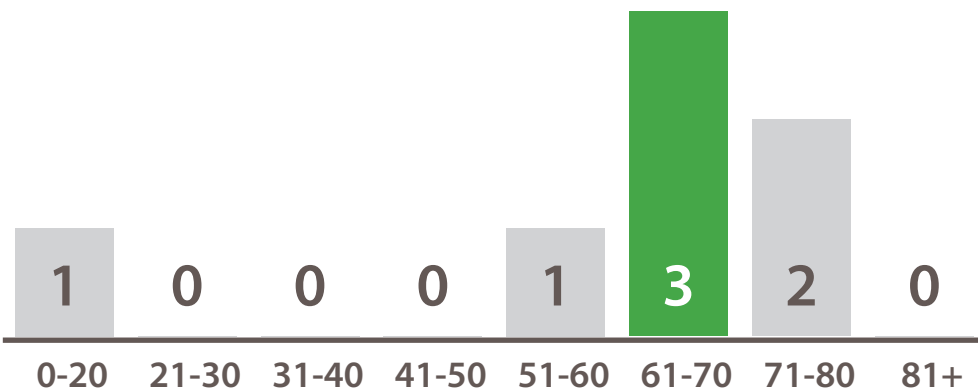
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.94	1.13		
Involved	4.83	1.12		
Information	4.89	1.24		
Cleanliness	4.94	1.17		
Staff	4.94	1.10		
Contact Information	3.93	0.14		
Involved Discharge	4.53	0.79		

5

- Dignity 5.0
- Involved 5.0
- Information 5.0
- Cleanliness 5.0
- Staff 5.0
- Contact Information 2.5
- Involved Discharge 2.5

ALL STAFF WERE VERY PROFESSIONAL AND ALSO FRIENDLY NOTHING WAS TOO MUCH FOR THEM

I CANNOT THINK OF ANY IMPROVEMENTS

5

- Dignity 5.0
- Involved 5.0
- Information 4.5
- Cleanliness 5.0
- Staff 5.0
- Contact Information 5.0
- Involved Discharge 5.0

STAFF ALL HELPFULL

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

Fantastic, nothing to be improved.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	5.0

Very caring & efficient staff  
I was kept well informed at every stage of my care.

5

Dignity	5.0
Involved	4.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.0

5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	

ALL CARE HAS BEEN  
VERY GOOD.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone is wonderful.  
1st class.

Average score this period



# 4.74

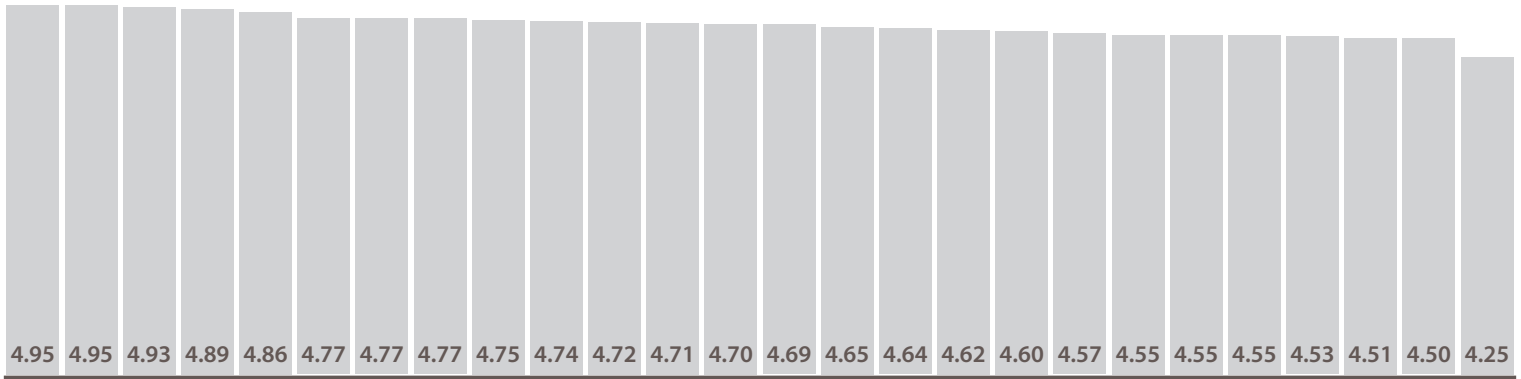
Reviews this period

# 39

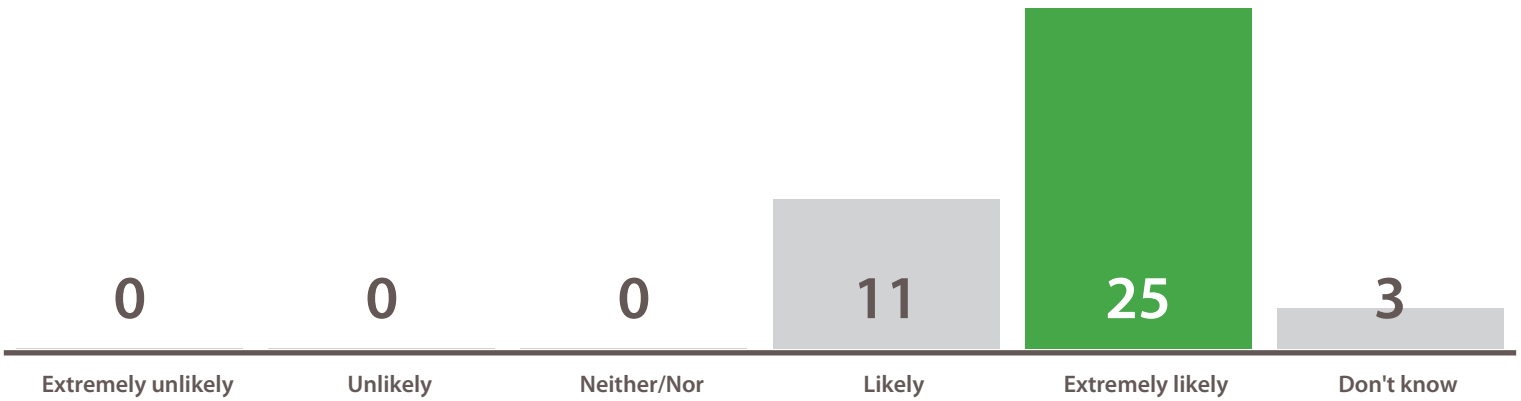
Response rate

# N/A

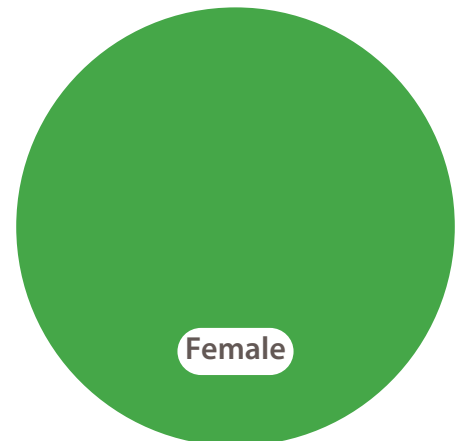
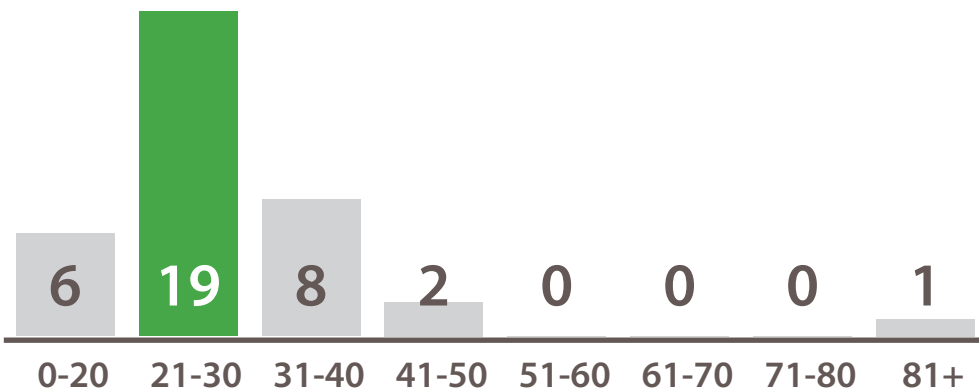
## Scores for all wards (with > 4 reviews)













## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.88	 1.05		
Involved	4.67	 0.93		
Information	4.59	 0.87		
Cleanliness	4.86	 1.07		
Staff	4.84	 0.97		

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

4

they listened to my concerns while I was in labour and looked after me and my baby well. They gave me pain relief when I asked.

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

5

I was satisfied  
Thank you so much.

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

midwives excellent. Nothing was to much for them

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

All midwives / paediatricians were very attentive & supportive, gave full explanations of anything they needed to do - i.e why they were doing it & what it involved. Happy to answer any questions we had. No improvements - was very happy with the support & care we received.

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

I've spent five days in hospital. The staff were extremely helpful and happy to share their knowledge with me. Everything were clean and tidy what was really important to me, because my baby boy had an infection and it was good to see the space around me is safe.



4

Dignity	
Involved	
Information	
Cleanliness	
Staff	

4

Dignity	4.5
Involved	4.0
Information	4.0
Cleanliness	3.5
Staff	3.5

Cooperative staff

5

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	5.0

The care was brilliant all staff friendly and always made sure I was comfortable.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0



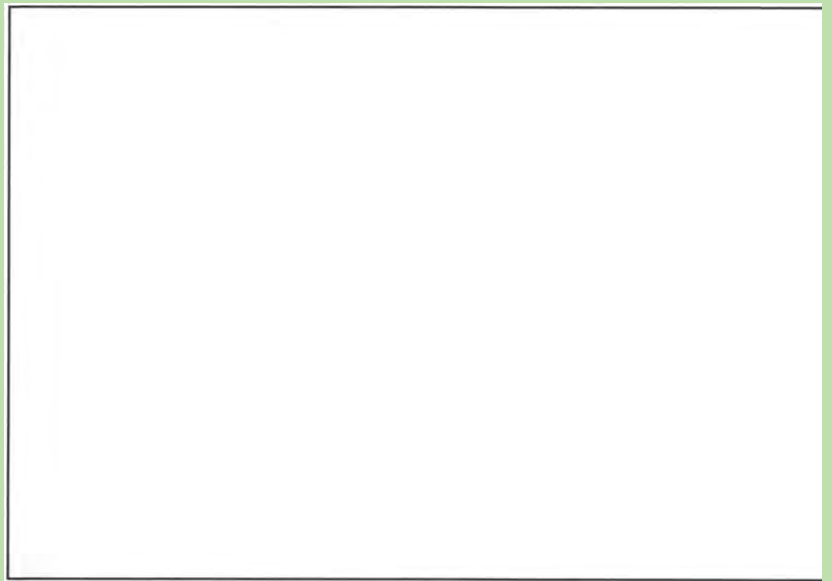
—

Dignity	4.5
Involved	3.0
Information	3.5
Cleanliness	4.5
Staff	4.5

I had a planned c-section which was carried out efficiently with good communication and friendly staff.

5

Dignity	5.0
Involved	4.5
Information	3.0
Cleanliness	4.5
Staff	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Felt looked after & not rushed to do anything. wouldn't improve on anything

4

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	5.0

4

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	4.5

The staff were very kind & made sure I felt ok they whole time.

5

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	5.0

Was very pleased with the care I received. Baby was in distress at the end and every care was taken to ensure the baby was safe and delivered quickly and efficiently

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Reassurance over phone  
Ready and greeted us when we arrived  
Midwives took decision to call Dr  
Dr arrived within seconds  
Baby born within 6 mins!  
Dr + midwife team were wonderful  
Had shower immediately  
A feeding team on hand.  
Our experience was excellent

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Very helpful staff, they are very good I'm very happy to have my son in here.  
Thank you

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Couldn't fault the care.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Midwife care was excellent through out labour.

Theatre team treated me very well whilst going through a traumatic experience

Overall brilliant care received from all at the Delivery Suite.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Dignity	5.0
Involved	1.5
Information	1.0
Cleanliness	5.0
Staff	5.0

I WAS BROUGHT IN FOR INDUCTION. AFTER ONE PESSARY I STARTED LABOURING QUITE FAST. I FELT THAT THIS WASN'T REAUSED BY THE STAFF AND WAS UPSET WHEN MY PARTNER WAS SENT HOME AT 8 PM JUST WHEN I NEEDED HIM TO DO ALL WE HAD PRACTICED TOGETHER. MY LABOUR ~~IS~~ ACCELERATED REALLY FAST AND MY PARTNER WAS CALLED IN AT MIDNIGHT. I FELT HE WASN'T THERE WHEN I NEEDED HIM, I FELT THE INDUCTION MADE THINGS TOO FAST FOR ME AND I COULDN'T COPE WITH THE SPEED OF THE INCREASE IN PAIN. I CAN'T REMEMBER ALOT OF WHAT HAPPENED BETWEEN 8 PM

5

Dignity	4.5
Involved	4.5
Information	4.0
Cleanliness	4.5
Staff	4.5

There was someone next ~~you~~ to you all the time was never left on your own...

5

Dignity	5.0
Involved	5.0
Information	3.5
Cleanliness	5.0
Staff	4.0

The midwives were really friendly.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Lorely helped staff

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0

Friendly + willing to help

-

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

EVERYTHING WAS VERY GOOD

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Someone being with us all the way though it was good.



4

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.0
Staff	5.0

Staff fantastic and made you feel more confident.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Everyone was very friendly, All come introduced themselves.

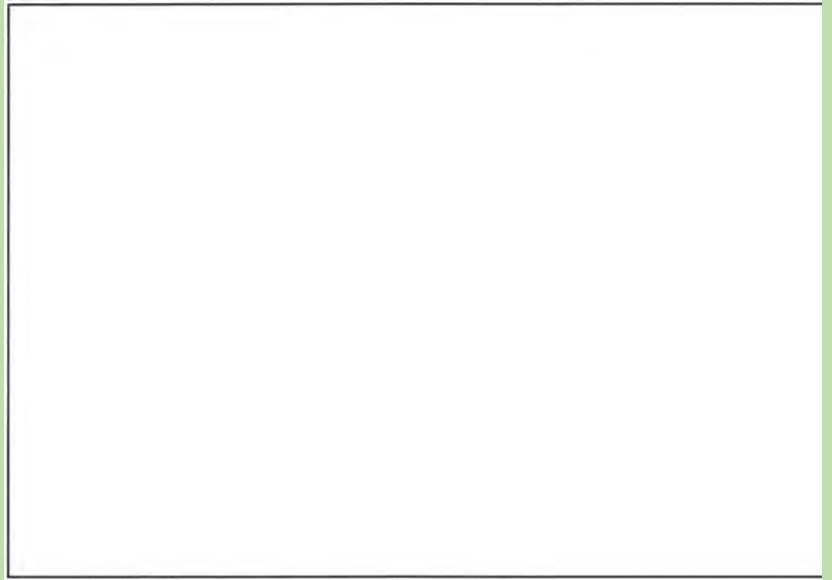
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

The midwives that delivered my baby boy were amazing. They helped keep me calm and supported me throughout my labour. I felt safe and at ease in there hands. I also had a pph straight after delivery and the way it was dealt with was exceptional it was dealt with quickly and professionally and I felt I knew what was going on at all times. I cannot reccomend the staff on the delivery suite enough. I will always remember my delivery with fondness and cannot fault my care.

4

Dignity	3.5
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	3.5



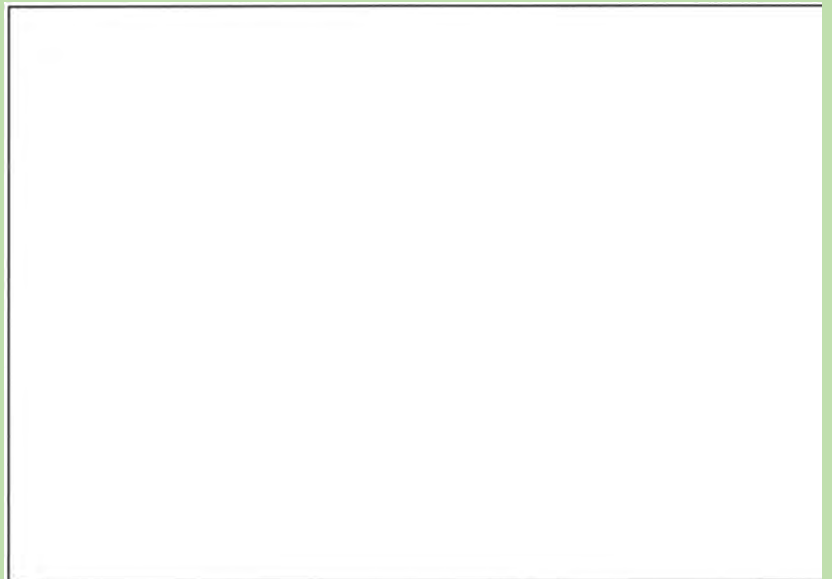
4

Dignity	4.0
Involved	4.0
Information	2.5
Cleanliness	4.0
Staff	4.5



4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.5
Staff	4.0



5

Dignity	5.0
Involved	4.5
Information	4.0
Cleanliness	5.0
Staff	4.5

5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0

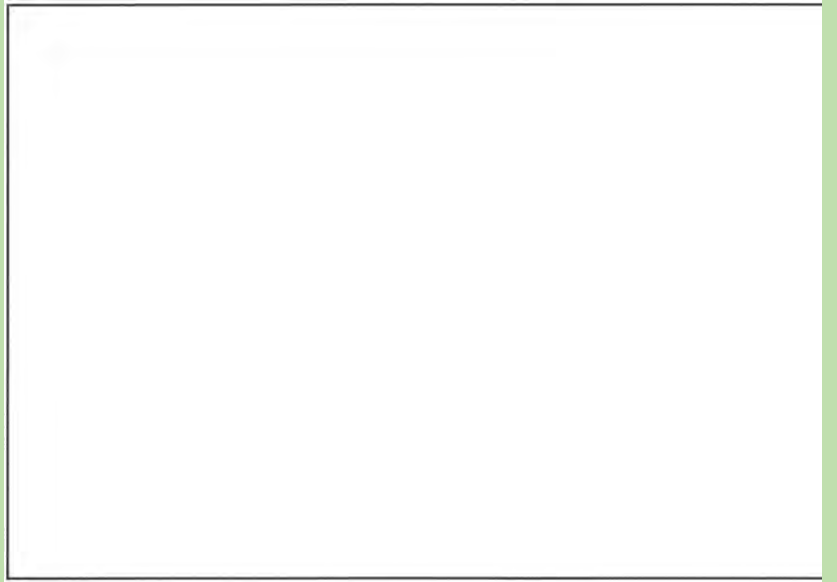
The whole experience was extremely good.  
Everyone was helpful and really lovely.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0



Average score this period



# 4.57

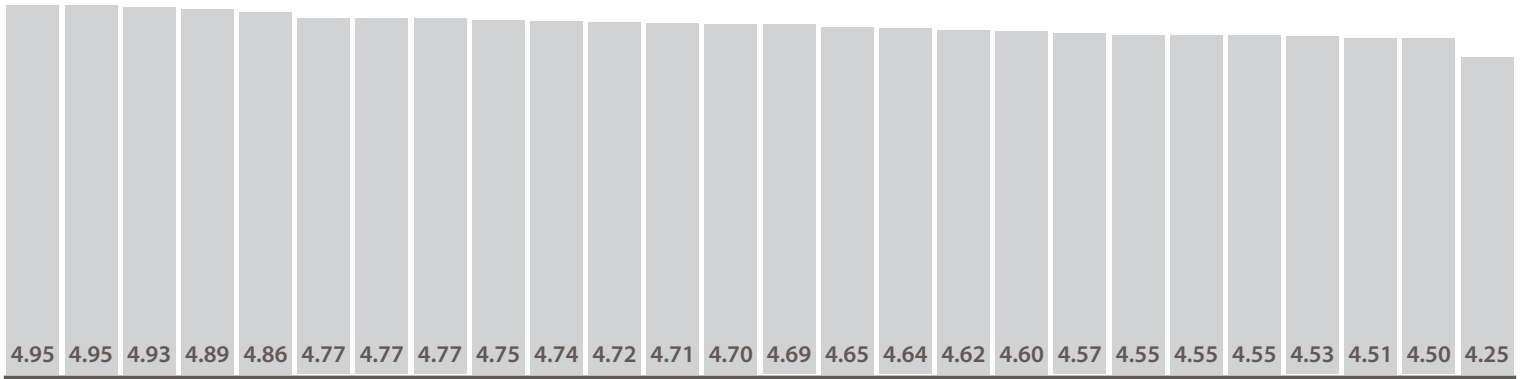
Reviews this period

# 27

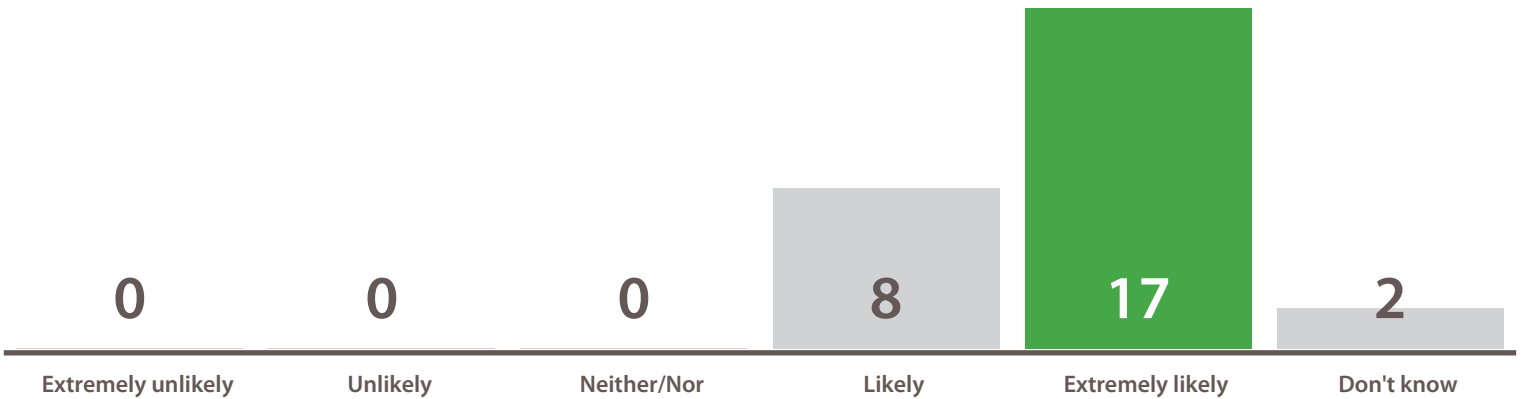
Response rate

# N/A

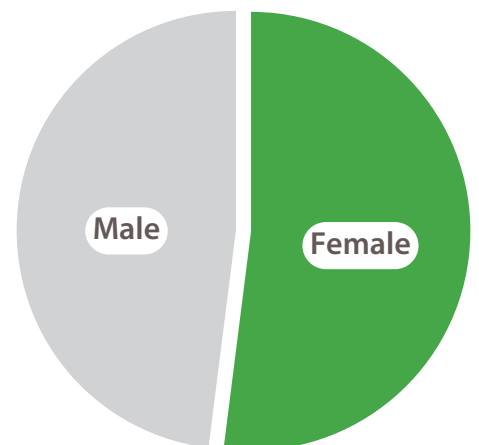
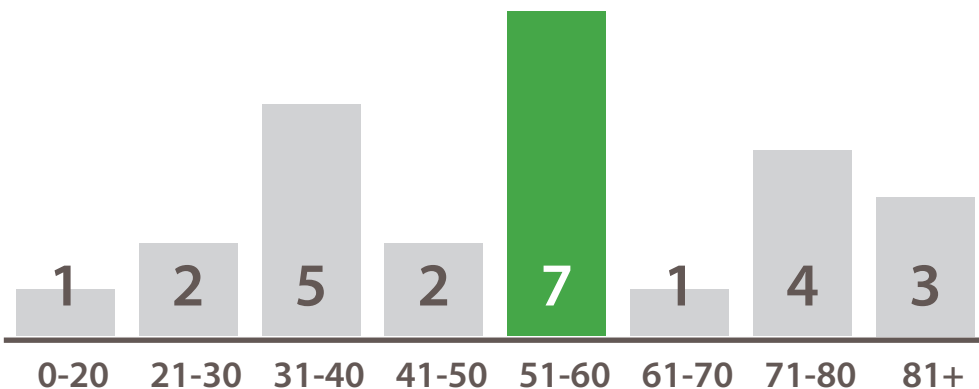
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



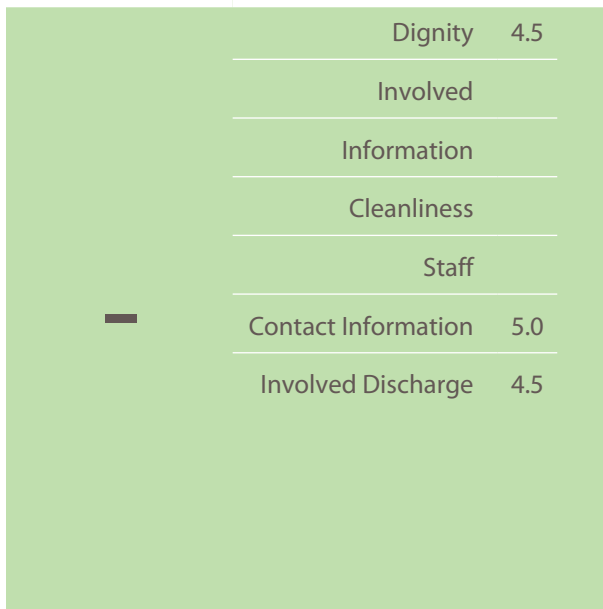
## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.74	0.87		
Involved	4.63	0.88		
Information	4.50	0.76		
Cleanliness	4.76	0.94		
Staff	4.84	0.97		
Contact Information	3.95	0.16		
Involved Discharge	4.49	0.74		



Nursing Staff were fantastic.



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff have been lovely.  
Extremly helpful in all situations.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	
Information	
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	3.5

SAFE PATIENT

5

Dignity	5.0
Involved	4.0
Information	2.5
Cleanliness	4.0
Staff	5.0
Contact Information	5.0
Involved Discharge	3.5

The nurses were fantastic.  
More information on blood results etc would be appreciated.

5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	4.0

Nurses were friendly & generally very informative  
Communication the staff could be a bit better



5

Dignity	5.0
Involved	3.5
Information	
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The staff were fantastic even though I was not terrible ill they treated me fantastic.  
Thank you to them all!!!!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

I had excellent treatment. no complains with my stay on Dever ward.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.0

Happy Staff  
to many plans at night  
NOT Enough Bed Sheets  
Bed mattress not long enough

Dignity	2.5
Involved	2.5
Information	1.5
Cleanliness	3.5
Staff	4.0
Contact Information	1.0
Involved Discharge	2.5

The nursing care I received was very good. All nursing staff were very professional and helpful. I do feel they are not enough staff and had to wait long periods of time for pain relief. I don't think the staff are given enough credit for the hard work they put in.

~~From~~

4

Dignity	3.0
Involved	3.0
Information	2.5
Cleanliness	4.0
Staff	3.0
Contact Information	0.0
Involved Discharge	3.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	5.0

QUIET.

No SINK PLUG IN TOILET 😊

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	5.0

The care and kindness by all the staff Thank you.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

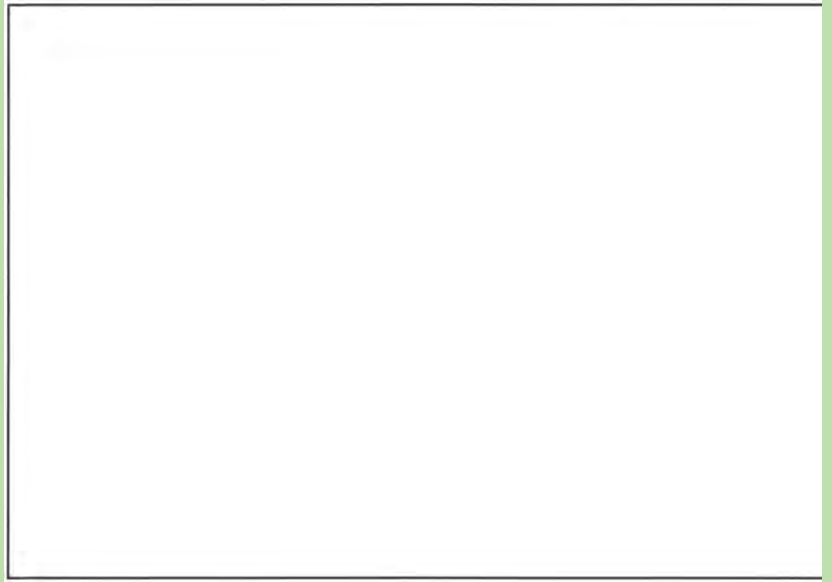
everything was good

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

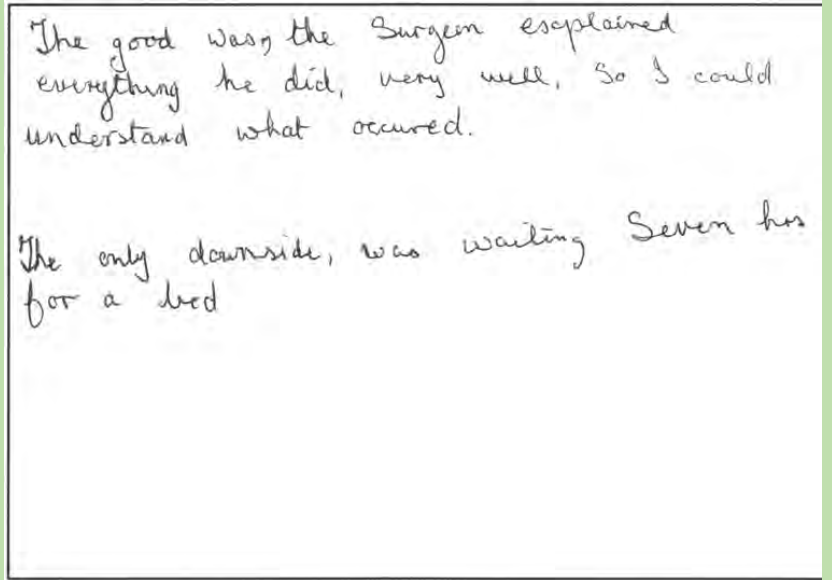
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	4.0
Involved	3.5
Information	2.5
Cleanliness	3.5
Staff	4.5
Contact Information	
Involved Discharge	3.0



5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	4.0



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The quality of Cornflakes I got for breakfast.

To improve, bigger portions of Cornflakes

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	5.0

So friendly + Polite in a very high standard of care!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

If any ward had to represent the GETH - Denver ward should! The care, compassion & understanding from all staff was incredible. The nursing staff really do the ward proud, always treating patients with the upmost respect & dignity at all times. Thank you.

5

Dignity	4.0
Involved	3.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	2.5
Involved Discharge	4.0

Everything was explained during my treatment on Ward

Only thing I would improve is the water in Jugs as I am Bottle water drinker

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The Help and Friendliness of all Staff at all times always a smile, willingness to help

4

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Contact Information	
Involved Discharge	

# 5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	4.5
Staff	5.0
Contact Information	
Involved Discharge	5.0

Almost everything was exceptional. Well done.  
One little point - the church attendance list was not picked up from the ward.

Average score this period



4.95

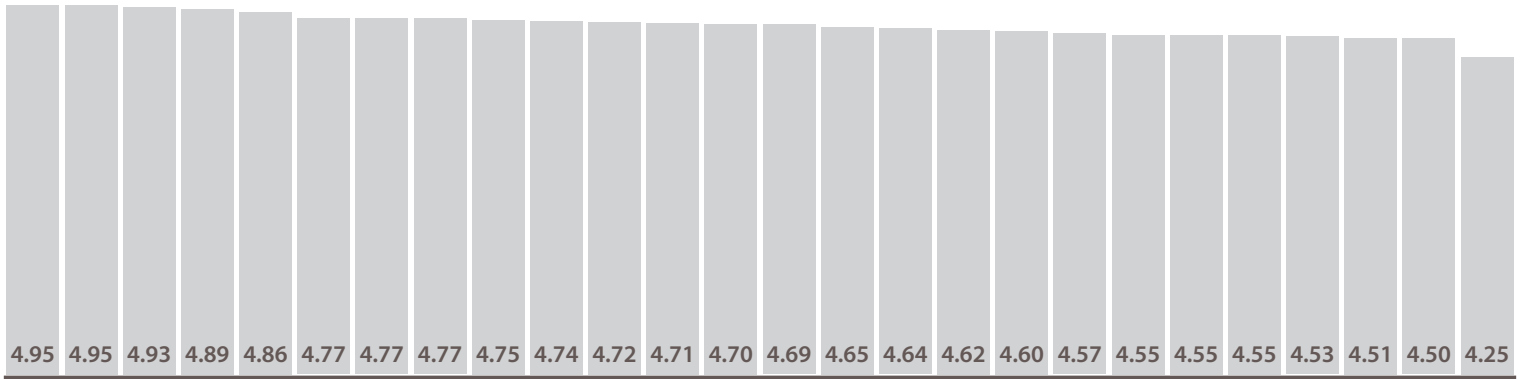
Reviews this period

46

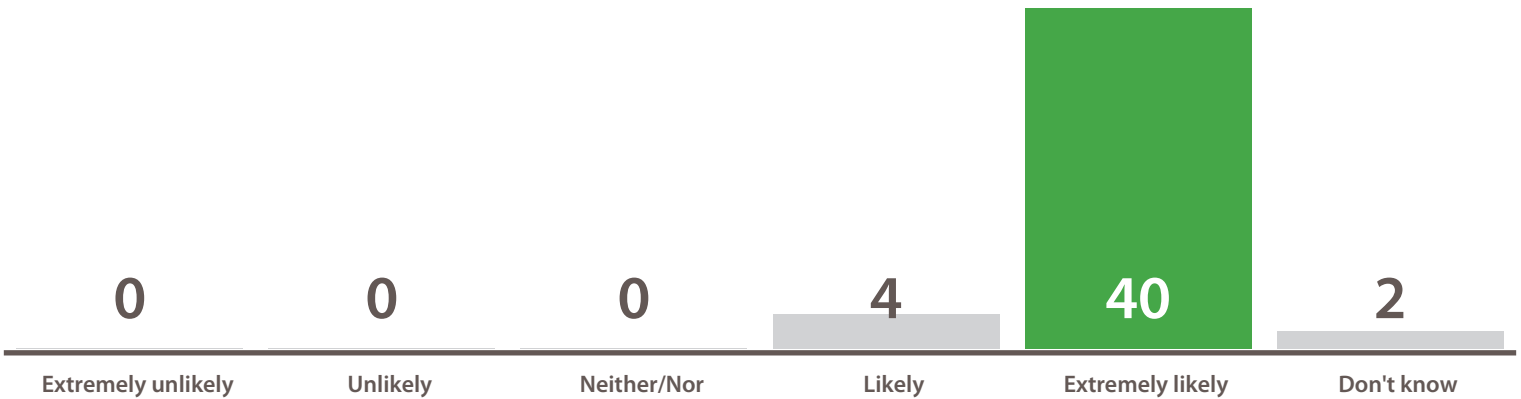
Response rate

N/A

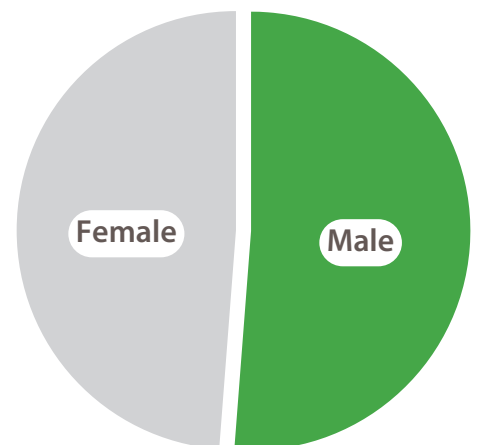
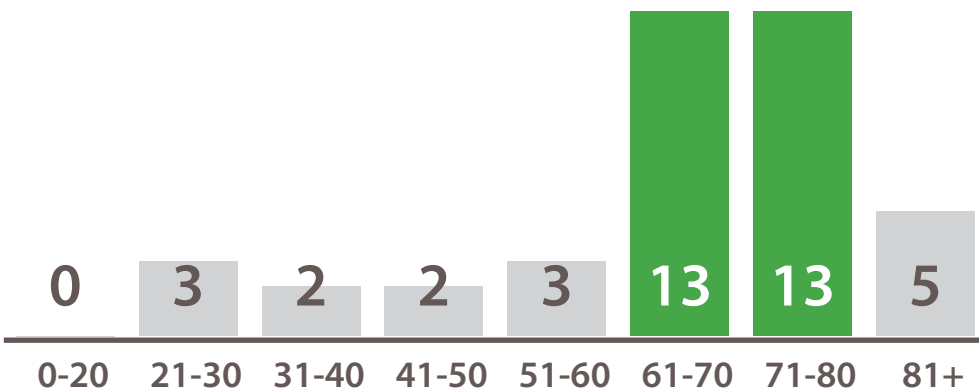
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age





Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.98	1.18		
Involved	4.92	1.23		
Information	4.95	1.32		
Cleanliness	4.95	1.17		
Staff	4.98	1.15		

4

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	4.0
Staff	4.0

-

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	5.0

Everybody was very helpful & had happy, welcoming & smiling faces.

The receptionist- was very helpful.

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0

Very attentive and understanding.  
Felt able to talk about my experiences  
Good advice given.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0

Explained very well and put  
at ease.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Excellent

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0

Seen on time and procedures  
easily explained

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Very easy

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Every thing about care was very good

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Very good service. All staff extremely friendly and helpful. Made you feel at ease.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

I was treated very well by staff and would recommend this place to any of my friends or family if they need help.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Excellent treatment and care "5 STAR"  
Thank you all.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Explained procedure CLEARLY so  
I understood. Polite & friendly  
Appointment was on time

4

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Very efficient

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

QUITE SATISFACTORY

5

Dignity	4.0
Involved	3.0
Information	4.5
Cleanliness	4.5
Staff	5.0

all O.K.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Everything was fine

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

The care was excellent  
and every one  
very kind.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

The staff are brilliant,  
friendly and caring

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

ONLY THING TO BE IMPROVED IS  
HARD TIME KEEPING BOT AM  
ADVANCE DEPT IS STRETCHED

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Excellent Service

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Expert Help & Prompt attention

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

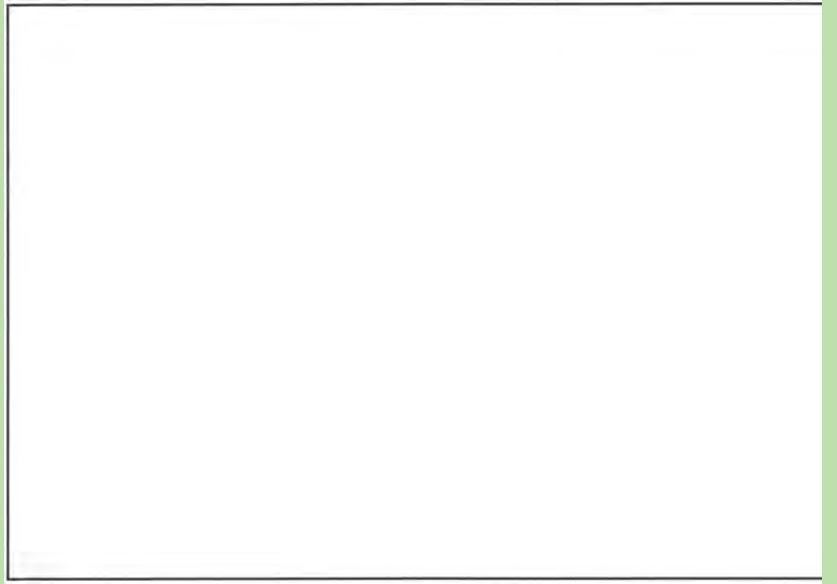
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Very comprehensive examination by delightful doctor & nurse. only waited one day from GP visit to referral phone call & then 1 week for apppt.

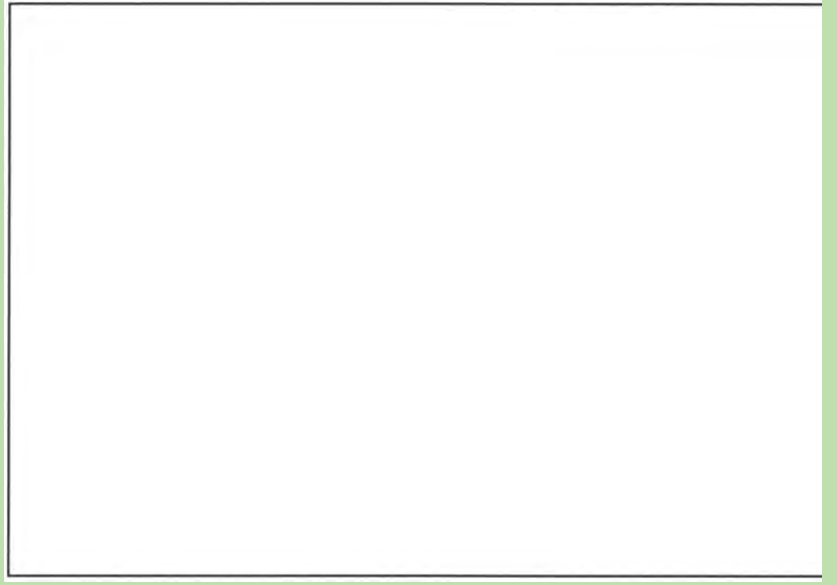
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

I CANNOT FAULT THE CARE I HAVE RECEIVED IN THE DERMATOLOGY DEPARTMENT, WHICH I HAVE EXPERIENCED OVER THE PAST 5 YEARS.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Staff always very helpful and friendly.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Friendly but at the same time professional  
would take to explain everything  
30 minutes rather long to wait in reception

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Genuine concern, I WAS MADE TO FEEL SPECIAL:  
Genuine care-:  
V. Good

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

EFFICIENT  
VERY KIND  
VERY EXPLANATORY

-

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	4.0
Staff	5.0

See very quickly and well  
inform on all aspect

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

VERY WELL LOOKED AFTER.  
ALL STAFF VERY HELPFUL AND PRESENT.

5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0

Prompt & very efficient.  
Very friendly doctor

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

PERFECT 100%

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Excellent from all angles.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Charming service. Very happy.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

Caring attitude and good professional advice

5

Dignity	
Involved	
Information	
Cleanliness	
Staff	5.0



Average score this period



# 4.70

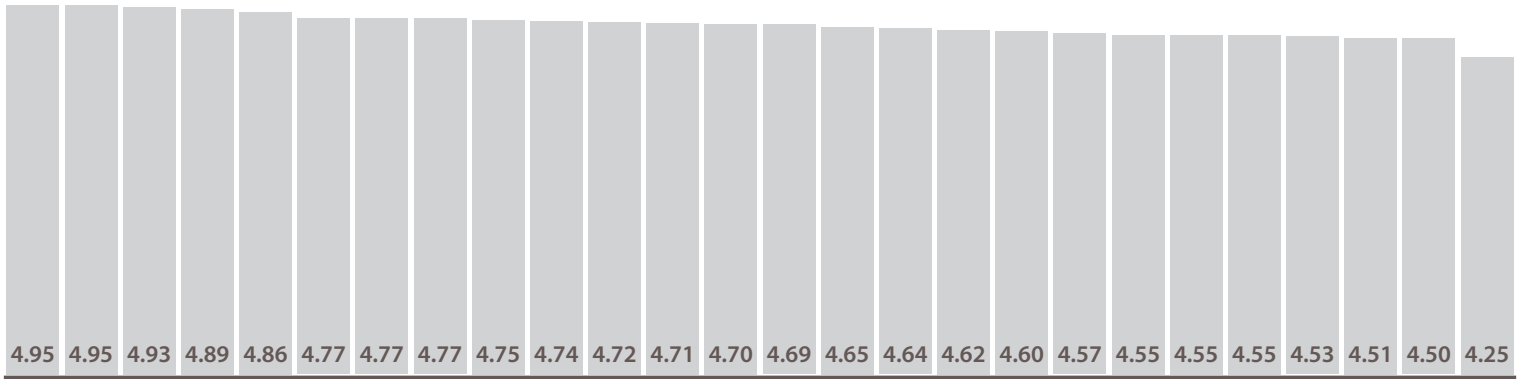
Reviews this period

# 47

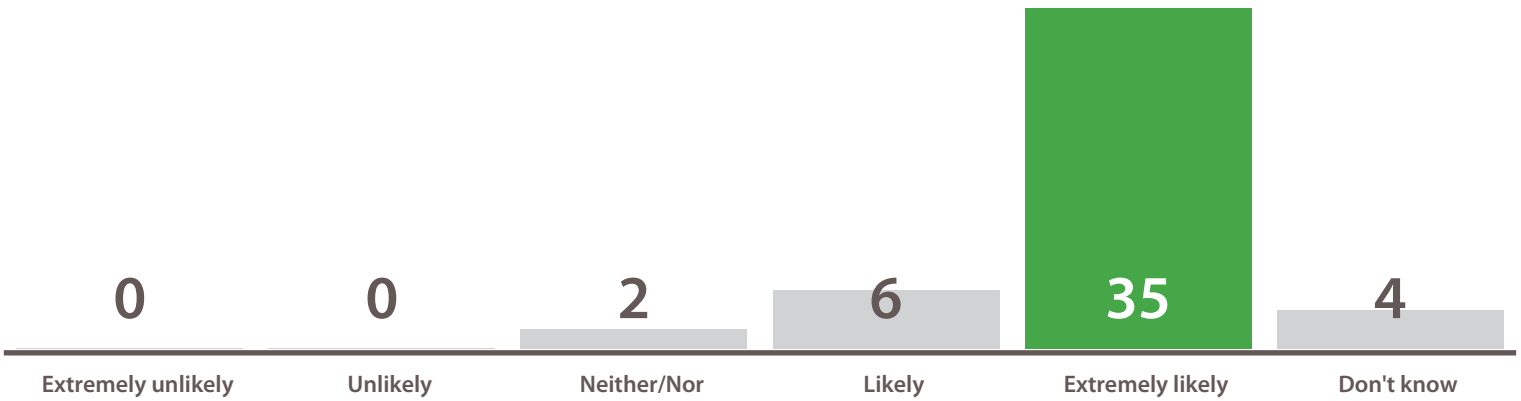
Response rate

# N/A

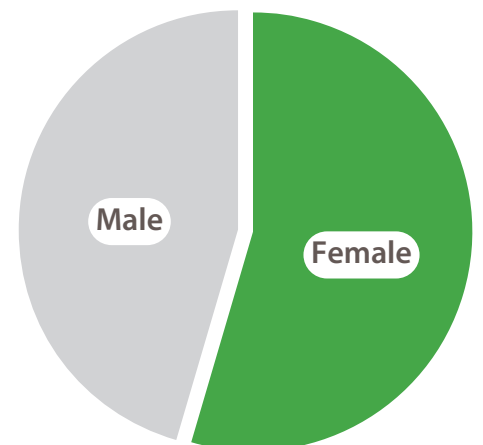
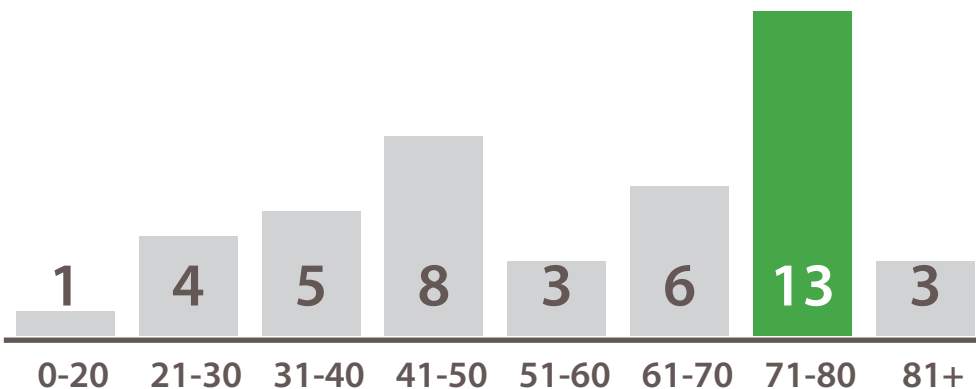
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.84	1.00	⬆	
Involved	4.63	0.88	⬆	
Information	4.57	0.84	⬇	
Cleanliness	4.76	0.94	⬇	
Staff	4.90	1.04	⬇	
Contact Information	4.49	0.84	⬇	
Involved Discharge	4.65	0.94	⬇	

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	4.0
Staff	4.5
Contact Information	0.0
Involved Discharge	4.5

Bring in a side ward

5

Dignity	5.0
Involved	4.5
Information	3.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Excellent today care provided by male nurse Pedro Netto. a credit to Elm ward. All staff very good. Friendly and very helpful. Now visited by surgeon's team after operation. Waited over 6 hours to be discharged for no reason. Please could you call

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff come when you use your call bell - Very helpful to me and to other patients.  
Worked well as a team during the day and also at night.  
Noise levels at night kept to a minimum.  
good attitude in general.  
If I ever need to come in, Elm would certainly be considered ~~to~~

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

I really think that care was excellent. All grades of staff were very friendly and helpful at all times. I would recommend this hospital to anyone.  
To save any patient waiting time more staff of course would be the ideal thing.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

Staff very supportive and thorough -  
Offered reassurance when my health  
deteriorated a bit. Showed kindness  
throughout.  
Staff nurses, hcas, nas, ~~all~~ all  
deserve a pay rise

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The staff were very nice and helped  
in any way they could.

5

Dignity	5.0
Involved	3.0
Information	4.0
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

I cannot fault my care.  
All the staff were kind  
and helpful at all  
times.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything  
Attentive staff  
Kind staff  
Helpful staff  
Good food.  
Little bit noisy at nighttime but that is to  
be expected.  
The ward lights could go off a little earlier?

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	3.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

HELPFUL FRIENDLY STAFF.  
GREAT ATTENTION TO DETAIL  
MADE FEEL IMPORTANT

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERYBODY VERY CARING AND  
HELPPULL FOOD OK

4

Dignity	3.0
Involved	2.5
Information	2.5
Cleanliness	4.0
Staff	3.5
Contact Information	
Involved Discharge	

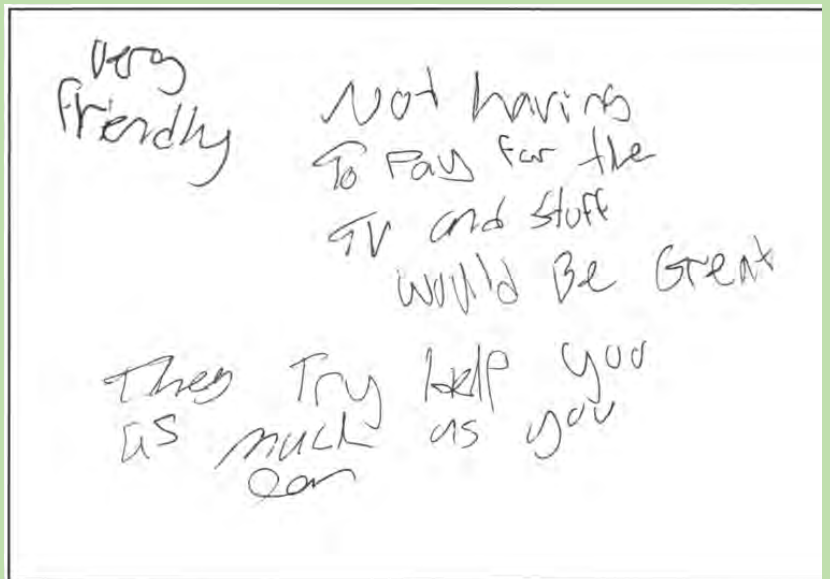
4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Contact Information	4.0
Involved Discharge	4.0



—

Dignity	5.0
Involved	2.5
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	2.5



Dignity 4.0

Involved 3.5

Information 4.0

Cleanliness 5.0

Staff 4.5

Contact Information 4.5

Involved Discharge 4.0



4

Dignity 5.0

Involved 5.0

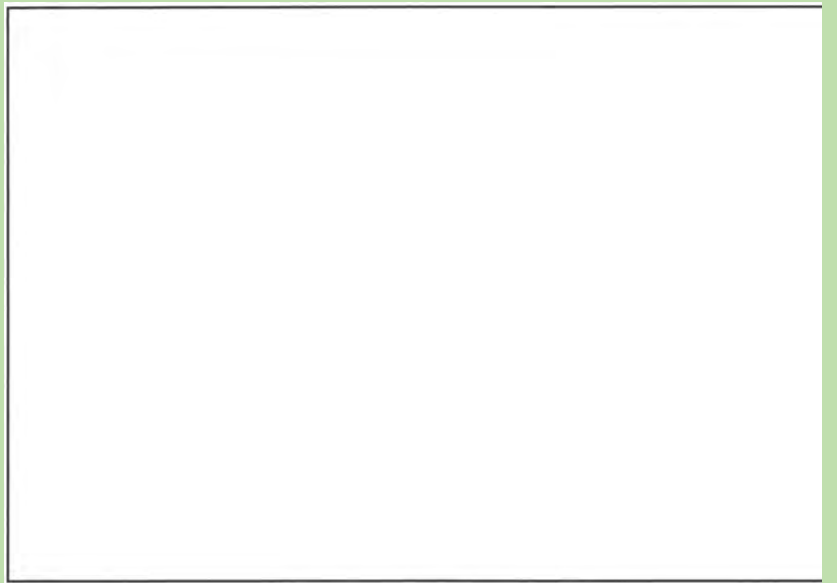
Information 4.0

Cleanliness 4.5

Staff 5.0

Contact Information 5.0

Involved Discharge 3.5



4

Dignity 4.5

Involved 5.0

Information 4.5

Cleanliness 4.5

Staff 5.0

Contact Information 3.5

Involved Discharge 5.0





Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	4.5
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

Very Satisfied  
Thank you

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff are very friendly

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

First class team will go extra miles nothing is to much trouble, so help full. Everyone so nice and cheerfull. greeted with good morning which is so good it cheers you up. Food excellent very good variety. never felt left alone some one pop in to see I was ok, or if I needed anything.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

THE STAFF WERE VERY POLITE + PROFESSIONAL. EAST TO GET ALONG WITH.  
I WAS TREATED LIKE A KING DURING MY STAY. NOTHING WAS "TOO MUCH TROUBLE".  
  
THANKS

5

Dignity	4.5
Involved	5.0
Information	4.5
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	5.0

Fr / Sat / Sun / Mon home.  
Staff nurse night and day were consistant. Good care of pain relief. Washing / face teeth, D.I.Y. kettle when I could walk to WC.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

THE STAFF HAVE ALL BEEN LOVELY. NOTHING IS TOO MUCH TROUBLE. EXCELLENT CARE FROM THE SECOND I ARRIVED IN HOSPITAL.  
(UNLIKE THE CARE MY FATHER RECEIVED HERE!!) WHICH WAS DIABOLICAL!! (DIFFERENT DEPARTMENT

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

CARE OF NURSES & STAFF WAS EXCELLENT! 😊

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone was very friendly, helpful and really couldn't do more for me. The nurses were excellent and couldn't have done more if they tried!

# 3

Dignity	5.0
Involved	1.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	0.0

# -

Dignity	4.0
Involved	4.0
Information	2.0
Cleanliness	2.5
Staff	4.0
Contact Information	3.5
Involved Discharge	4.0

Care on the ward was thoughtful and all it could be in the circumstances. The overall capacity for flexibility of timings throughout raises questions about capacity.

5

Dignity	5.0
Involved	3.5
Information	3.0
Cleanliness	4.5
Staff	5.0
Contact Information	3.0
Involved Discharge	

All the staff were helpfull and polite.

The gentlemen were as helpfull as the ladies if not more So (not to close).

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Dealt with in timely & efficient manner.

Hugo explained all very well & clearly. All staff friendly & helpful responded to my requests promptly.

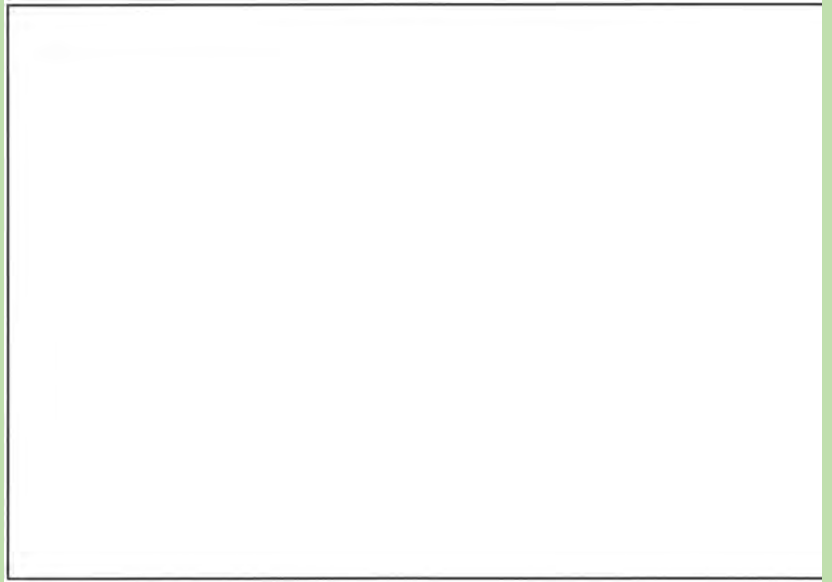
Made my stay very comfortable  
Thank you.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

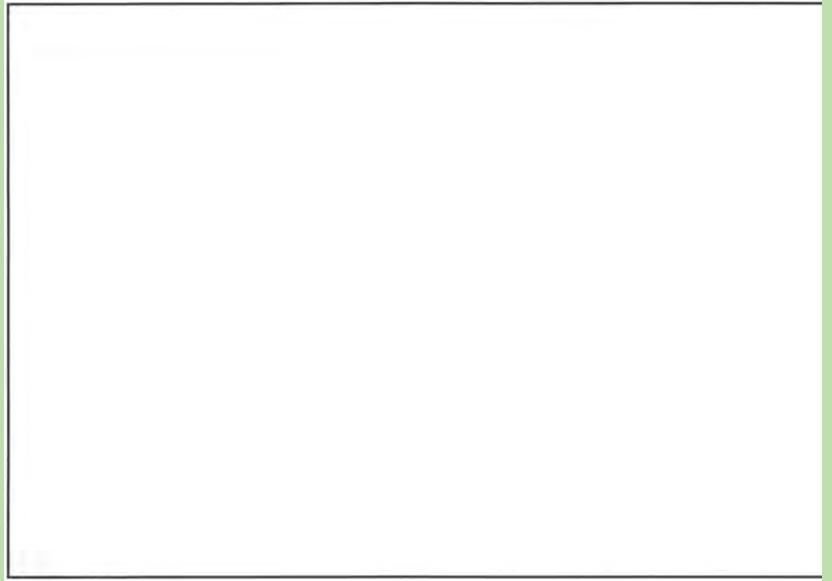
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

The care I received was excellent and nothing was too much trouble handled with great sympathy.  
As an observer, having been on Levensington Elm staff I felt was under a little more pressure at staffing levels.  
The Queen Elizabeth is a wonderful hospital I hope you go from strength to strength in the future.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

KEPT INFORMED AT ALL TIMES AND TREATED WITH CARE AND RESPECT. DIFFICULT TO FAULT AT ALL

3

Dignity	1.5
Involved	0.5
Information	0.0
Cleanliness	2.0
Staff	4.5
Contact Information	0.5
Involved Discharge	0.0

The staff on em were great. There is a definite lack of communication between shifts & from senior doctors to the ward staff.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	5.0

EXCELLENT SERVICE ALL ROUND  
FROM DOCTORS NURSES  
RIGHT THROUGH TO THE CLEANERS  
KEEP UP THE GOOD WORK  
WELL DONE

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Nursing,  
The window that wouldn't  
close on the ward.  
The ward was very cold.  
Wish I had brought  
warmer clothing!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	4.5
Information	1.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

NOTHING WAS TOO MUCH TROUBLE.  
EVERYBODY VERY FRIENDLY  
VERY PLEASED WITH THE CARE I WAS  
GIVEN.  
EVEN FOOD O.K.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

friendly staff.

Average score this period



# 4.86

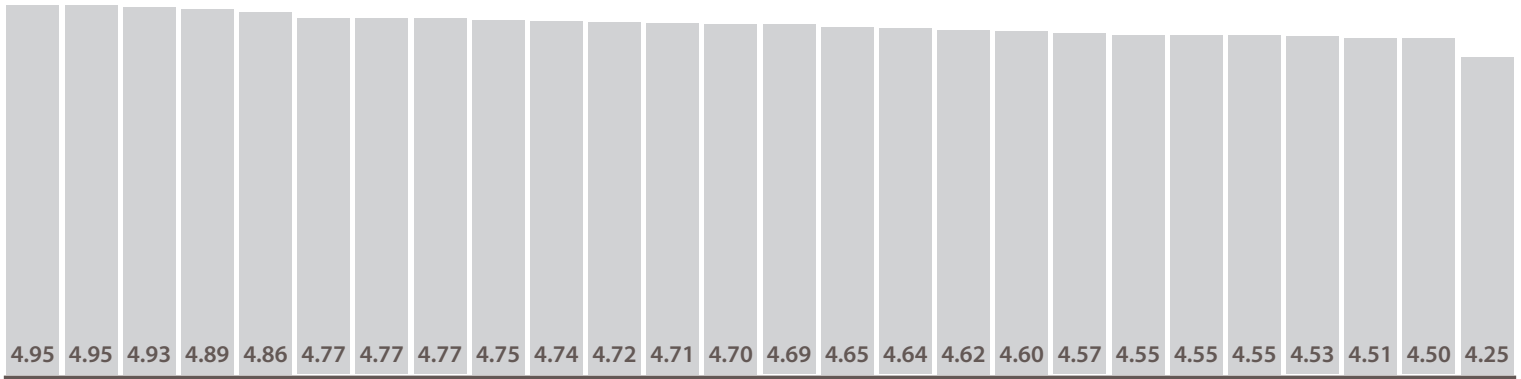
Reviews this period

# 36

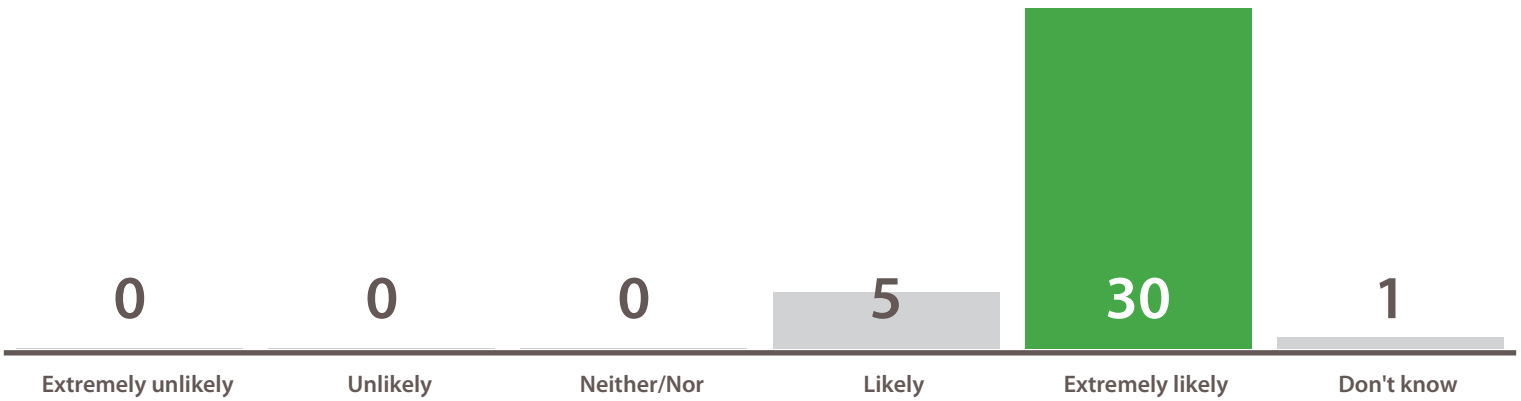
Response rate

# N/A

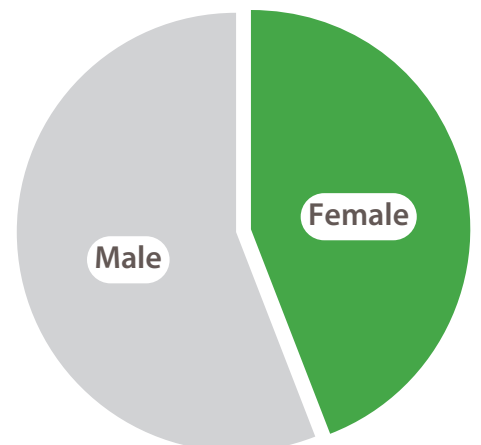
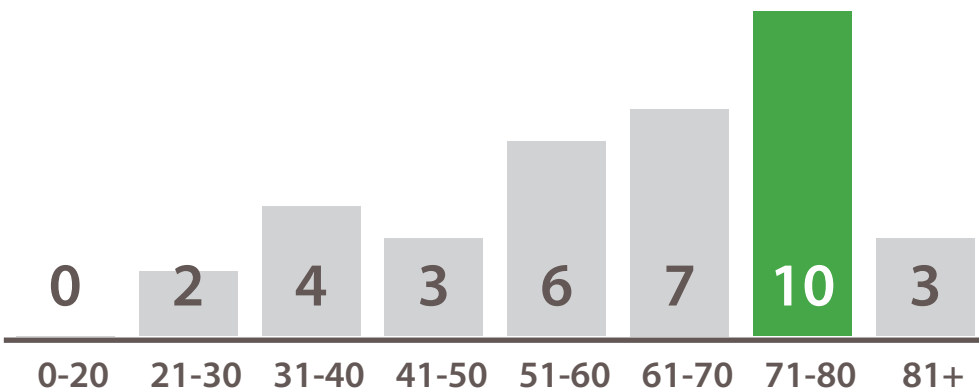
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.87	1.03		
Involved	4.89	1.20		
Information	4.88	1.24		
Cleanliness	4.84	1.04		
Staff	4.89	1.03		
Addressing fears	4.82	1.09		
Privacy	4.99	1.16		
Pain Control	4.96	1.08		

**4**

- Dignity 4.5
- Involved 5.0
- Information 5.0
- Cleanliness 5.0
- Staff 5.0
- Addressing fears 4.5
- Privacy 5.0
- Pain Control 5.0

*Caring, quick and efficient.*

**5**

- Dignity 5.0
- Involved 5.0
- Information 5.0
- Cleanliness 5.0
- Staff 5.0
- Addressing fears 5.0
- Privacy 5.0
- Pain Control 5.0

*The staff were lovely*

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

Care was excellent. no complaints at all

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	3.5
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

Both Medical staff were very pleasant and courteous. Nurses very sweet & helpful and friendly & compassionate whilst maintaining professional approach.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

The nurses were very friendly + cheerful & helpful, also the doctor who did the examinations

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

Staff friendly, everything was explained to me. No problems.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

5

Dignity	0.5
Involved	0.5
Information	0.5
Cleanliness	0.5
Staff	0.5
Addressing fears	
Privacy	
Pain Control	

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Pain Control	5.0

Everything was really good  
Everyone very helpful-

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Pain Control	4.5

Friendly Staff. Quick, very short waiting times. Staff very reassuring. Liked that it was all female on ward when I attended. Unit very clean + calm.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

I had my last 2 Procedures done in Plymouth which I found horrendous and was in a lot of pain after. But this time round having the procedure done here in Kings Lynn. I could not fault none of the staff and the procedure was as good as it could be and no after pain. Would not be nervous if I had to

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

IT WAS FRIENDLY & REASSURING  
BIGGER CUPS OF COFFEE?

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

KNOW TO MAKE YOU FEEL AT  
EASE AND STAFF ALWAYS  
SHOW INTEREST.  
  
CANNOT BE IMPROVED

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	3.5
Privacy	5.0
Pain Control	4.5

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

ATTENTIVE , COURTEOUS & PROFESSIONAL  
- COULD NOT BE BETTER !

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

Great staff & attitude.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

EVERYTHING



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

nice people

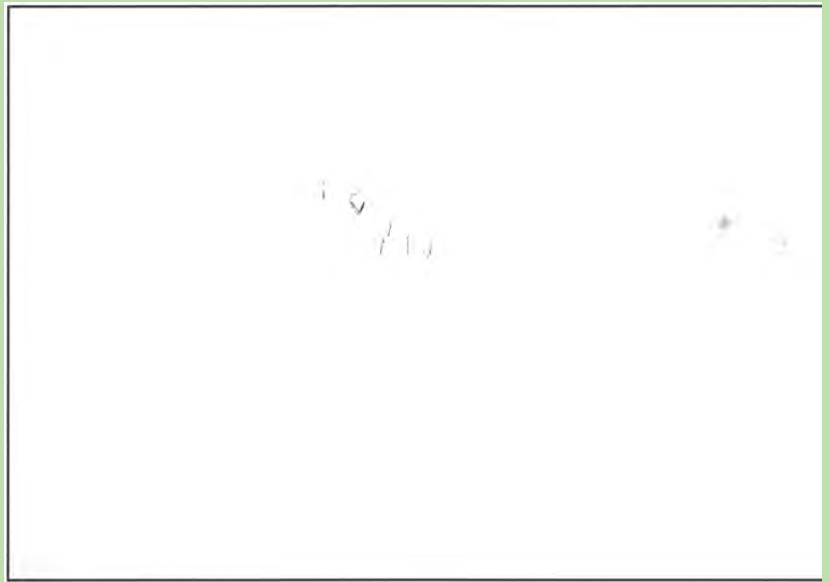
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

The kinders & every one did their job with genuine care

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0



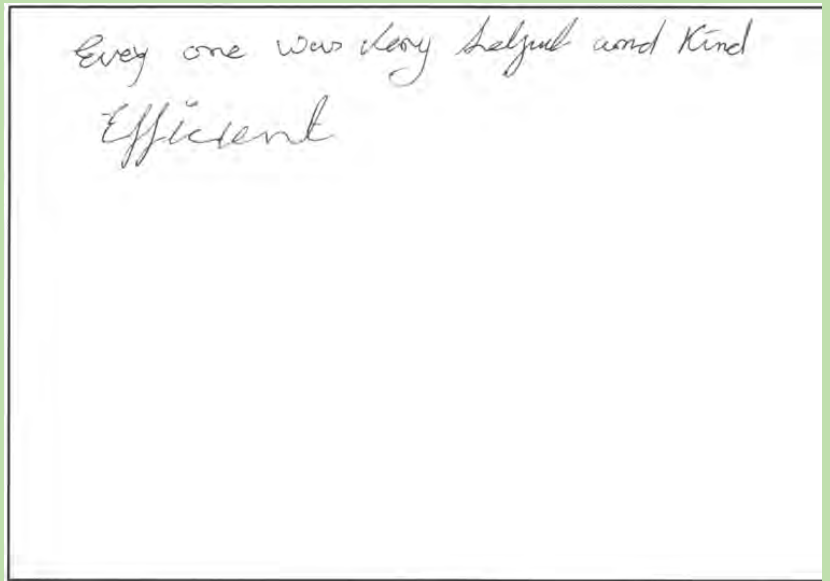
5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Privacy	5.0
Pain Control	5.0

Care very good thank.  
Just slight lack of  
lacto free milk

5

Dignity	5.0
Involved	5.0
Information	
Cleanliness	
Staff	
Addressing fears	2.5
Privacy	
Pain Control	

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

5

Dignity	4.5
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	

The general care was very good  
Staff very helpful

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

Everyone was lovely, kind, understanding  
They explained everything. I helped  
to keep you at ease.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

CARE, CONCERN & FRIENDLINESS OF ALL STAFF -  
EXPLAINED ALL TO DO WITH THE PROCEDURE -  
POLITE + EFFICIENT SERVICE AT ALL TIMES -  
IMPROVEMENT WOULD BE HARD TO ACHIEVE

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

Compassion & kindness of the staff

5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Addressing fears	4.5
Privacy	4.5
Pain Control	4.5

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.0
Privacy	5.0
Pain Control	5.0

Nursing care very good & efficient well done Carol

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Privacy	5.0
Pain Control	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

Waiting time leaves a lot to be desired

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

Didn't feel a thing. The throat spray could be a bit more palatable - Strawberry perhaps

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Privacy	5.0
Pain Control	5.0

The care was great because the staff were friendly and caring and made you feel comfortable throughout it all.

Average score this period



# 4.64

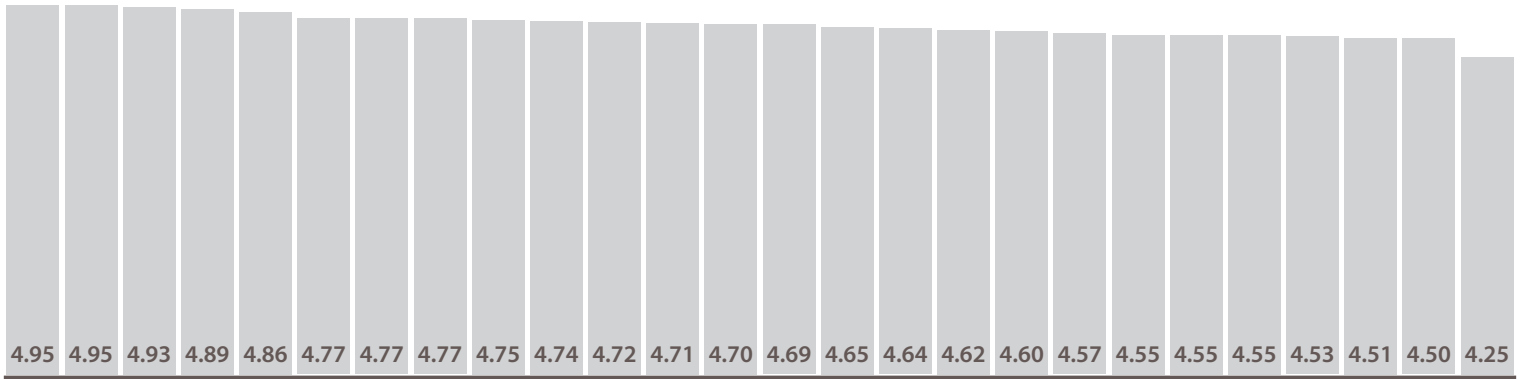
Reviews this period

# 23

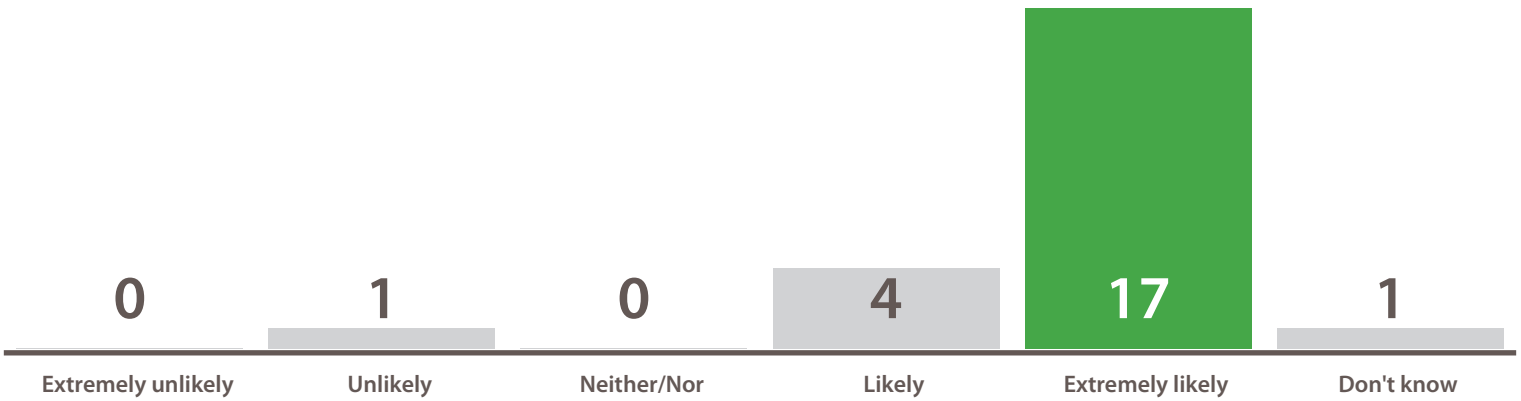
Response rate

# N/A

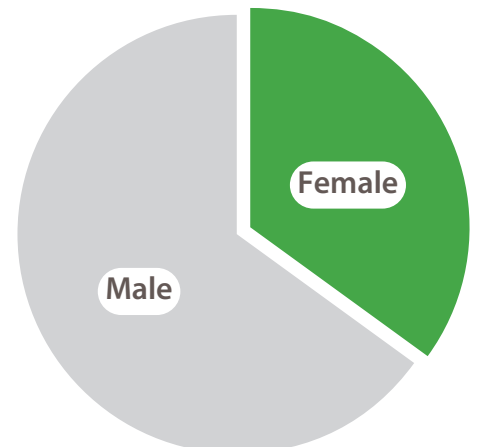
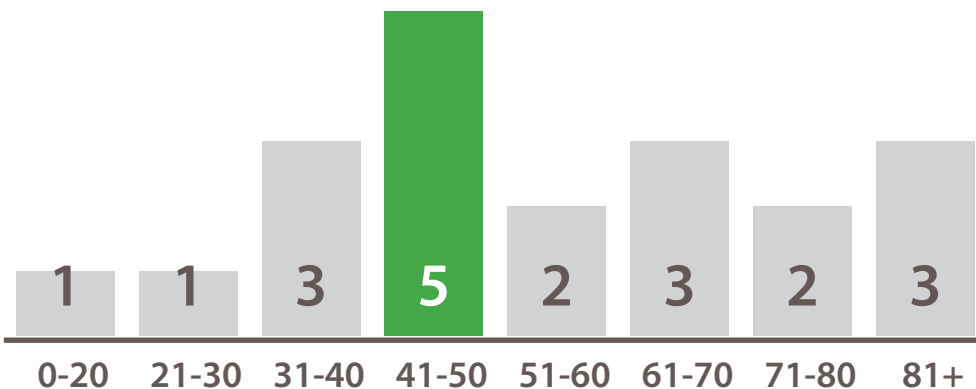
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age





Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.77	0.92	⬇️	
Involved	4.67	0.92	⬆️	
Information	4.63	0.93	⬆️	
Cleanliness	4.82	1.01	⬆️	
Staff	4.78	0.90	⬇️	
Contact Information	4.16	0.43	⬇️	
Involved Discharge	4.60	0.88	⬇️	

# 5

- Dignity 5.0

---

- Involved 5.0

---

- Information 5.0

---

- Cleanliness 5.0

---

- Staff 5.0

---

- Contact Information 5.0

---

- Involved Discharge 5.0

# 5

- Dignity 5.0

---

- Involved 5.0

---

- Information 5.0

---

- Cleanliness 5.0

---

- Staff 5.0

---

- Contact Information 5.0

---

- Involved Discharge 5.0

The Nurses are so caring towards all the patients on the ward. If anything was needed all you have to do is ask and the Nurses would handle it. I had a very comfortable and relaxing stay in Gayton ward.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The stay was fantastic, there is nothing to be improved. This place should be a bench mark for best practice at other hospitals.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

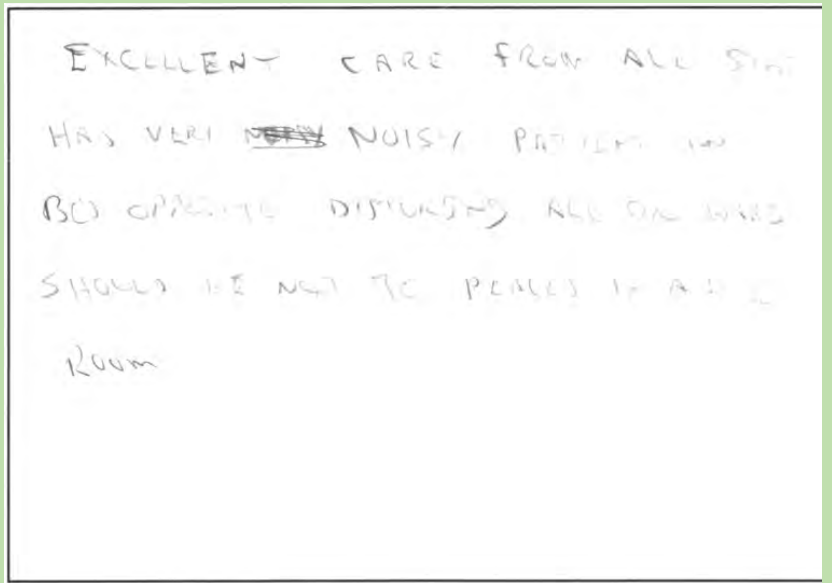
4

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	4.0



5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	
Contact Information	5.0
Involved Discharge	4.5



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

ALL ASPECTS OF CARE  
WERE GOOD ESPECIALLY  
ON THE GAYTON WARD

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

ALL MY CARE WAS GOOD  
AND STAFF WAS FRIENDLY  
AND AS MUCH AS POSSIBLE  
UNDER CIRCUMSTANCES THE  
STAY ENJOYABLE

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

VERY GOOD  
STAFF

Dignity	4.5
Involved	4.5
Information	4.0
Cleanliness	4.0
Staff	4.5
Contact Information	0.0
Involved Discharge	3.0

At point of care extremely good in the main. Some staff were excellent and very caring whilst working under many demands. Things did not go so well with liaising with the next level of contact, information what was going to be happening and what did actually happen especially on day of departure.

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	5.0

5

liked the way the staff were reassuring. Was treated quickly. Was treated with respect + staff were very kind, explained things when asked. Tried to calm me when I was worried before the surgery.

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Absolutely no criticisms at all - the attention from everyone was superb - I was helped in every way + impressed - -  
Thank you all!

RAG

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The nurses are very kind and caring, it takes a long time for someone to come when you ring your bell at times but this seems to be because there isn't alot of staff.

2

Dignity	1.0
Involved	0.5
Information	0.0
Cleanliness	2.5
Staff	0.5
Contact Information	0.0
Involved Discharge	0.5

There wasn't anything reliable

4

Dignity	5.0
Involved	3.0
Information	3.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	3.5

Explained well, Tablets on time  
Good Good food with plenty of choice.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

PEIPEL LOOKING AFTER  
YERREY GOOD

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

GOOD FOOD

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	3.5
Staff	4.5
Contact Information	
Involved Discharge	4.0

5

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	4.5
Contact Information	4.5
Involved Discharge	4.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	5.0

Nothing I can think of  
the staff were really  
considerate and moved me  
into another ward with  
less dependant people so I could  
sleep  
All calls were answered



Average score this period



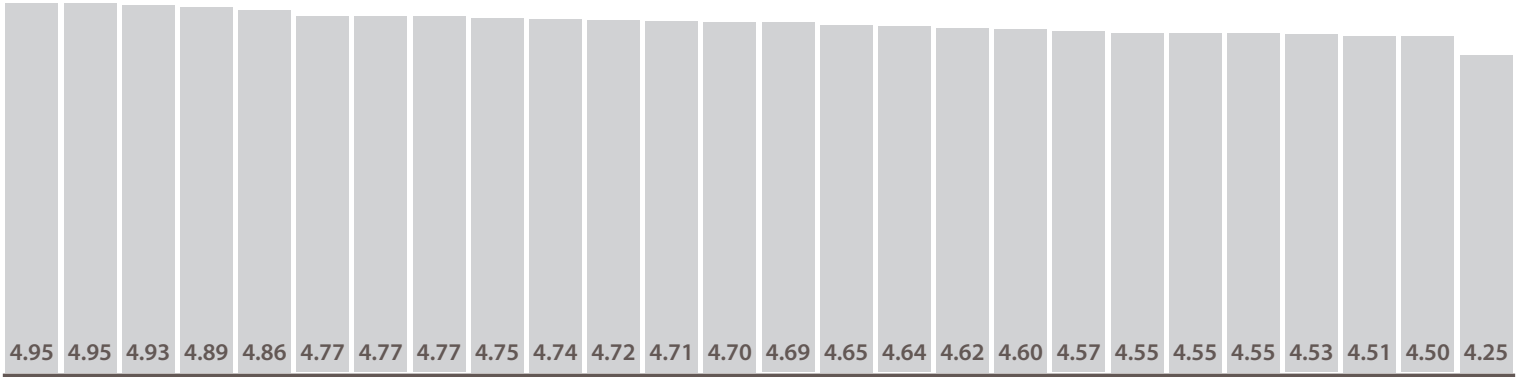
Reviews this period

# 0

Response rate

# N/A

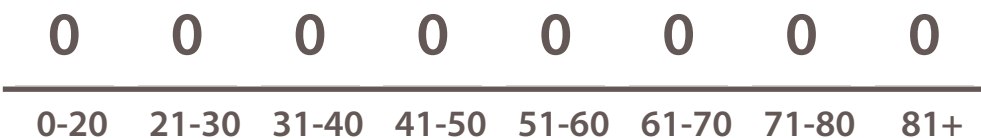
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity		0.00		↘
Involved		0.00		↘
Information		0.00		↘
Cleanliness		0.00		↘
Staff		0.00		↘
GUM - Accessible		0.00		↘
GUM - privacy		0.00		↘
Queries answered		0.00		↘
GUM - Listened		0.00		↘

Average score this period



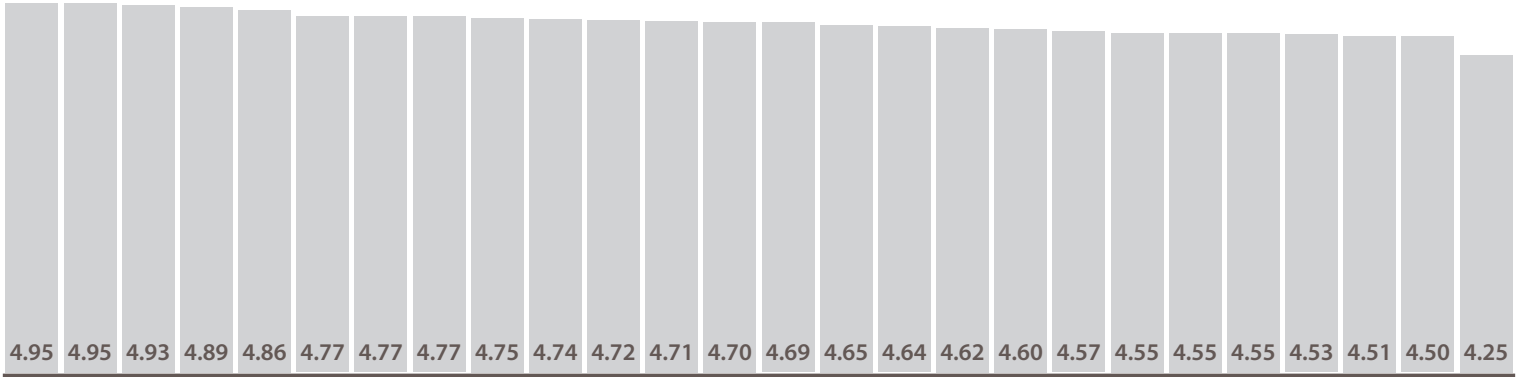
Reviews this period

# 0

Response rate

# N/A

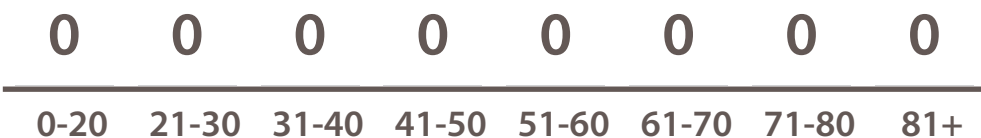
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00		↘
<b>Involved</b>		0.00		↘
<b>Information</b>		0.00		↘
<b>Cleanliness</b>		0.00		↘
<b>Staff</b>		0.00		↘
<b>Discuss concerns</b>		0.00		↘
<b>Explanation of condition</b>		0.00		↘
<b>Involved Conversation</b>		0.00		↘
<b>Understand condition</b>		0.00		↘

Average score this period



# 4.60

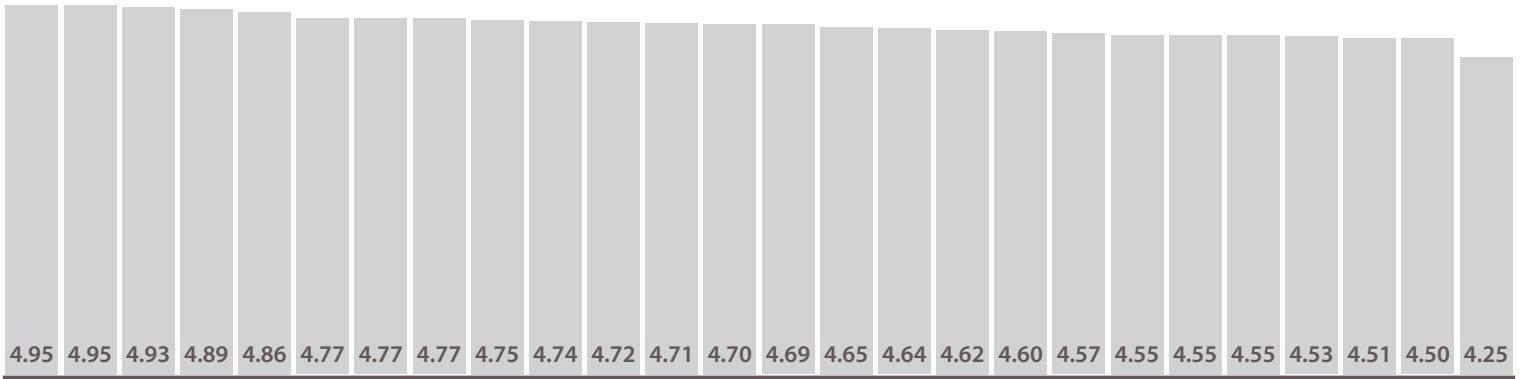
Reviews this period

# 43

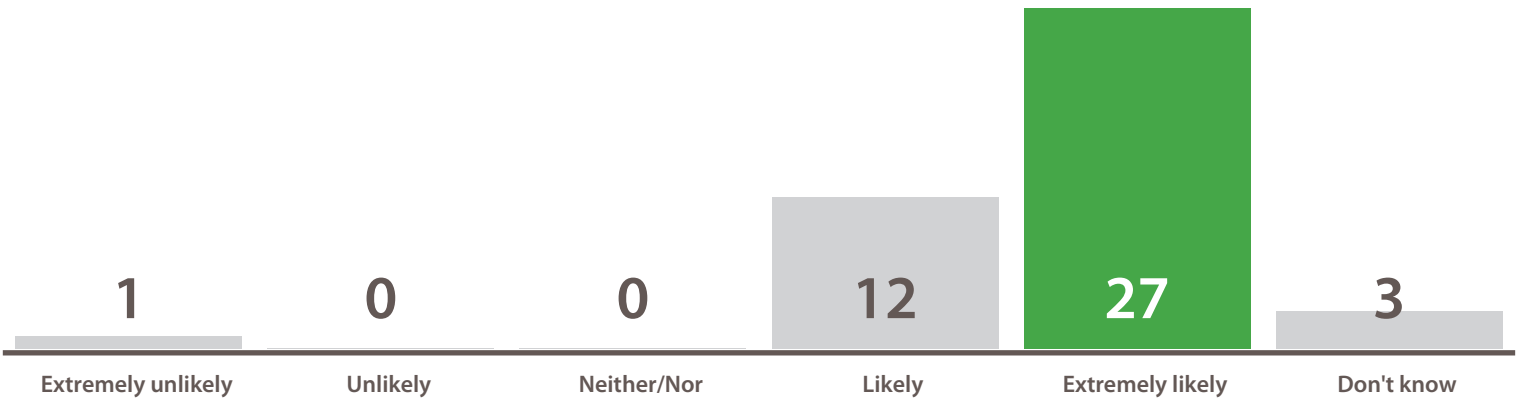
Response rate

# N/A

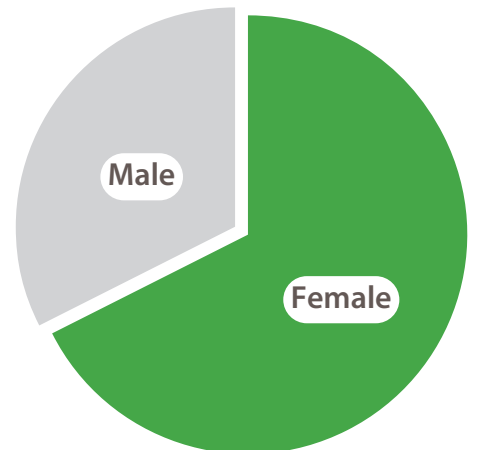
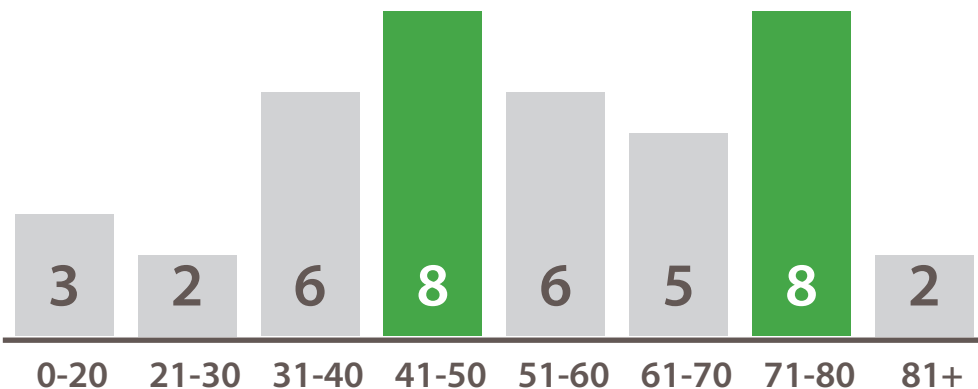
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.78	0.92		
Involved	4.52	0.74		
Information	4.31	0.52		
Cleanliness	4.74	0.92		
Staff	4.82	0.94		
Contact Information	4.59	0.96		
Involved Discharge	4.64	0.92		

4

- Dignity
- Involved
- Information
- Cleanliness
- Staff
- Contact Information
- Involved Discharge

Very attentive staff.

4

- Dignity 4.5
- Involved 4.5
- Information 3.0
- Cleanliness 4.0
- Staff 5.0
- Contact Information
- Involved Discharge

Nursing staff excellent - cheerful + friendly & responded to requests promptly 😊

More consultants here at weekends would speed up decisions although registrars etc were very good.

4

Dignity	2.5
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	3.5
Involved Discharge	5.0

What was good about my care being here that every one i have seen has been very kind and helpfull with me.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	3.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

every thing was good  
Thank you to staff.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Wonderful Treatment  
can not forget it

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERYTHING } NO IMPROVEMENT  
NECESSARY  
IN MY OPINION }

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

I am petrified of hospitals, But this time  
I have been so well looked after, The  
staff are all caring & patient at all times  
Thank you. To All Staff.  
\*\*\*\*\*

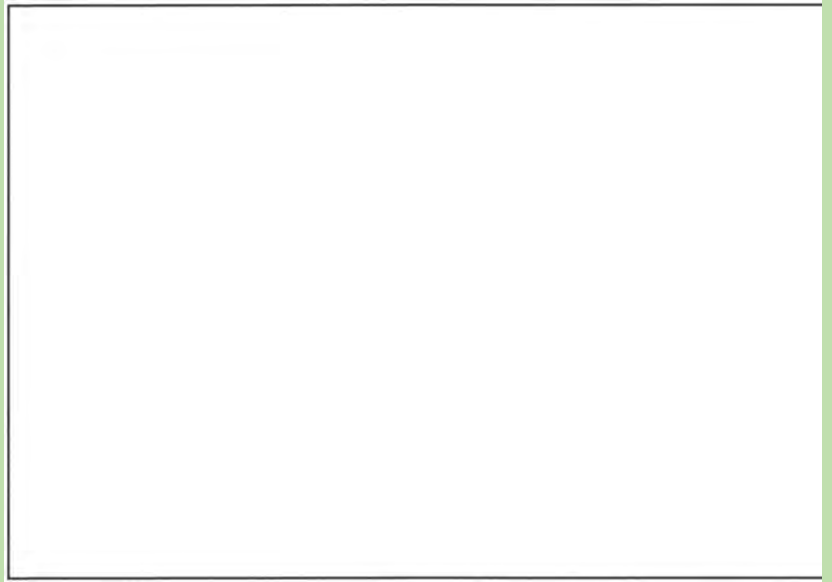
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	



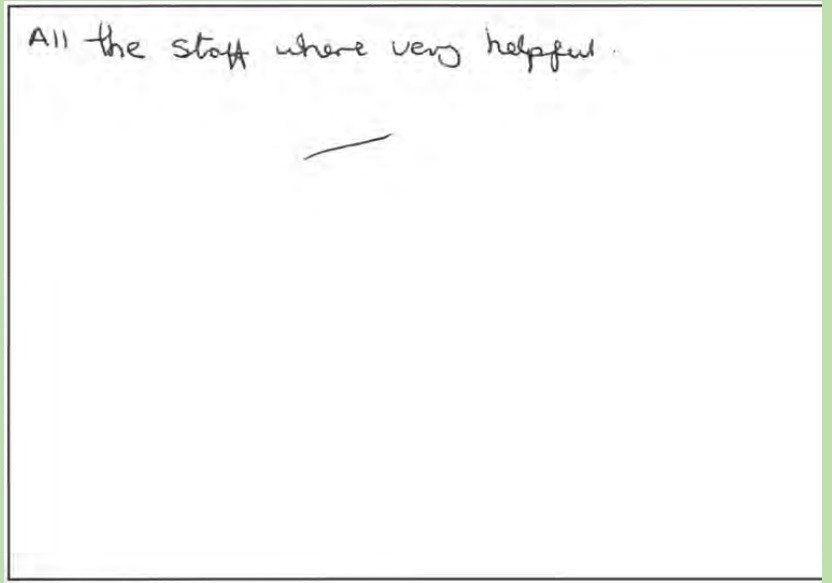
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



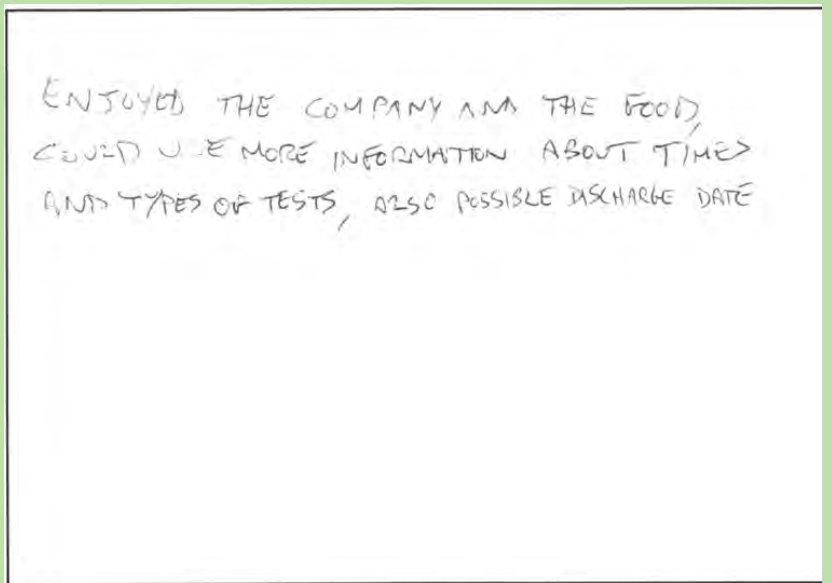
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	4.0
Involved	2.5
Information	3.0
Cleanliness	4.5
Staff	4.5
Contact Information	4.0
Involved Discharge	3.5



Dignity	4.5
Involved	4.5
Information	4.0
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5

The staff on leterington are very friendly and always happy and helpful.

5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	4.0
Staff	5.0
Contact Information	4.0
Involved Discharge	4.5

The nurses was  
Really helpfull

5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	3.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The Staff were all excellent and worked very hard. They also had time for the more demanding patients. I feel that meals could be improved to encourage people who had <sup>no</sup> appetite and be better presented.

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Very friendly helpful staff

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

My care on Levensington ward, was very good, all staff were very friendly and polite. also very helpful.  
Thank You

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

1

Dignity	2.0
Involved	0.0
Information	0.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	0.0

LACK OF COMMUNICATION BETWEEN DOCTORS TO NURSING STAFF AND PATIENTS.  
LACK OF PATCHES AND EYE DROPS BEING ADMINISTERED DUE TO BEING STORED IN SAFE AND FRIDGE, NOT ENOUGH STAFF TO COVER PATIENTS

5

Dignity	5.0
Involved	3.0
Information	2.5
Cleanliness	5.0
Staff	4.0
Contact Information	2.5
Involved Discharge	2.5

The staff were lovely and helpful and always cheerful. Nice comforting atmosphere.  
Only downside was understaffing. It got quite busy at times and this meant that not all patients could be seen to in time for pain relief etc.

4

Dignity	5.0
Involved	4.0
Information	3.5
Cleanliness	4.5
Staff	4.5
Contact Information	
Involved Discharge	

All the members of staff I have come into contact with have been very kind and caring. There is a good choice of food available at meal times. The only negative thing is how long you have to wait for a doctor, I understand they are very busy, but sometimes you can be waiting all day.

4

Dignity	5.0
Involved	3.5
Information	2.5
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

Lovely staff.  
more information as to  
what is happening.

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5

Excellent Personal Care to each  
person. mobile (Phone Ban Between  
the hours of 12-00am — 6-30am. For  
the consideration of other patients)

( ) IMPROVEMENT

~~⊗~~ ALSO FOR IMPROVEMENT

The staff who give medication  
and pain killers out to actually listen  
to the patient if they say the painkiller  
does not work.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

PROFESSIONAL EFFICIENT SERVICE  
BUT ABOVE ALL  
KIND & CARING.

5

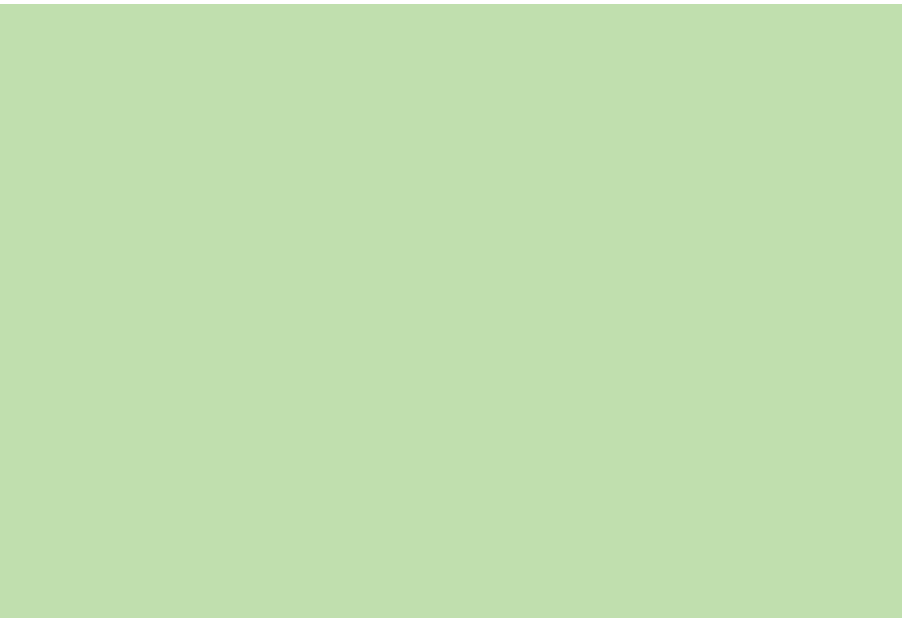
Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	4.0
Information	2.5
Cleanliness	5.0
Staff	5.0
Contact Information	2.0
Involved Discharge	4.5



—

Dignity	4.5
Involved	4.5
Information	4.0
Cleanliness	4.5
Staff	4.0
Contact Information	
Involved Discharge	

I was on this ward for 2 weeks  
EXCEPTIONAL CARE...  
... BARE COUPLE NURSES  
ONE VERY TRAUMATIC CANNULAR PUT IN  
BY A SENIOR HEALTH CARE WORKER  
45 MINS OF TRAUMA (?) (PURPLE UNIFORM)  
BARE HANDS <sup>USED</sup> KEPT SHOWING CANNULAR WAS  
~~IN THE~~ <sup>WOUNDS</sup> BY SHOWING BLOOD POURING OUT  
WHEN MOVED WARDS THEY REMOVED  
IT -- WAS POSITIONED WOUNDS --  
WOUNDS STICKERS & INCORRECT PLACING  
ON IT ALSO SERIOUSLY BURNED.

5

Dignity	4.5
Involved	3.5
Information	3.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

VERY KIND, THOUGHTFUL AND CAREFUL  
NURSES VERY KNOWLEDGABLE. AND  
INFORMATIVE.  
COULD IMPROVE COMMUNICATION  
BETWEEN WARD STAFF AND DOCTORS  
WARD STAFF HANDS ARE TIED BY  
POOR COMMUNICATION FROM DOCTORS.

# 4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

For me is everything ~~swamped~~.  
no problems

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The Staff we fantastic, I couldn't have asked for more kinder, competent people to look after me. Although they were <sup>very</sup> busy most of the time, they always gave me the time I needed.

A massive thank you to everyone I came in contact with, they were all brilliant.

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

THE STAFF HAVE BEEN EXTREMELY KIND CARING, AND HELPFUL. ON DAYS AND NIGHTS. I WOULD LIKE TO THANK THEM VERY MUCH. AND WOULD BE VERY HAPPY TO BE UNDER THERE CARE ANYTIME.

WAS A LITTLE DISAPPOINTED AT THE FEMALE DOCTOR I SPOKE TO, I FELT SHE WASN'T VERY HELPFUL WHEN I SPOKE TO



# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The care that I received from all members of staff was a joy - your staff are your biggest treasure take care of them

I found on the downside that the mobile phones were intrusive especially when patients are trying to rest I feel a case can be argued they should be not allowed on the wards, only in public places.

# 4

Dignity	3.5
Involved	2.5
Information	1.5
Cleanliness	3.0
Staff	4.0
Contact Information	3.0
Involved Discharge	2.5

nurses where brilliant, but - had been let down by doctors & surgeons 4 times before i had my op so - had not then found them as an etc for a few days

Dignity 4.0

Involved 2.5

Information

Cleanliness 4.0

Staff 3.0

Contact Information

Involved Discharge

It is unfair of me to comment. I have been in considerable amount of pain since coming into the ward, so I cannot enjoy my food and have lost a great deal of weight. My present pain relief does not help me to eat and drink because it does not last long enough. My real hope is to be able to eat enough to put on some weight and feel much better.

Sadly I am afraid my concerns are not taken seriously and I feel very much alone with my pain. I am longing to get home and feel well again.

Dignity 5.0

Involved 5.0

Information 3.5

Cleanliness 5.0

Staff 2.5

Contact Information 2.5

Involved Discharge 5.0

4

Dignity 5.0

Involved

Information 2.5

Cleanliness 3.5

Staff 5.0

Contact Information

Involved Discharge 5.0

4

4

Dignity	5.0
Involved	3.5
Information	3.5
Cleanliness	4.5
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

THE NURSING STAFF HAVE BEEN VERY GOOD, KIND + SYMPATHETIC TO YOUR NEEDS. THANK YOU

5

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	3.5

Discharge very good case  
Nursing Staff

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

good

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

All the staff were friendly + helpful.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

# Leverington (Escalation Ward)

01 May - 31 May

Average score this period



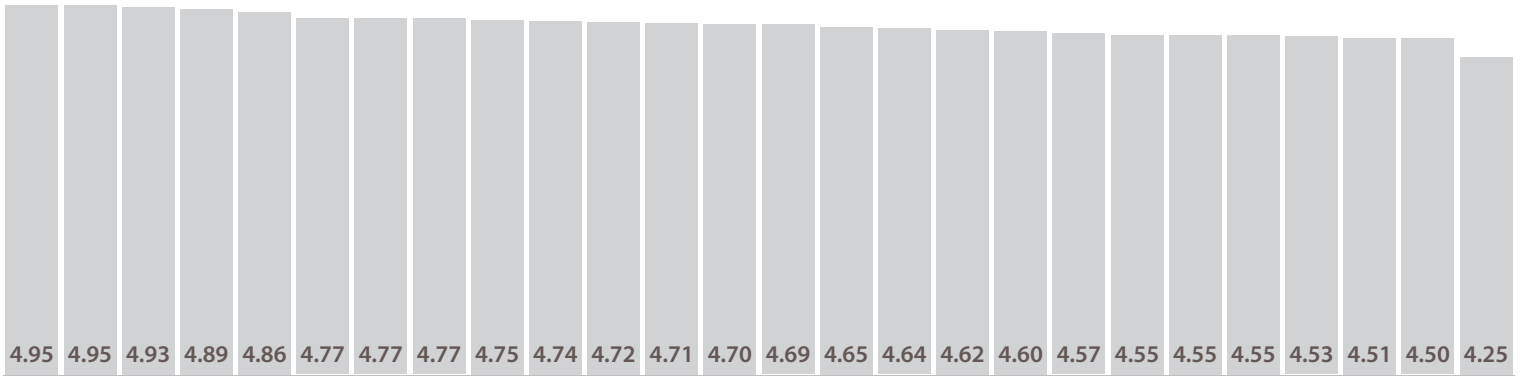
Reviews this period

0

Response rate

N/A

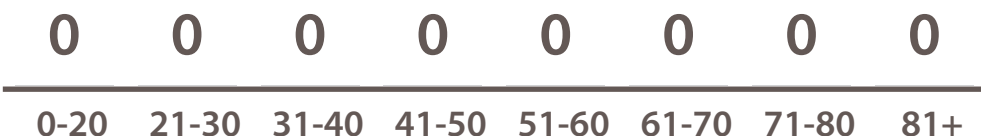
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Cleanliness</b>		0.00	➤	
<b>Staff</b>		0.00	➤	
<b>Contact Information</b>		0.00	➤	
<b>Involved Discharge</b>		0.00	➤	

Average score this period



# 4.55

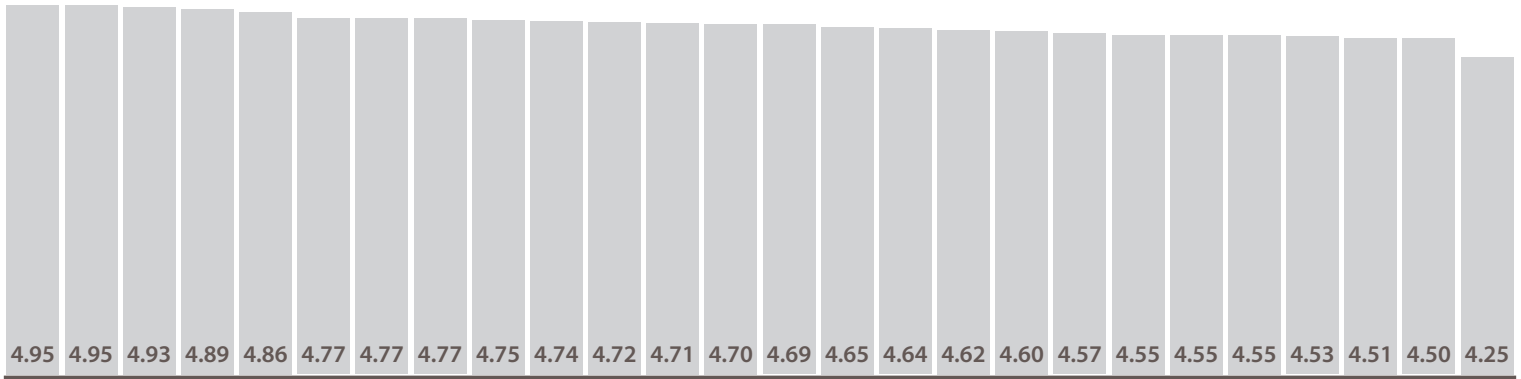
Reviews this period

# 31

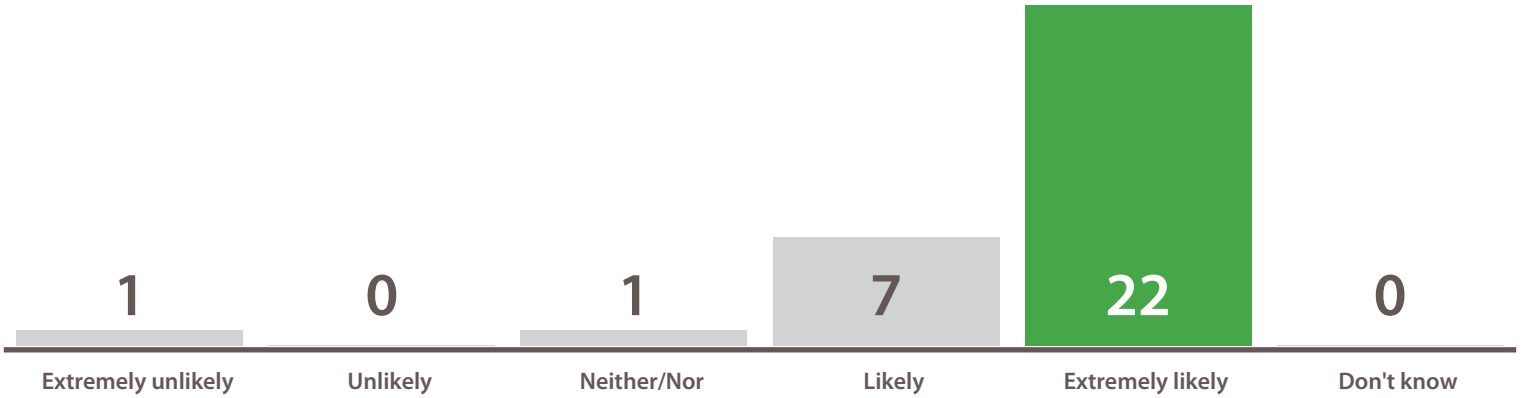
Response rate

# N/A

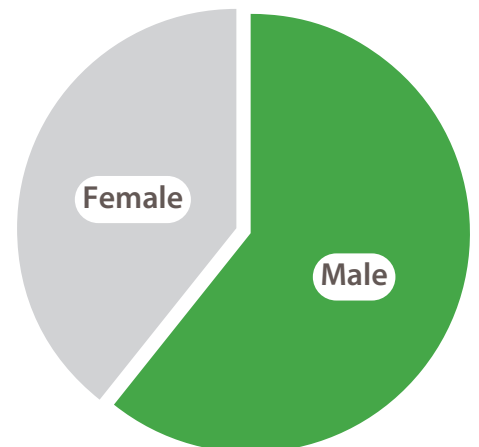
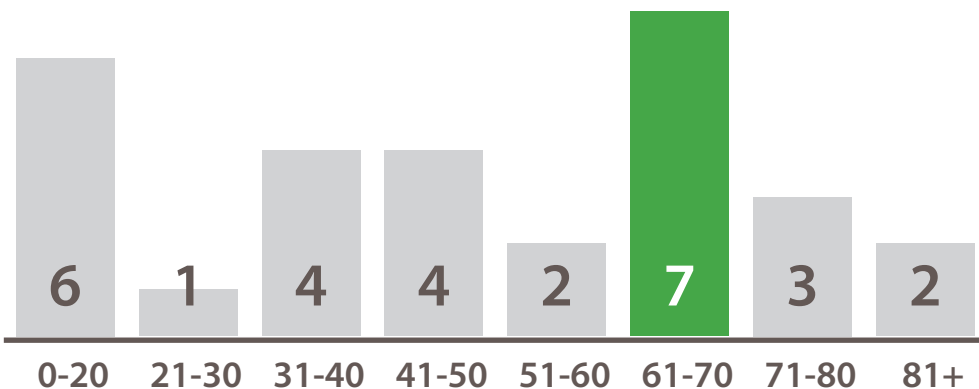
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.66	0.77		
Involved	4.50	0.72		
Information	4.51	0.77		
Cleanliness	4.71	0.88		
Staff	4.78	0.89		
Contact Information	4.51	0.87		
Involved Discharge	4.46	0.70		

**1**

- Dignity 0.0
- Involved 0.0
- Information 0.0
- Cleanliness 1.0
- Staff 0.5
- Contact Information 0.0
- Involved Discharge 0.0

There is nothing good about this ward

BUNCH OF TOSSERS

**5**

- Dignity
- Involved 5.0
- Information 4.5
- Cleanliness
- Staff 5.0
- Contact Information 5.0
- Involved Discharge 5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

VERY GOOD EACH & EVERYTHING.  
 STAFF EXCELLENT.  
 CARE EXCELLENT.  
 THANKS

3

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Contact Information	0.0
Involved Discharge	3.5

1. How likely are you to recommend our ward to friends and family if they needed similar care or treatment?

Extremely likely       Unlikely  
 Likely       Extremely unlikely  
 Neither likely nor unlikely       Don't know

2. What was good about your care, and what could be improved?

DISGUSTED  
 waited from 1-30 until  
 9:30pm No meds No anything  
 lots of Pain - Been told  
 to go home.

4

Dignity	4.0
Involved	2.5
Information	3.5
Cleanliness	4.0
Staff	4.5
Contact Information	4.0
Involved Discharge	3.5



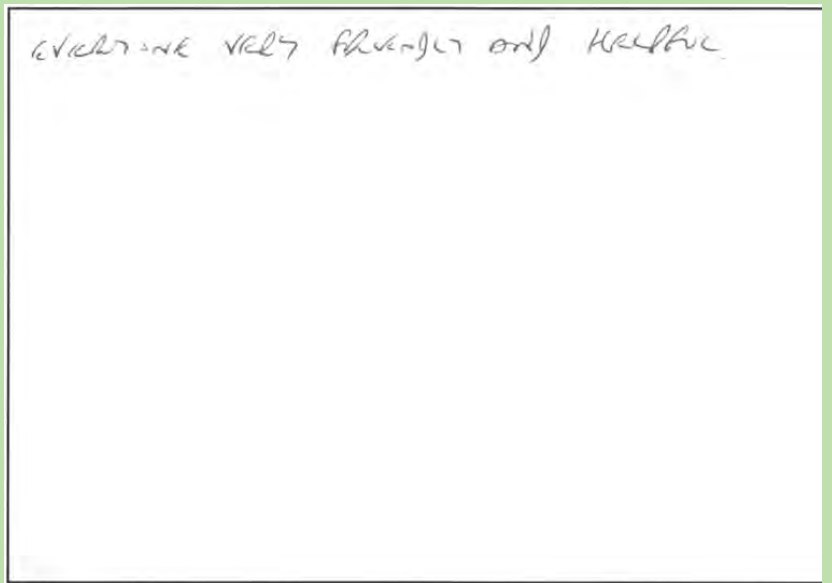
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	3.5
Involved	2.5
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	3.5

Every one who cared for me  
in this ward was very ~~base~~<sup>Nice</sup>  
and helpfull.

4

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone was very polite,  
very helpfull!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	
Contact Information	5.0
Involved Discharge	5.0

Staff were very good  
communication between staff +  
Patient excellent

4

Dignity	3.5
Involved	3.5
Information	1.0
Cleanliness	3.0
Staff	4.0
Contact Information	
Involved Discharge	

All nurses where first

4

Dignity	5.0
Involved	
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

4

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.0

All staff were friendly + warm + attended to my + all other patients needs swiftly. Any questions I or my family had were answered clearly.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff extremely polite and considerate. Excellent service and care.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

STAFF FANTASTIC  
WARD CLEAN & TIDY  
A HARD TIME MADE GREAT  
THANK YOU ALL

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

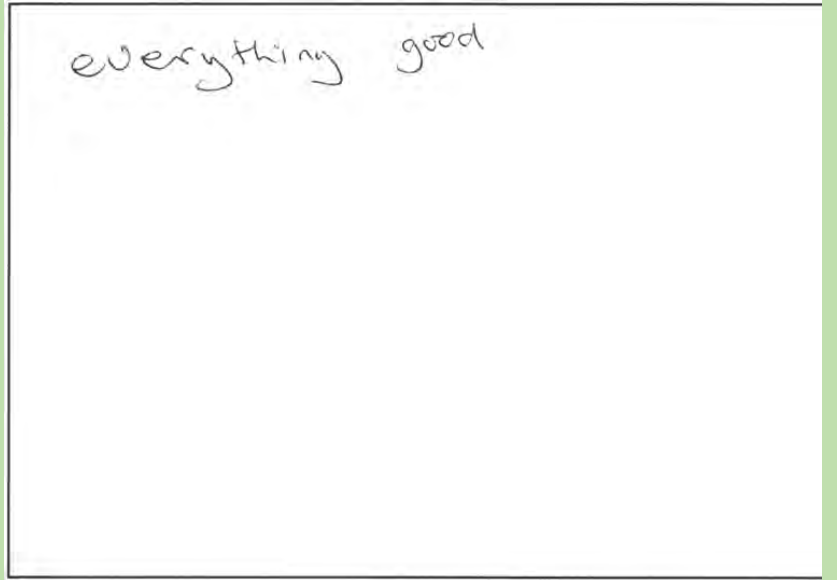
5

Dignity	3.5
Involved	3.0
Information	4.0
Cleanliness	4.0
Staff	4.5
Contact Information	
Involved Discharge	3.0



5

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Contact Information	4.0
Involved Discharge	4.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	3.5
Involved Discharge	4.5



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERYTHING WAS GOOD IN MY TREATMENT  
AND EVERY ONE WAS FRIENDLY!!!  
ONLY THING COULD IMPROVE IS A  
GOOD FRY UP FOR BREAKFAST!!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Polite.  
Good Work

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	2.5

Good Care  
Nothing to be improved

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The care I received whilst in the SAU was fantastic. The staffs' personalities made me feel really comfortable and certainly not uneasy to be here

Thank you 😊

4

Dignity	4.5
Involved	4.5
Information	4.0
Cleanliness	4.5
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

I was seen and discharged very quickly.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	4.5
Involved	3.5
Information	3.0
Cleanliness	4.5
Staff	4.5
Contact Information	
Involved Discharge	

Friendly, thoughtful, compassionate staff with good sense of humor.  
Food good.  
Clean ward.

Average score this period



—

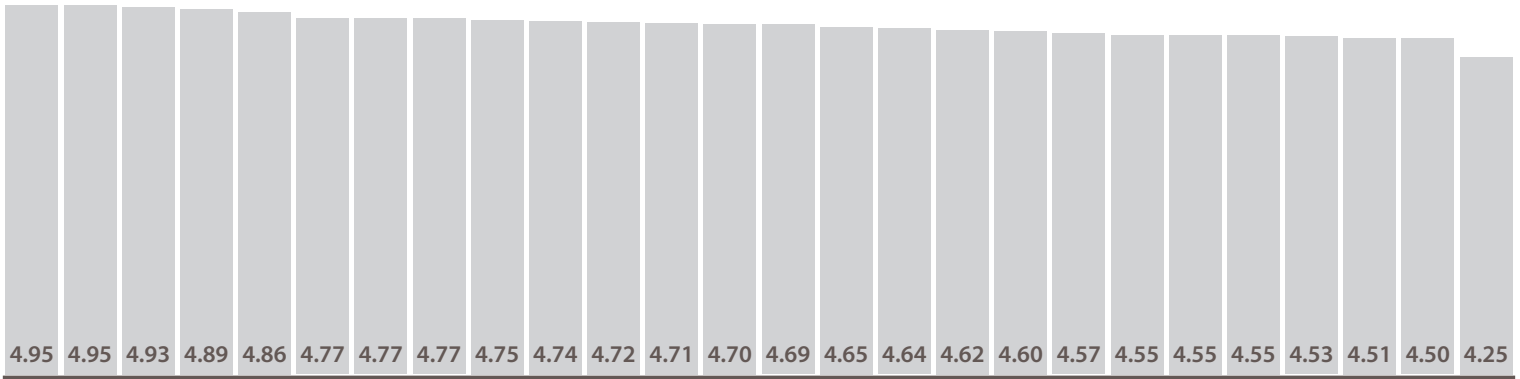
Reviews this period

0

Response rate

N/A

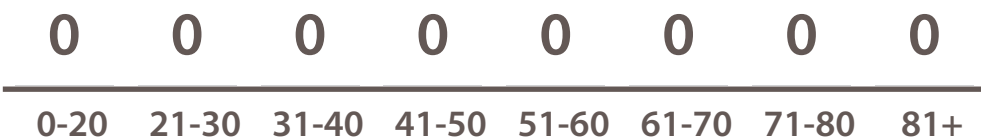
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00		↘
<b>Involved</b>		0.00		↘
<b>Information</b>		0.00		↘
<b>Cleanliness</b>		0.00		↘
<b>Staff</b>		0.00		↘
<b>Discuss illness</b>		0.00		↘
<b>Information prior to visit</b>		0.00		↘

# Marham (TIU Day Care Only)

## 01 May - 31 May

Average score this period



# 5.00

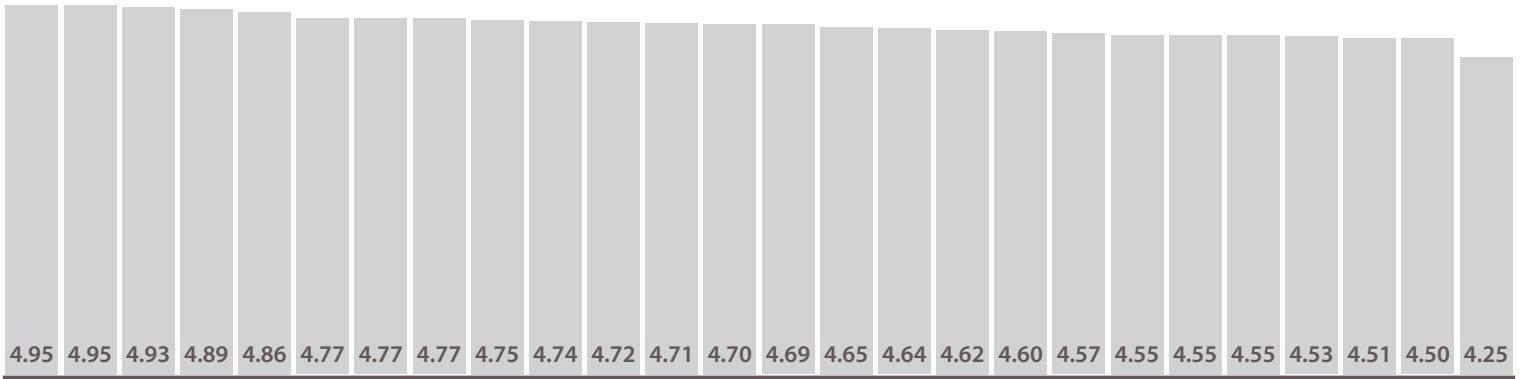
Reviews this period

# 1

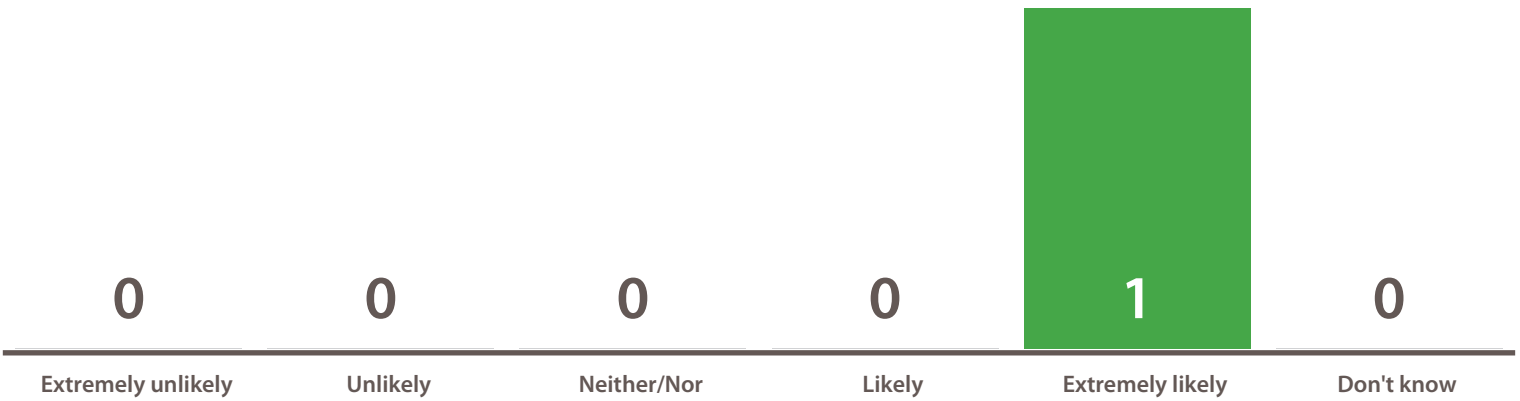
Response rate

# N/A

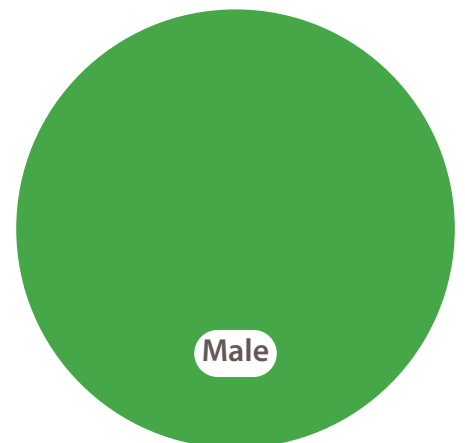
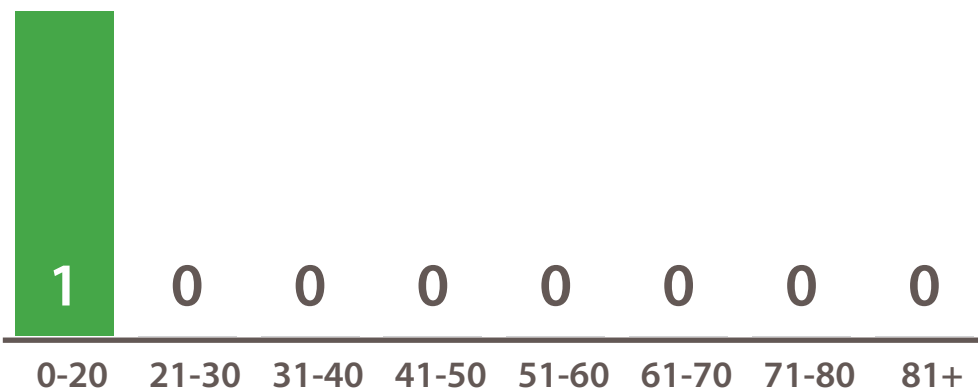
### Scores for all wards (with > 4 reviews)



### Reviews by score this period













### Reviews by patient's age



# Marham (TIU Day Care Only)

01 May - 31 May

Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	5.00	 1.20		
Involved	5.00	 1.34		
Information	5.00	 1.39		
Cleanliness	5.00	 1.24		
Staff	5.00	 1.17		

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0

All the staff were really helpful and cared well for me. If I needed anything, they were there and responded to all my needs.

Average score this period



# 4.55

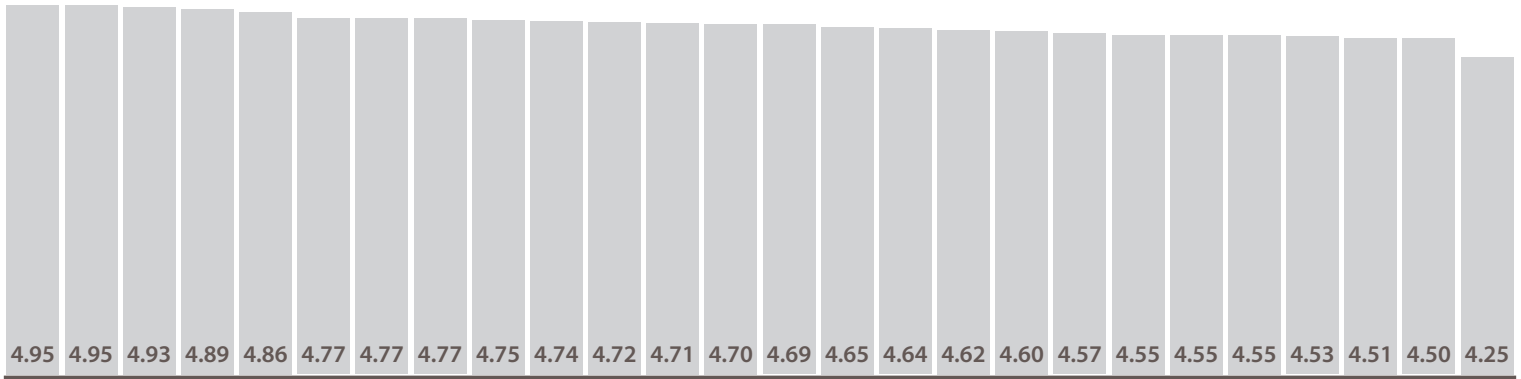
Reviews this period

# 123

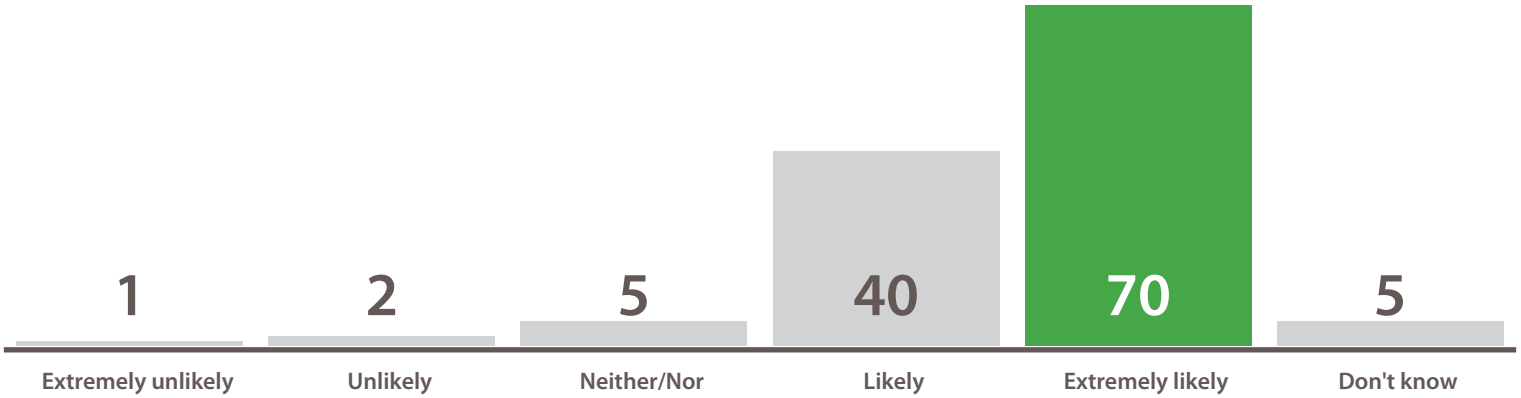
Response rate

# N/A

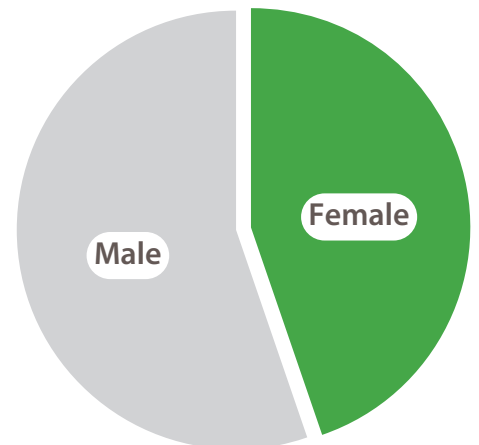
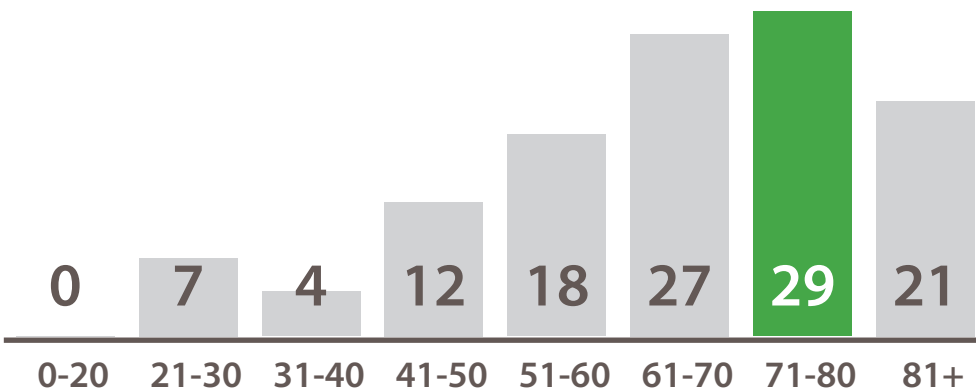
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age

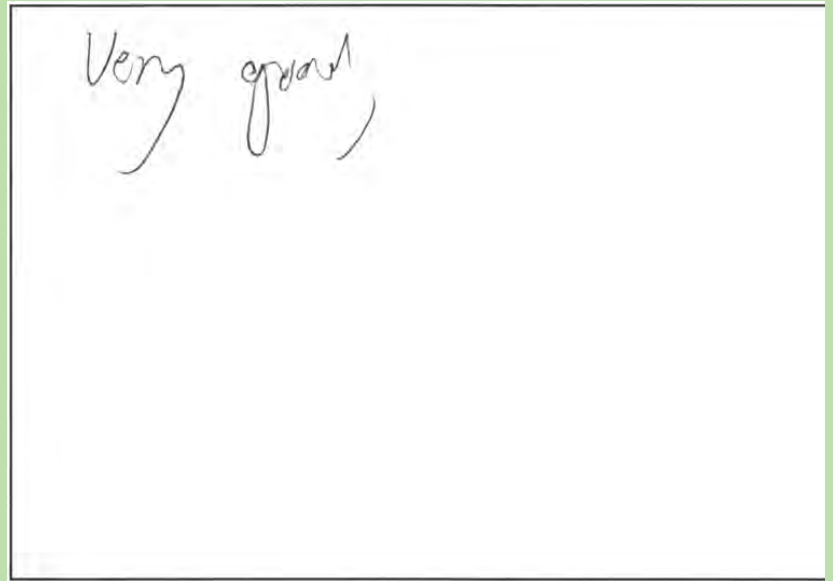


Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.67	0.79	∨	
Involved	4.51	0.73	∧	
Information	4.51	0.77	∧	
Cleanliness	4.58	0.72	∨	
Staff	4.70	0.79	∨	
Contact Information	4.32	0.63	∨	
Involved Discharge	4.45	0.69	∧	

## Inpatient

# 4

Dignity	4.5
Involved	2.5
Information	4.0
Cleanliness	4.5
Staff	4.5
Contact Information	4.0
Involved Discharge	3.5





5

Dignity	5.0
Involved	5.0
Information	1.5
Cleanliness	5.0
Staff	5.0
Contact Information	1.5
Involved Discharge	4.0

5

Dignity	4.5
Involved	4.0
Information	4.5
Cleanliness	4.0
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5

Everything - I was impressed by my care.

4

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5

5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	4.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The people were very caring and explained everything to you.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

Don't think you can make any improvement everything was perfect.

Dignity 5.0

Involved 4.5

Information 5.0

Cleanliness 5.0

Staff 5.0

Contact Information

Involved Discharge

5

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Contact Information 5.0

Involved Discharge 5.0

Nurses and staff were all very friendly + efficient

5

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Contact Information 5.0

Involved Discharge 5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

every happier

---

H. Bacon

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	
Contact Information	5.0
Involved Discharge	5.0

All staff are very caring  
nothings to much trouble

BUT  
A LONG WAIT  
FOR.  
A SPECIAL BLOOD TEST  
BEFORE I can ? be DISCHARGED

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

HOSPITAL

I came into Wondersup, I went  
out thinking staff could not be better  
they were superb

5

Dignity	5.0
Involved	1.0
Information	3.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	1.5

lovely friendly staff.  
Nurses took great care of me.  
however felt like ~~the~~ I was  
~~doctors~~ wasting doctors time.  
when nurses were concerned  
doctors dismissed it.

4

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

I was seen to quickly and sorted  
straight away.

-

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	3.5
Contact Information	5.0
Involved Discharge	

CARING DOCTORS  
AND NURSES. VERY  
BUSY PEOPLE

5

Dignity	5.0
Involved	3.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Not Enough STAFF

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

IT WAS THE BEST

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything.  
Nothing really.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The whole ward team  
brilliant  
So kind caring  
and always willing  
to listen & help

4

Dignity	4.5
Involved	4.5
Information	2.5
Cleanliness	4.5
Staff	4.5
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.0

Dignity 5.0

Involved 4.0

Information 5.0

Cleanliness 4.5

Staff 5.0

Contact Information

Involved Discharge

THE CHARM of NURSES and DOCTORS  
was exceedingly agreeable, Such care is  
incomparable.

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Contact Information 5.0

Involved Discharge 5.0

THE AMBULANCE STAFF WERE  
BEYOND REPROACH.

I WAS DEALT WITH IN A POSITIVE  
AND PROFESSIONAL MANNER  
BY EVERYONE

I THANK YOU SINCERELY

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness

Staff 5.0

Contact Information 5.0

Involved Discharge 5.0

5

5



4

Dignity	2.0
Involved	4.0
Information	2.0
Cleanliness	1.5
Staff	3.0
Contact Information	2.5
Involved Discharge	2.5

O.K.

4

Dignity	3.0
Involved	
Information	2.5
Cleanliness	2.5
Staff	2.5
Contact Information	3.0
Involved Discharge	3.0

I stayed in over night  
and the night staff were  
brill. 27/5/14

4

Dignity	3.0
Involved	3.5
Information	2.5
Cleanliness	3.0
Staff	2.0
Contact Information	2.5
Involved Discharge	3.5

MORE STAFF NEEDED.  
MORE NAs.

3

Dignity	4.5
Involved	
Information	2.5
Cleanliness	2.0
Staff	3.5
Contact Information	
Involved Discharge	

Felt I was left a long time in the morning with my IV Antibiotic tube thing in when it was/had been empty a while and needed to use the facilities

4

Dignity	3.5
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Contact Information	4.0
Involved Discharge	5.0

hospital has been fine  
no complaints  
brilliant.

4

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.5
Contact Information	
Involved Discharge	

3

Dignity	5.0
Involved	3.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

EXCELLENT & HEARFUL,  
KIND STAFF

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	5.0

3

Dignity	
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

Care received was perfectly  
fine -  
Could not answer questions 8 or  
9 as not yet been discharged

4

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5

4

Dignity	2.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	4.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	3.5
Involved Discharge	5.0

staff were lovely 😊

more staff needed.

5

Dignity	4.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

1ST CLASS  
ALL THE WAY

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	4.5

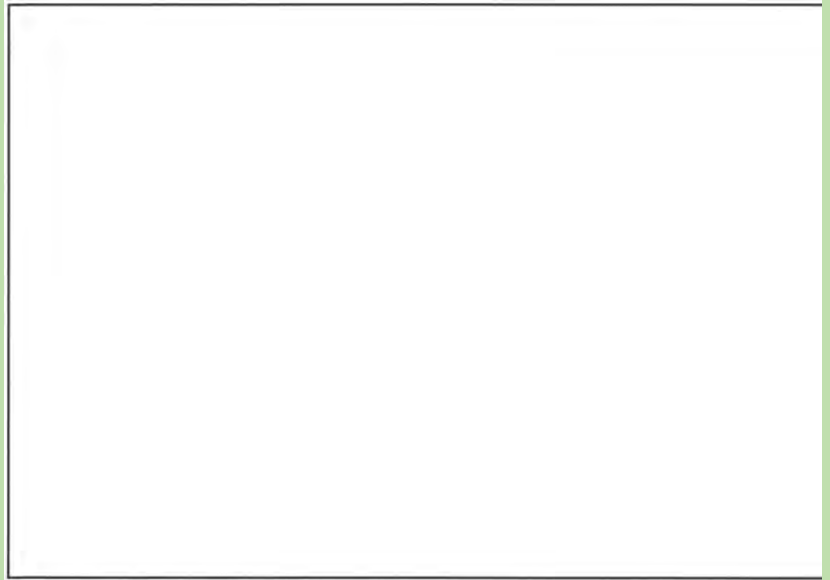
Very good care all round  
More staff

5

Dignity	5.0
Involved	4.0
Information	5.0
Cleanliness	4.5
Staff	4.5
Contact Information	5.0
Involved Discharge	4.5

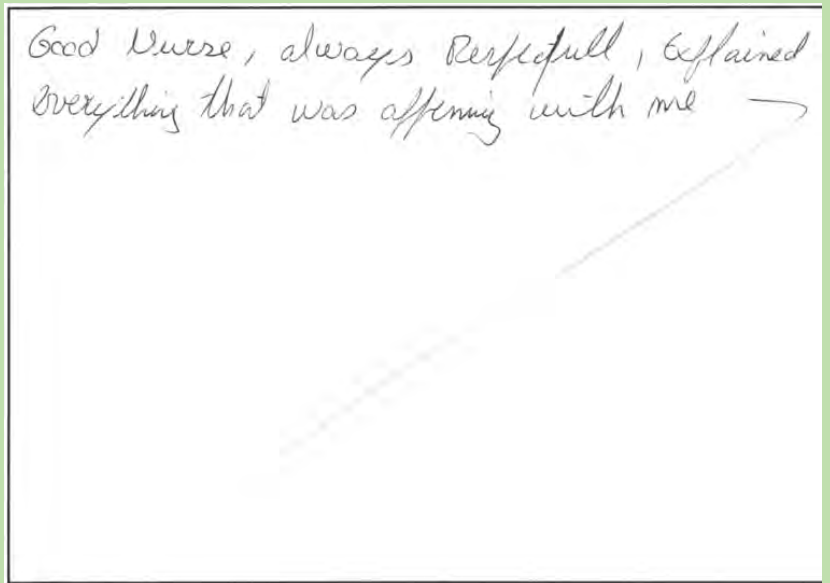
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	



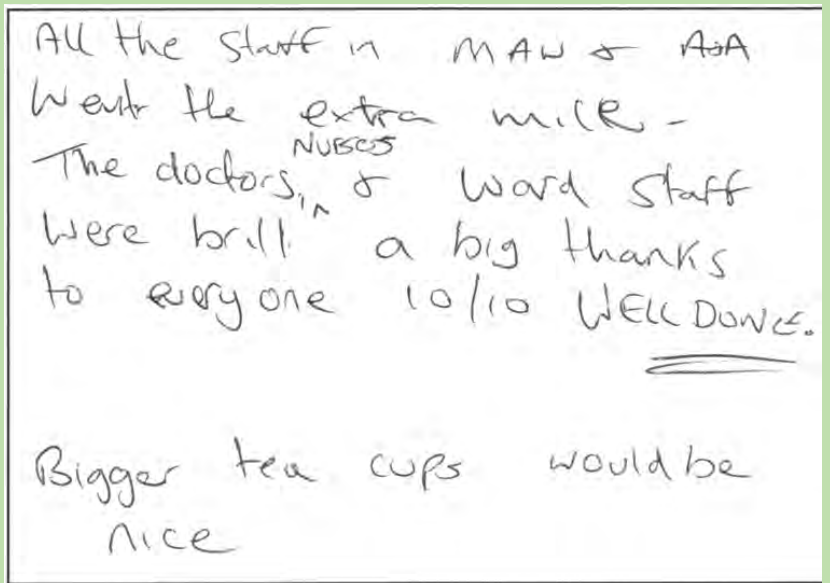
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	4.5
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	
Involved Discharge	

Very good Care  
and all Staff excellent

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Issy & Mandy  
Two hard working girls  
always happy cheerfull

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

All was Perfect

5

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

it's been brilliant.  
everything has been perfect.



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

NOT MUCH  
IT IS VERY GOOD

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

I cannot fault the treatment  
I received here.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERYTHING BRILLIANT

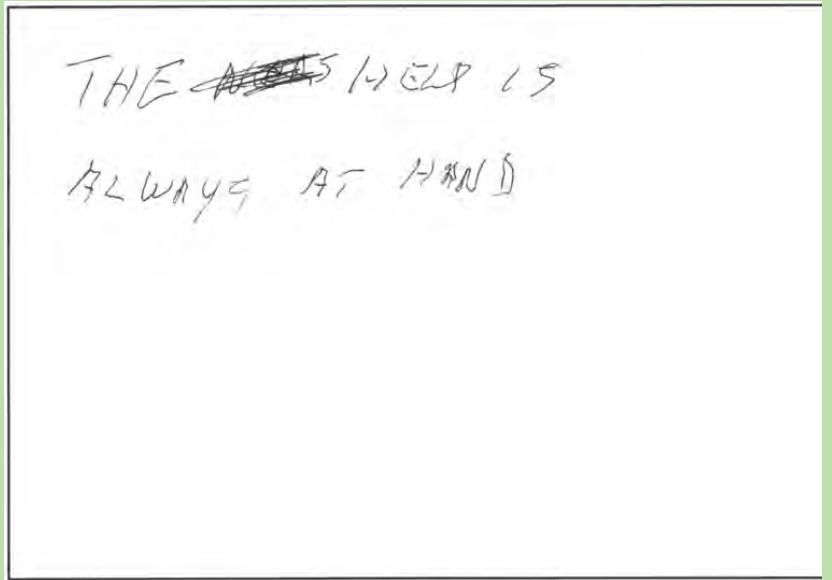
5

Dignity	5.0
Involved	
Information	
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	



4

Dignity	3.5
Involved	3.5
Information	4.0
Cleanliness	0.0
Staff	3.5
Contact Information	
Involved Discharge	5.0

A+E  
everything seems laxidacidal  
not as nicely kept as it used to  
be  
A+E <sup>has</sup> gone down in my estimation - since  
last time

4

Dignity	4.0
Involved	
Information	3.0
Cleanliness	2.5
Staff	5.0
Contact Information	2.0
Involved Discharge	

Food ~~was~~ quite good & Digestive  
Do not see much room for  
improvement  
Anne P Stone

4

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	2.5

IT WAS EXTREMELY THROUGH

4

Dignity	4.5
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

Quick response to all call outs made

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	

VERY WELL LOOKED AFTER  
STAFF VERY HELPFUL

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.0

All of the staff were very kind and polite  
with a ready smile, every one of them...  
and very fair

5

Dignity	5.0
Involved	
Information	
Cleanliness	4.5
Staff	5.0
Contact Information	
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

EVERY THING

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	

Staff are caring & considerate  
Very polite

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

EVERYTHING, I FEEL SAFE & SECURE UNDER  
THE TREATMENT OF THE AMAZING STAFF  
AT THE MAU WARD

5

Dignity	
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERYTHING WAS GOOD  
THEY WERE VERY CARING

2

Dignity	2.5
Involved	2.0
Information	2.5
Cleanliness	2.5
Staff	2.0
Contact Information	2.5
Involved Discharge	2.0

Too Noisy.

4

Dignity	5.0
Involved	5.0
Information	
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	0.0

4

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Contact Information	
Involved Discharge	

ive been alot happier in here this time than last time 17 years ago. We have re-named you King's Lynn spa!

4

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	4.0
Contact Information	4.0
Involved Discharge	4.0

3

Dignity	5.0
Involved	
Information	
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

Staff on nights were great  
(all staff)

—

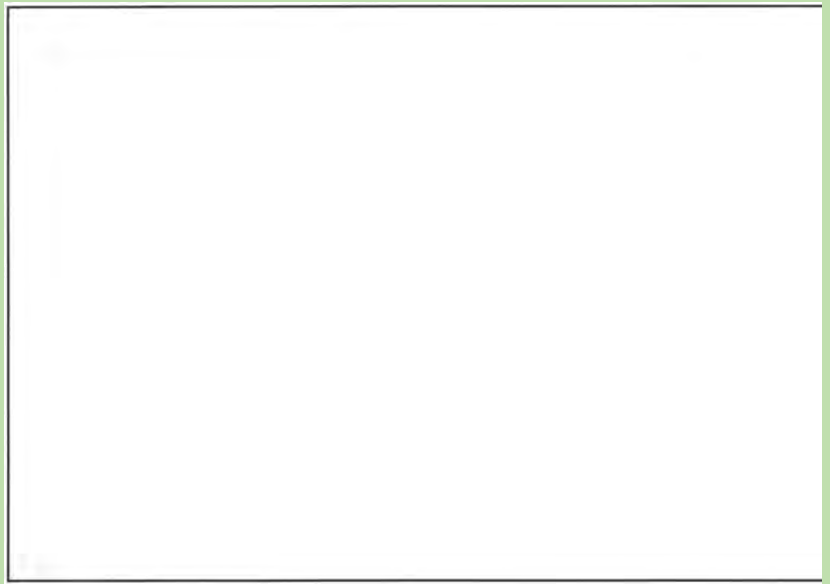
Dignity	4.5
Involved	4.5
Information	4.0
Cleanliness	4.5
Staff	5.0
Contact Information	4.0
Involved Discharge	4.5

Excellent CARE



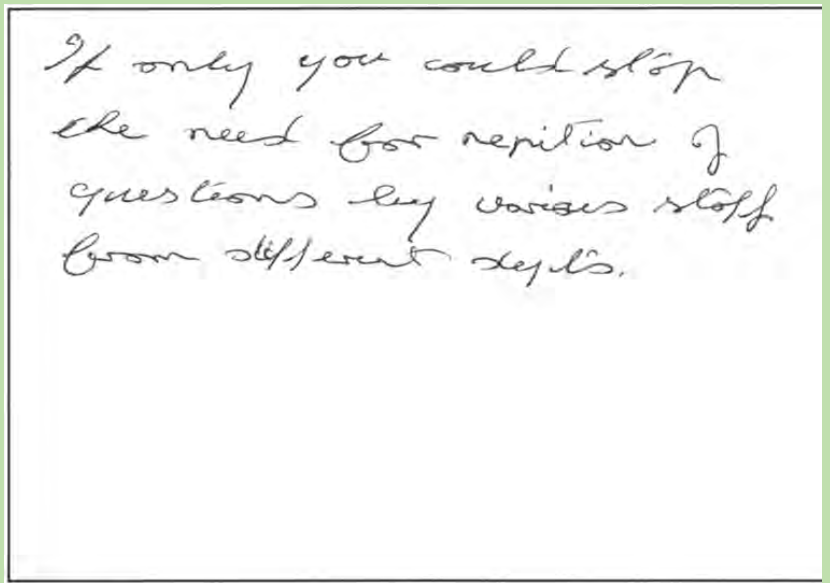
4

Dignity	4.5
Involved	5.0
Information	5.0
Cleanliness	4.0
Staff	4.5
Contact Information	
Involved Discharge	



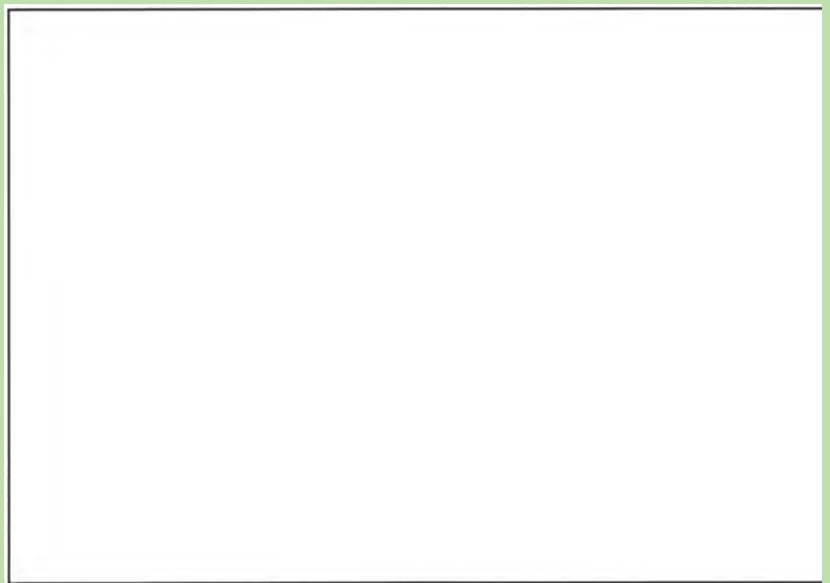
5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Contact Information	4.0
Involved Discharge	4.0



5

Dignity	4.0
Involved	
Information	4.0
Cleanliness	5.0
Staff	4.5
Contact Information	5.0
Involved Discharge	



5

Dignity	2.5
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Don't <sup>a</sup> anything

5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

CARE FINE

ALL QUESTIONS ANSWERED

5

Dignity	4.5
Involved	5.0
Information	5.0
Cleanliness	
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

Everything was perfect

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Contact Information	
Involved Discharge	

I have been "very happy" here! and my wife ~~was~~ <sup>will</sup> ~~enjoy~~ <sup>enjoy</sup> ~~it~~ <sup>it</sup> ~~here~~ <sup>here</sup> ~~the~~ <sup>the</sup> ~~staff~~ <sup>staff</sup> and everyone!

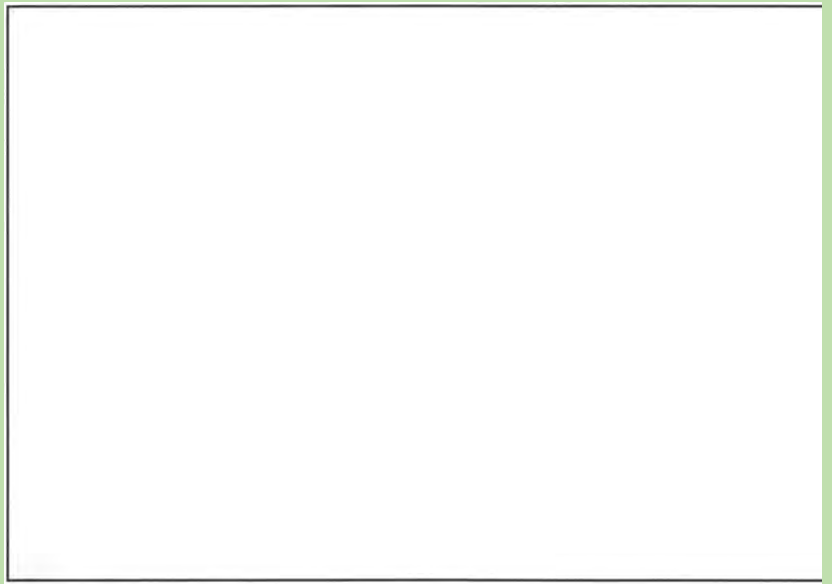
You are all "excellent" each! and every one of you! ~~the~~ <sup>the</sup> ~~best~~ <sup>best</sup> ~~in~~ <sup>in</sup> ~~the~~ <sup>the</sup> ~~world~~ <sup>world</sup> ~~of~~ <sup>of</sup> ~~Medals~~ <sup>Medals</sup>!

It's been excellent! you are all so happy with Emigon of US!

I have been a happy person all my life!

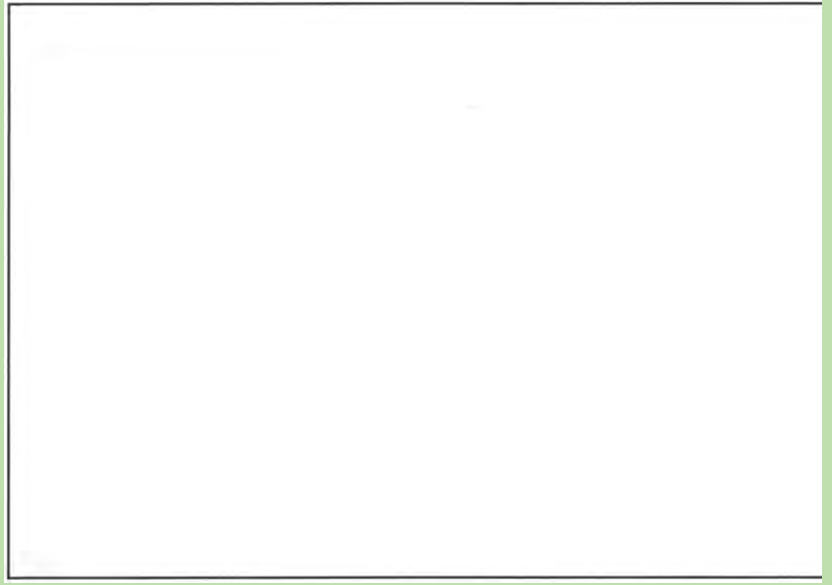
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



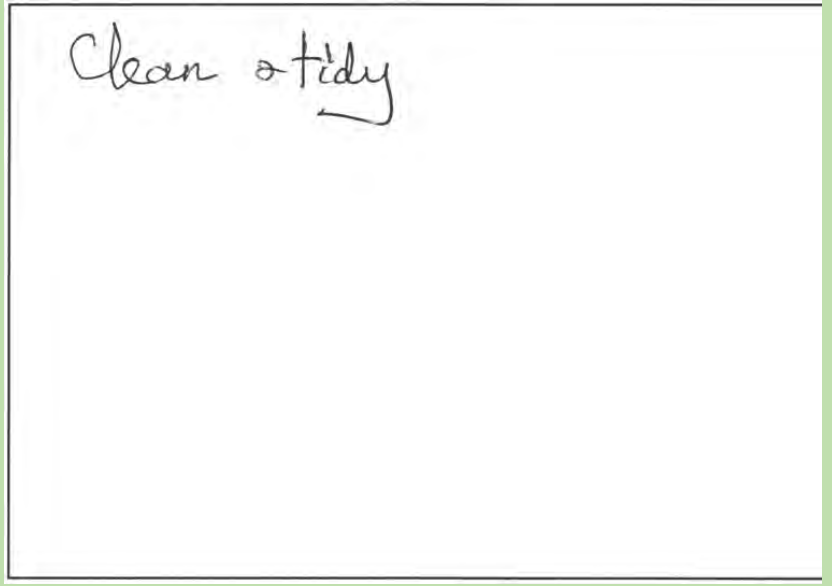
5

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Contact Information	
Involved Discharge	



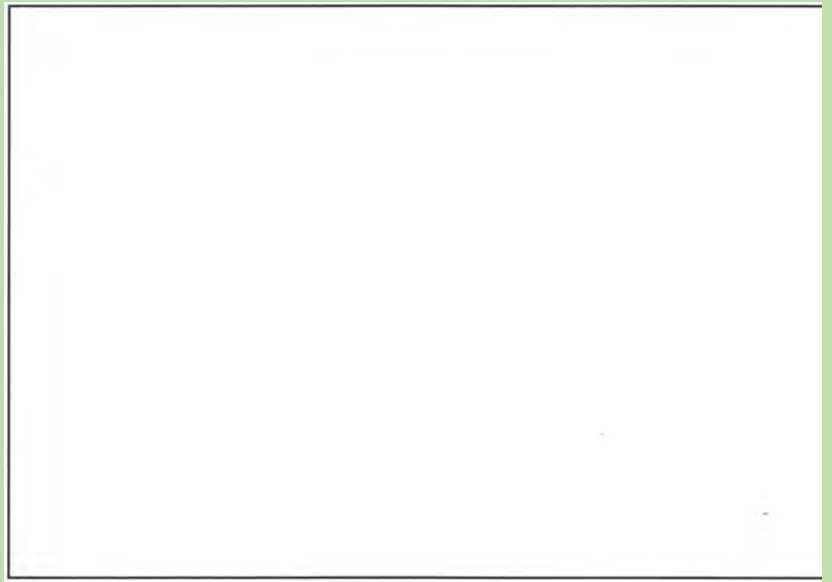
4

Dignity	2.5
Involved	1.0
Information	2.0
Cleanliness	3.0
Staff	1.0
Contact Information	2.0
Involved Discharge	1.5



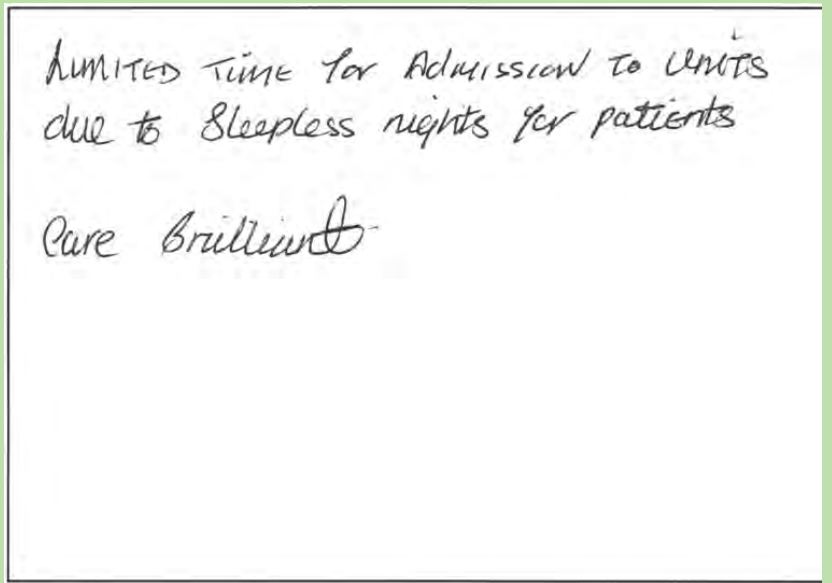
4

Dignity	4.0
Involved	3.0
Information	2.5
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	0.5



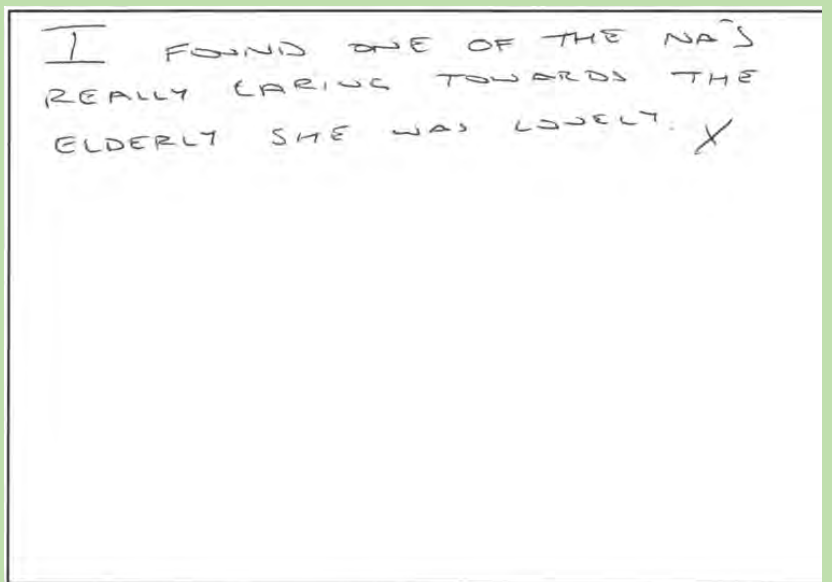
5

Dignity	3.5
Involved	2.0
Information	3.0
Cleanliness	4.5
Staff	3.0
Contact Information	2.5
Involved Discharge	4.0



4

Dignity	4.5
Involved	4.0
Information	4.0
Cleanliness	2.0
Staff	3.5
Contact Information	3.0
Involved Discharge	3.0



3

Dignity	4.5
Involved	4.0
Information	4.0
Cleanliness	1.0
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

The N/A care.

4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Contact Information	4.0
Involved Discharge	4.0

Excellent DAY VISIT TO MAU.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.0
Staff	5.0
Contact Information	0.0
Involved Discharge	5.0

Staff excellent in every way,  
but ward very noisy so no  
sleep had.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	
Contact Information	0.0
Involved Discharge	5.0

All the staff were approachable and attentive.

5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	5.0

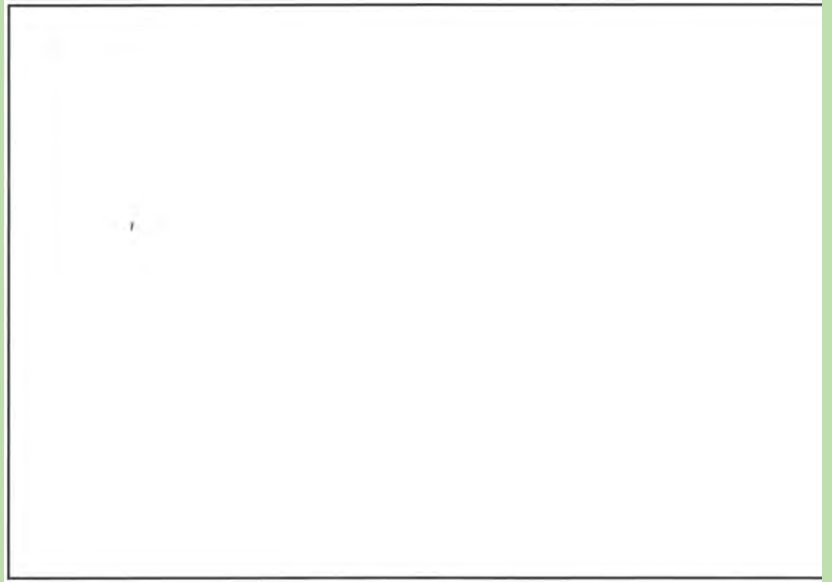
everyone was friendly and explained my conditions very well

5

Dignity	
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

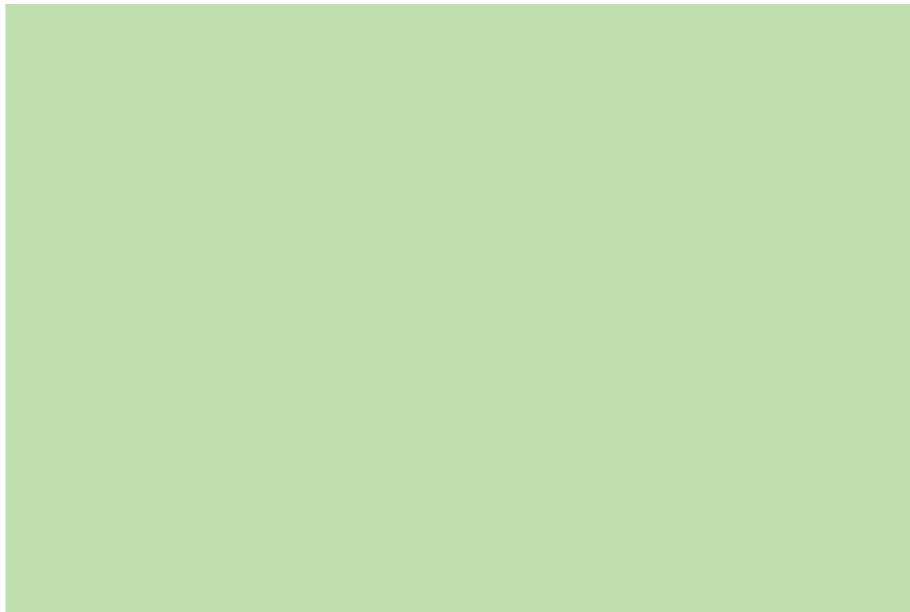
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



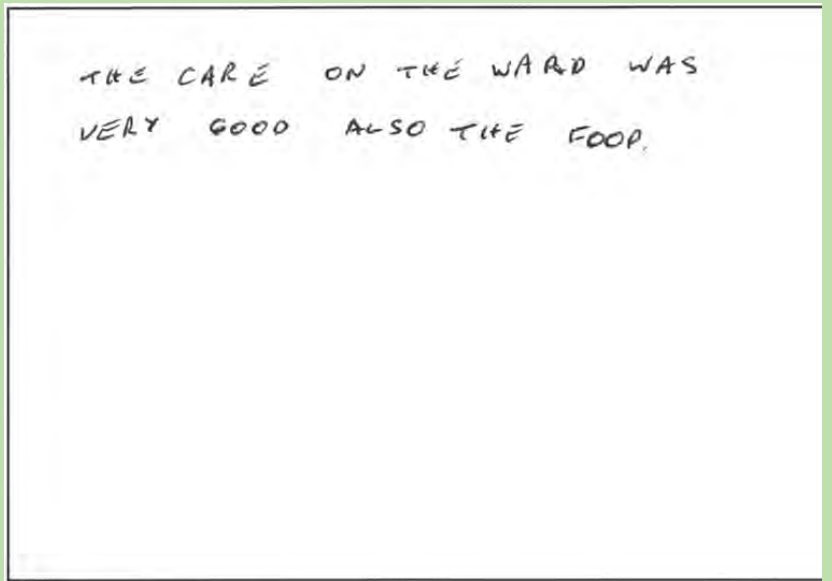
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0





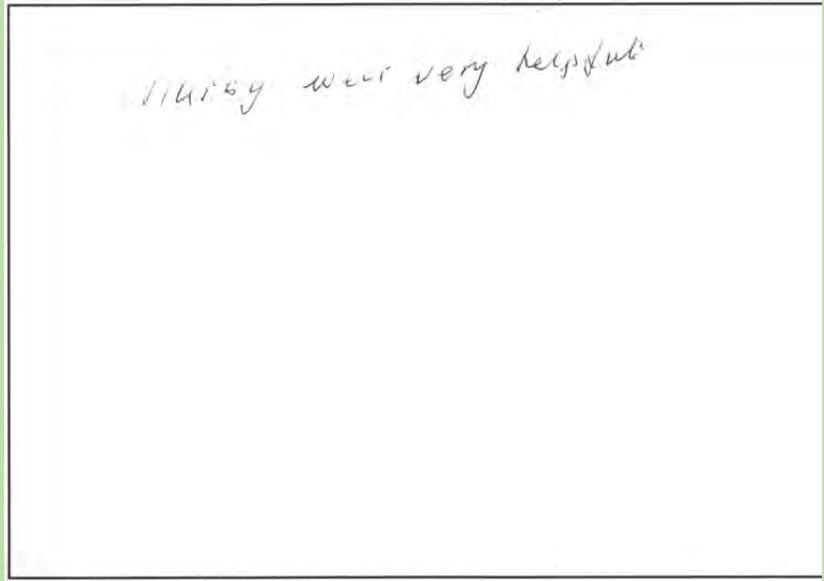
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



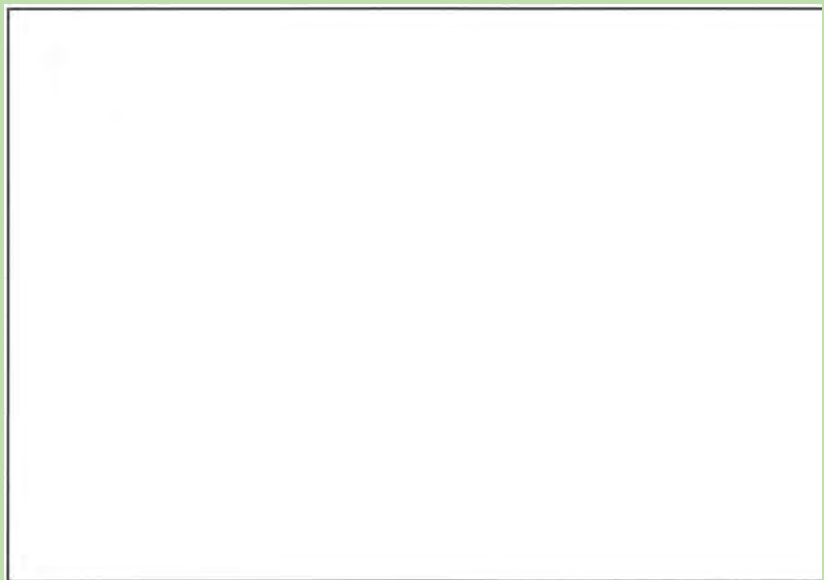
4

Dignity	4.5
Involved	4.0
Information	5.0
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	5.0



5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

My mother was spoken to in a caring manner & treated respectfully. All staff kind. From this brief visit we can't see what may need to be improved.

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

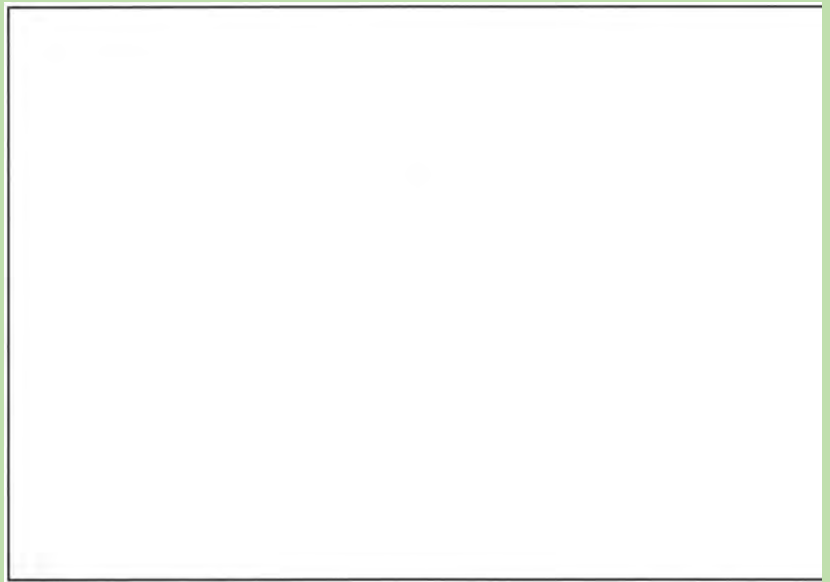
# 2

Dignity	3.0
Involved	2.0
Information	2.5
Cleanliness	0.0
Staff	2.0
Contact Information	0.5
Involved Discharge	2.0

Service not very quick had to wait a long time.

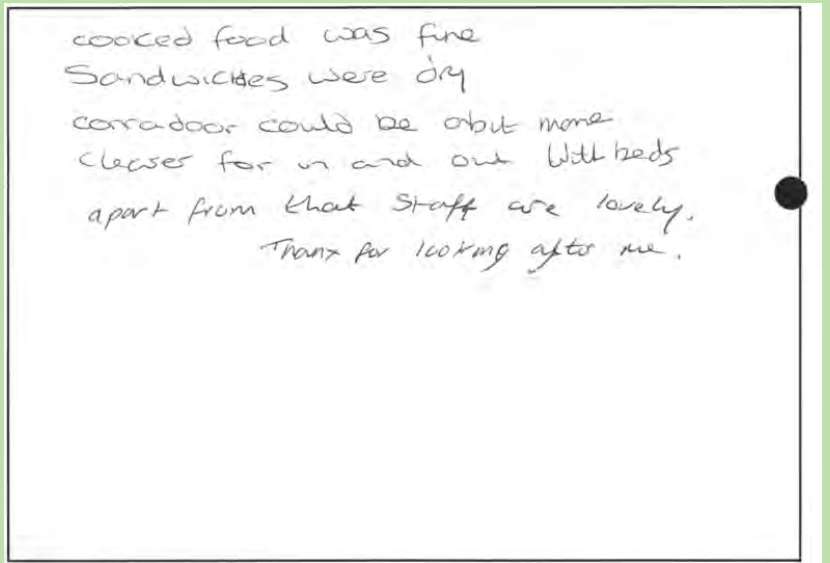
# 4

Dignity	3.5
Involved	2.0
Information	2.0
Cleanliness	5.0
Staff	4.0
Contact Information	2.0
Involved Discharge	1.0



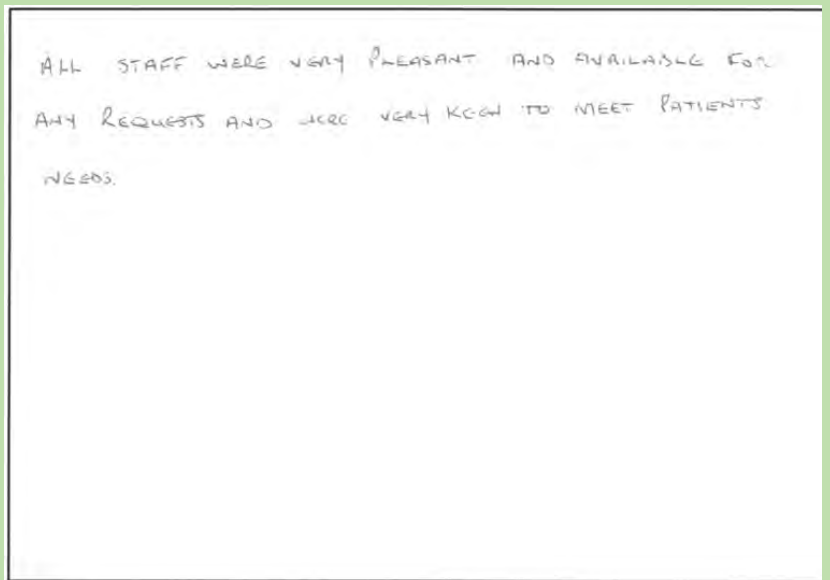
# 4

Dignity	3.5
Involved	4.5
Information	4.0
Cleanliness	2.5
Staff	3.5
Contact Information	0.0
Involved Discharge	2.5



# 4

Dignity	4.5
Involved	3.0
Information	3.0
Cleanliness	3.5
Staff	4.5
Contact Information	2.5
Involved Discharge	4.0



4

Dignity	3.0
Involved	4.0
Information	3.5
Cleanliness	4.0
Staff	4.0
Contact Information	4.5
Involved Discharge	4.0

I feel alright to go home  
treated me well

4

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Contact Information	4.0
Involved Discharge	4.0

Everyone very helpful explanation  
also very good and care was  
very good

4

Dignity	5.0
Involved	3.0
Information	3.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

All good

Dignity	5.0
Involved	3.0
Information	3.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

THE SPECTRUM OF DIFFERENT STAFF SEEN AS REQUIRED AND IN A TIMELY MANNER WAS VERY GOOD

THE NEED FOR BLOOD TESTS, WHAT MY DRUGS ARE AND MY TRANSFER WAS NOT CLEARLY EXPLAINED.

# 4

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5

The Staff

# 5

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	4.5
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

Something to read please!  
Some doors continually slam - can be easily cured.

Staff are wonderful.

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	3.5

STAFF EXCELLENT  
364000000 OVER EMPLOYEES

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

Nurse Was attentive, and friendly, and informative.  
Discharge meds could be quicker, but that is more due to the pharmacy being slow rather than the nurse/ward.

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

STAFF VERY HELPFULL  
I WAS KEPT INFORMED  
OF WHAT WAS HAPPENING  
BY STAFF.

# 4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

All staff were very caring,  
The noise levels could be improved  
especially at night.  
The door closers to some of the  
doors throughout the hospital need  
attention as they continually bang.

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.0

Very friendly and caring staff  
Even though they were very  
busy

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

STAFF very good,  
Treated with respect,  
YES it was very CLEAN.

5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

THE CARE WAS TOP NOTCH FROM  
WHEN ARRIVED ALL STAFF ARE  
NOVELY



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Very efficient -  
Knowledgeable  
Kind

Aand E

# 1

Dignity	1.0
Involved	1.0
Information	1.0
Cleanliness	1.0
Staff	1.0
Addressing fears	1.0
Privacy	1.0
Contact Information	1.0
Involved Discharge	1.0

## Disorganised and understaffed

Arrived on MAU via GP with a suspected heart attack. Waited in a side room for a bed for an hour. Other patients in the waiting area, awaiting discharge said they waited 5 hours for a bed the night before. I started to get chest pain and called a student nurse over who then called a sister over. The sister did my BP and then disappeared. I then sat next to a bed for another hour. There was a blood stained piece of gauze on the floor and no water to drink. A very demented lady was wondering around harassing the other patients. No one came to see if I was ok. I decided to leave thinking a doctor must have looked at my notes by now and thought my condition was not serious. I was in tears as I did not feel well. I was chased down the corridor and persuaded to "give them another chance". I then had an ECG done but the nurse had to get assistance as he could not use the machine. Whilst having the ECG performed and my chest exposed the demented lady opened the curtains wide staring at me, this was also visiting time so lots of people around. I alerted the nurse and as he walked towards the lady she nearly fell holding the curtain open even wider. The nurse lunged forward to catch the lady before she fell backwards as she was very unsteady on her feet. When the nurse came back he said he would have to repeat the ECG because the last one was fuzzy and it must have been the fright!! I then sat and waited for the doctor who I could hardly hear because of all the noise. I then sat and waited another hour listening to the demented lady who shouted and wandered around nearly falling several times. I still had not been admit by a nurse. I had now been in MAU for four hours and not seen a senior doctor so decided to go home. I then had chest pain and was admitted again via A and E at 1am. I'm now awaiting an Echo and a 24 hr ECG as an out patient. The blood test taken at 2am was negative thank goodness. If it had been a heart attack I dread to think what the outcome could have been from this awful experience in MAU. I understand that they were busy and understaffed (I think my nurse was from an agency) but I did not feel safe and the whole experience was awful

Average score this period



# 4.25

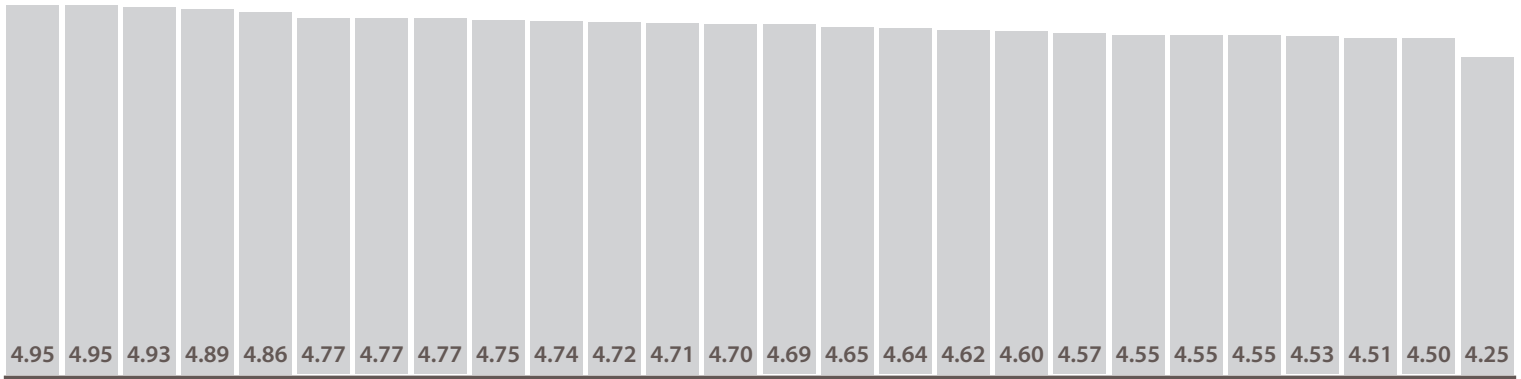
Reviews this period

# 19

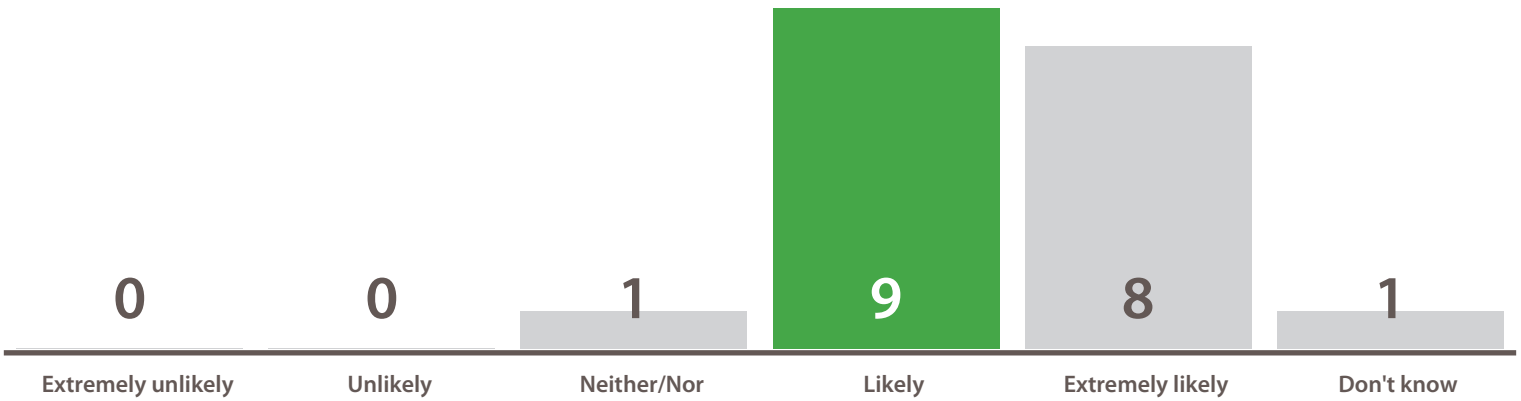
Response rate

# N/A

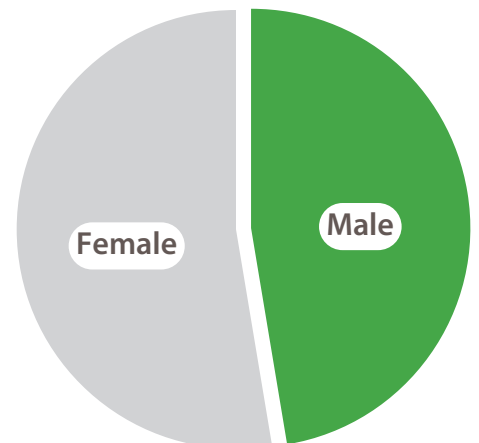
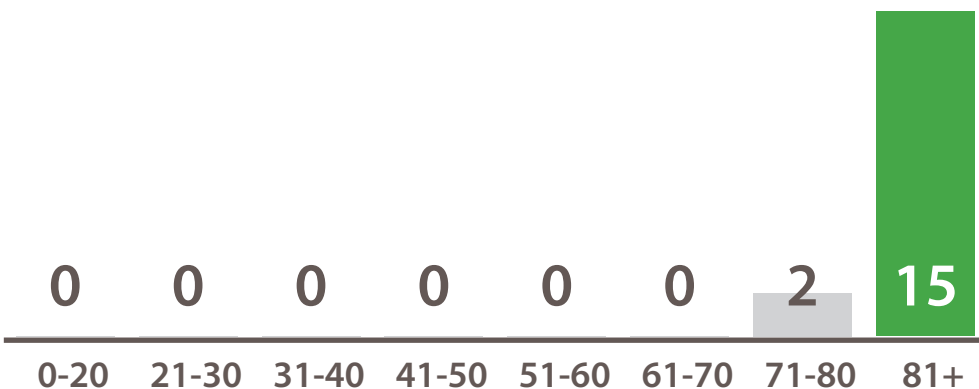
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.37	0.41	⊕	
Involved	4.07	0.17	⊕	
Information	4.11	0.28	⊕	
Cleanliness	4.44	0.54	⊕	
Staff	4.54	0.59	⊕	
Contact Information	3.87	0.07	⊕	
Involved Discharge	4.01	0.14	⊕	

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	0.0

Happy attitude of all staff.  
 I feel that some members of the team need more direction.  
 Did not feel involved in decision re: discharge

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	
Involved Discharge	

Drug round could be done at same time each day so you don't have to wait for painkillers

4

Dignity	4.0
Involved	3.0
Information	3.0
Cleanliness	4.0
Staff	4.0
Contact Information	
Involved Discharge	

Looked after me well

4

Dignity	4.0
Involved	
Information	
Cleanliness	4.0
Staff	4.0
Contact Information	
Involved Discharge	

Couldn't fault the treatment

5

Dignity	5.0
Involved	3.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	3.5

NURSING STAFF TREATED MY HUSBAND WITH RESPECT.  
IT IS A VERY HARD JOB AND THE PATIENTS NEED LOTS OF CARE

4

Dignity	3.5
Involved	3.5
Information	3.5
Cleanliness	3.5
Staff	3.5
Contact Information	2.5
Involved Discharge	3.5

Good staff

4

Dignity	3.5
Involved	3.0
Information	3.0
Cleanliness	4.0
Staff	4.0
Contact Information	3.0
Involved Discharge	4.0

Good nurses

4

Dignity	3.5
Involved	3.5
Information	3.5
Cleanliness	
Staff	3.5
Contact Information	3.5
Involved Discharge	4.0

4

Dignity	4.0
Involved	2.5
Information	2.5
Cleanliness	4.0
Staff	5.0
Contact Information	
Involved Discharge	

Food very good  
Nurses are nice  
Nothing to be improved

4

Dignity	3.0
Involved	2.5
Information	3.0
Cleanliness	3.5
Staff	3.5
Contact Information	3.5
Involved Discharge	3.0

Good nurses, Only seen Drs once.  
Food could be better.

5

Dignity	5.0
Involved	3.5
Information	3.5
Cleanliness	4.5
Staff	5.0
Contact Information	1.5
Involved Discharge	2.0

Every one was willing to help.  
nothing comes to mind -

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

EVERY ONE WAS SO KIND AND HELPFUL.  
AS FOR IMPROVEMENTS IT LOOKS LIKE BEING A STRUGGLE.

I WOULD LIKE TO TAKE THIS OPPORTUNITY TO SAY THANK YOU TO EVERY ONE.

3

Dignity	2.5
Involved	2.5
Information	1.5
Cleanliness	2.5
Staff	4.5
Contact Information	
Involved Discharge	4.0

Staff are wonderful  
Food was good  
Not enough information about care  
End of life care should be available

4

Dignity	3.0
Involved	3.0
Information	3.0
Cleanliness	3.0
Staff	3.0
Contact Information	2.5
Involved Discharge	2.5

Good nurses



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

All my needs & care have been first class. Nothing has been too much trouble. My speedy recovery is thanks to the excellent care received on Neelon ward.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

Very Very Good, Couldn't wish for anything better  
Nothing to be improved

4

Dignity	4.5
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	4.5
Contact Information	
Involved Discharge	5.0

Care was very care  
Couldn't ask for more  
No improvements

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	4.5
Contact Information	4.5
Involved Discharge	5.0

Staff done very well.  
nice cleaning staff

Average score this period



—

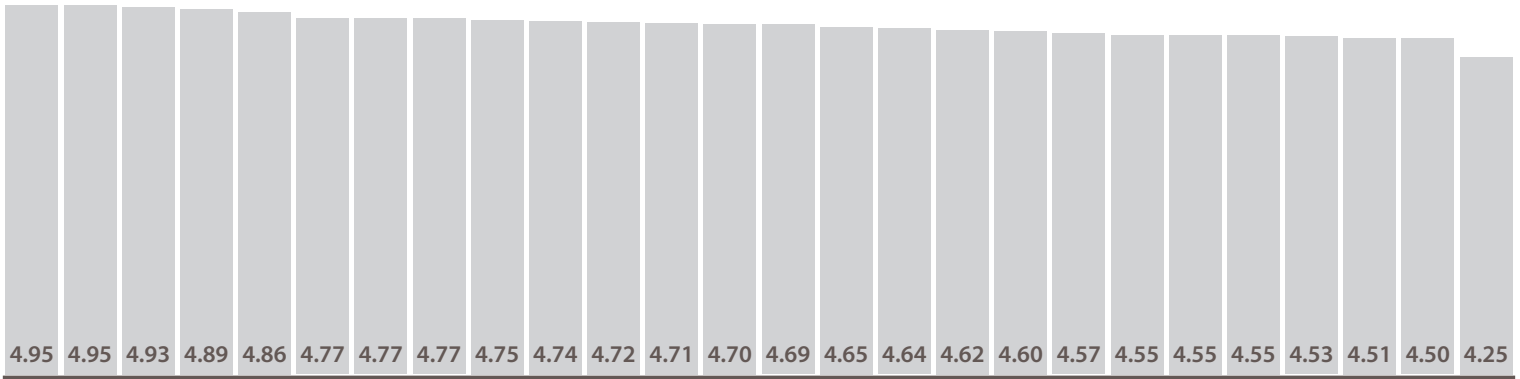
Reviews this period

# 0

Response rate

# N/A

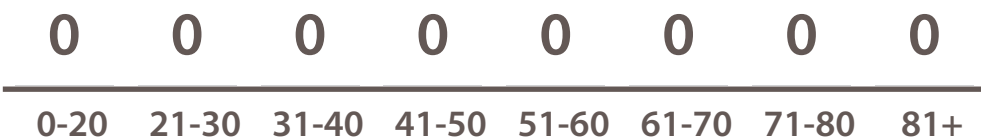
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Cleanliness</b>		0.00	➤	
<b>Staff</b>		0.00	➤	
<b>Neurology Clinic</b>		0.00	➤	

Average score this period



# 4.45

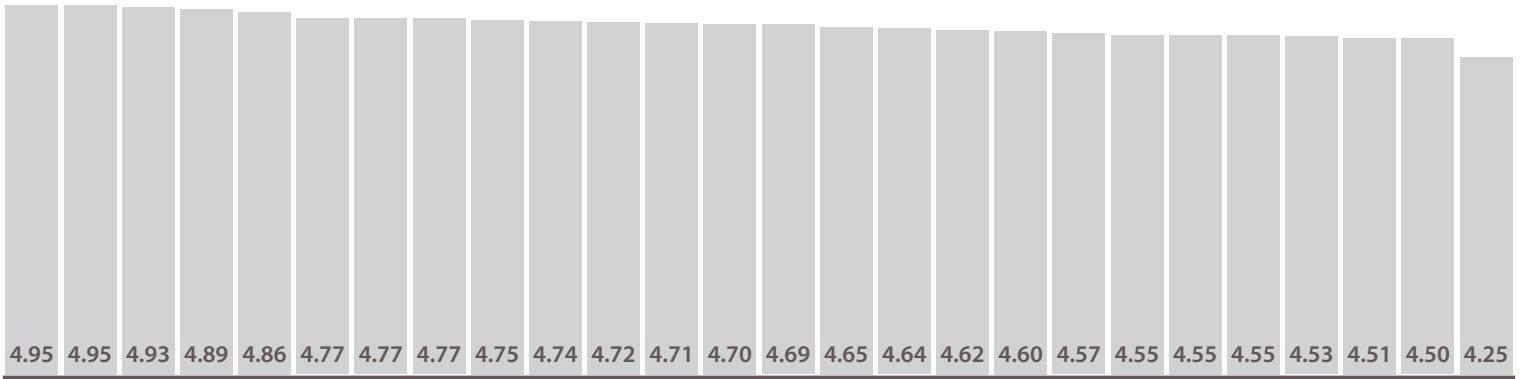
Reviews this period

# 1

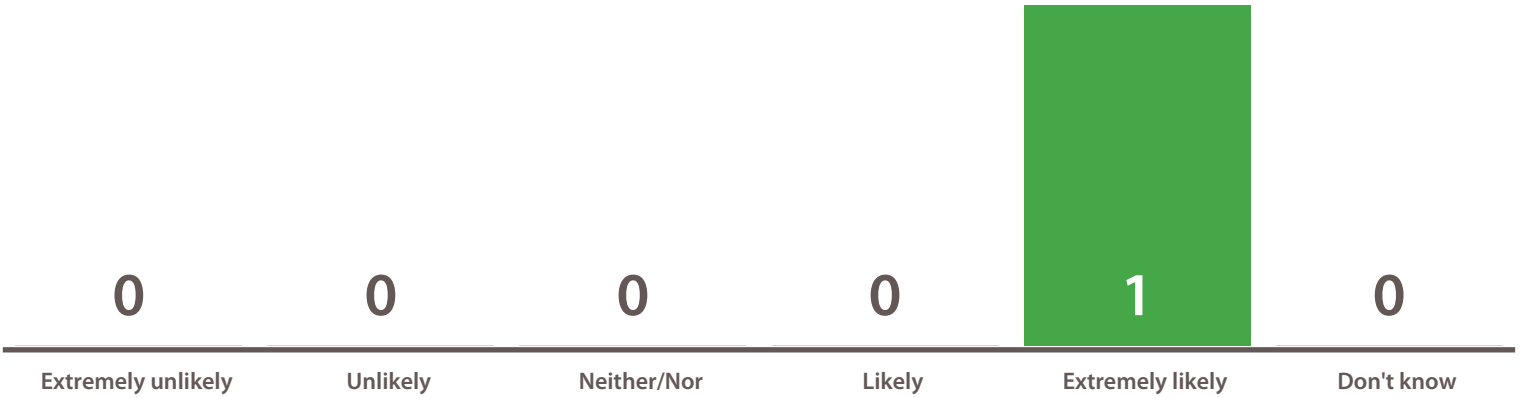
Response rate

# N/A

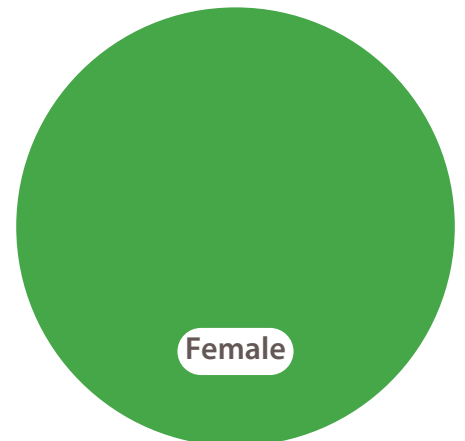
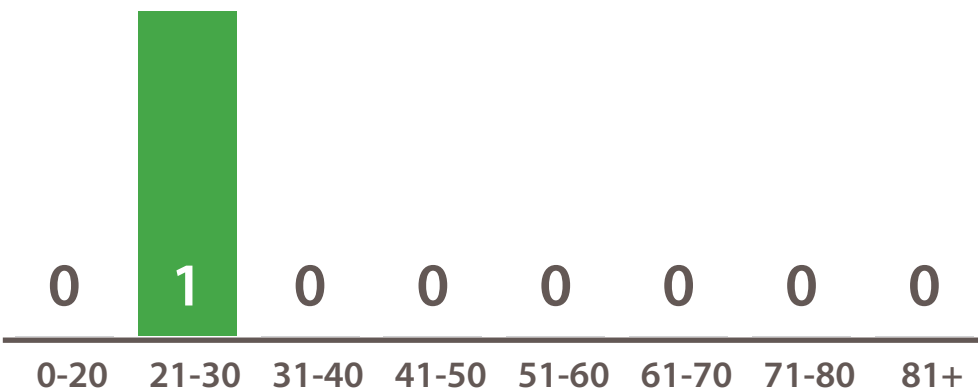
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>	<b>5.00</b>	1.20		
<b>Involved</b>	<b>3.00</b>	-1.16		
<b>Information</b>	<b>3.00</b>	-1.11		
<b>Cleanliness</b>	<b>5.00</b>	1.24		
<b>Staff</b>	<b>4.60</b>	0.67		
<b>Contact Information</b>	<b>5.00</b>	1.48		
<b>Involved Discharge</b>	<b>5.00</b>	1.38		

# 5

Dignity	5.0
Involved	2.5
Information	2.5
Cleanliness	5.0
Staff	4.5
Contact Information	5.0
Involved Discharge	5.0

Helpfull Staff

Average score this period



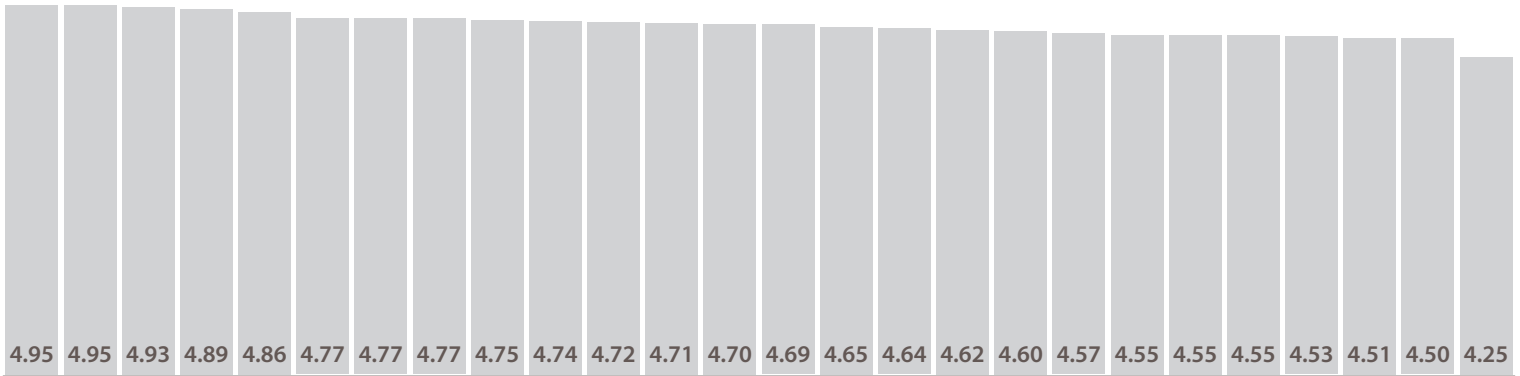
Reviews this period

# 0

Response rate

# N/A

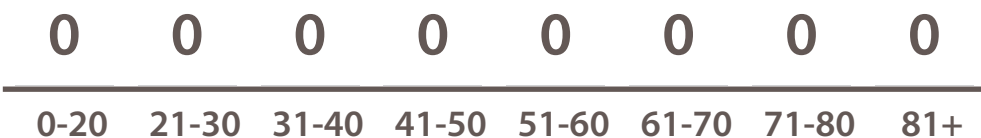
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Cleanliness</b>		0.00	➤	
<b>Staff</b>		0.00	➤	
<b>Consultation useful</b>		0.00	➤	



# Occupational Health Physiotherapy

01 May - 31 May

Average score this period



4.24

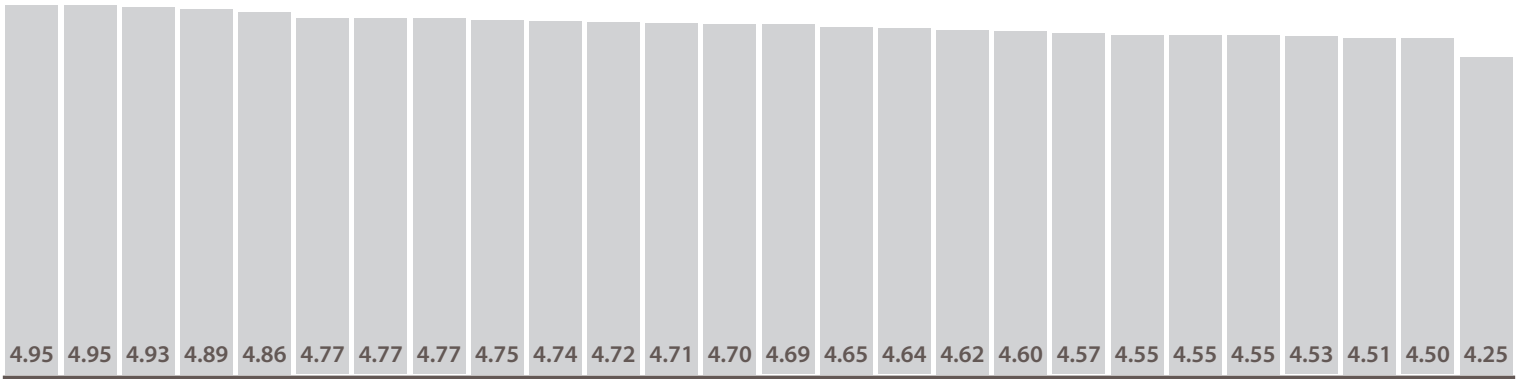
Reviews this period

2

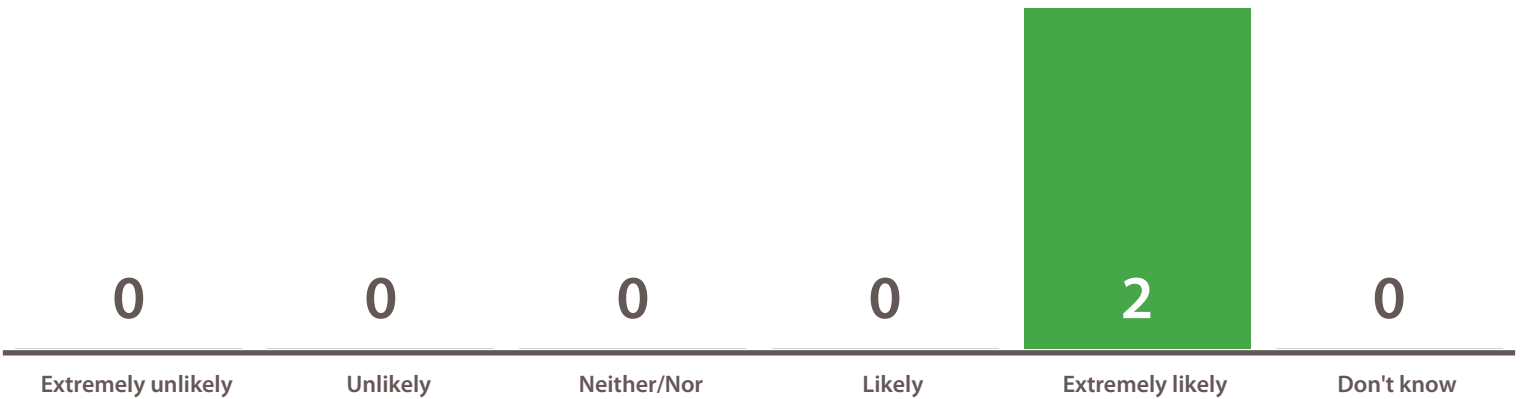
Response rate

N/A

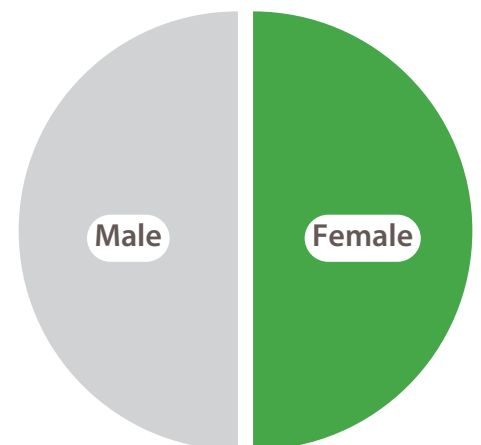
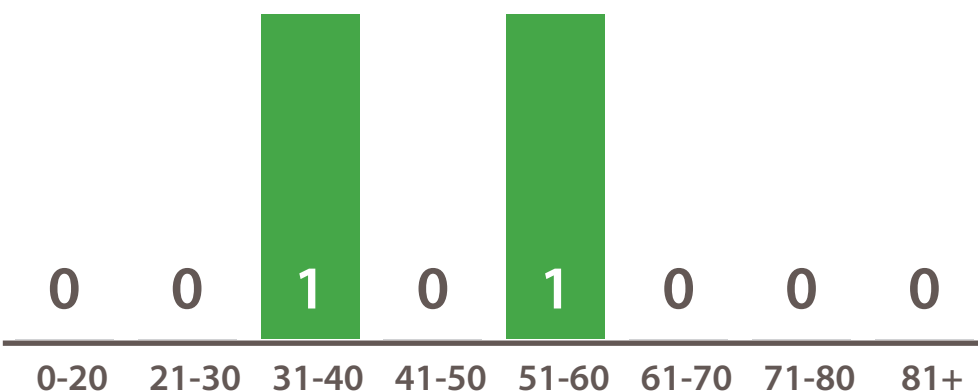
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



# Occupational Health Physiotherapy

01 May - 31 May

Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>	<b>4.20</b>	0.20	∨	
<b>Involved</b>	<b>4.20</b>	0.34	∨	
<b>Information</b>	<b>4.20</b>	0.39	∨	
<b>Cleanliness</b>	<b>4.20</b>	0.24	∨	
<b>Staff</b>	<b>4.20</b>	0.17	∨	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Treatment Manage Co...	5.0
Return to work	
Remain in work	5.0

Very good service - able to see someone very quickly and start treatment. All options of treatment considered. A very versatile service.

5

Dignity	3.0
Involved	3.0
Information	3.0
Cleanliness	3.0
Staff	3.0
Treatment Manage Co...	2.5
Return to work	2.5
Remain in work	3.0

Nothing in specific but a bit more suitable timings for staff.

Average score this period



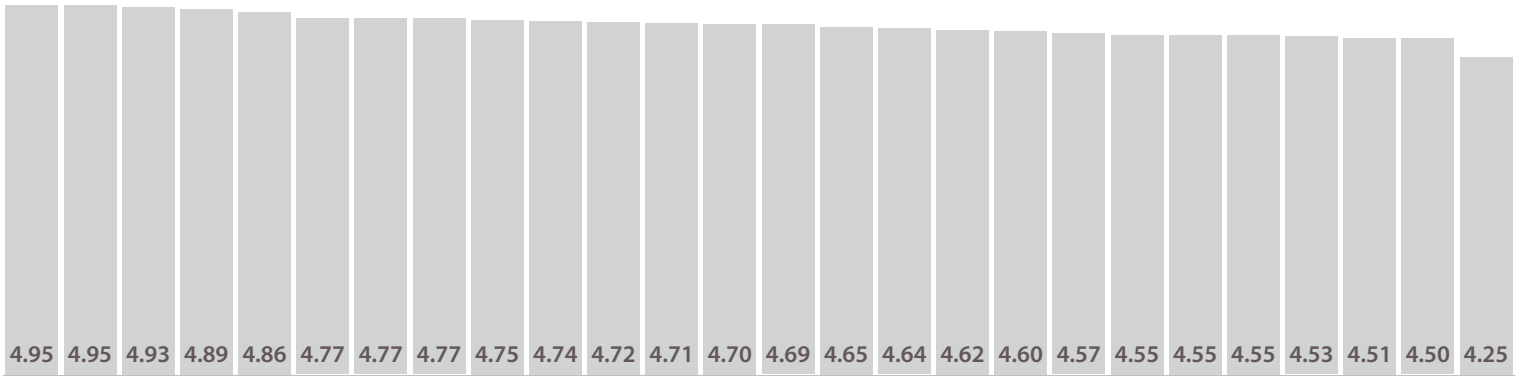
Reviews this period

# 0

Response rate

# N/A

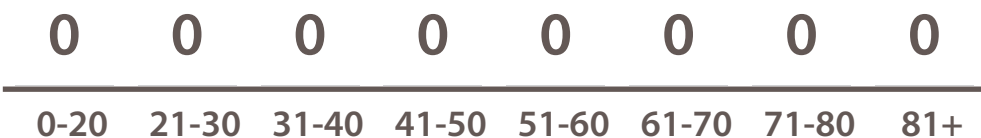
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Cleanliness</b>		0.00	➤	
<b>Staff</b>		0.00	➤	

Average score this period



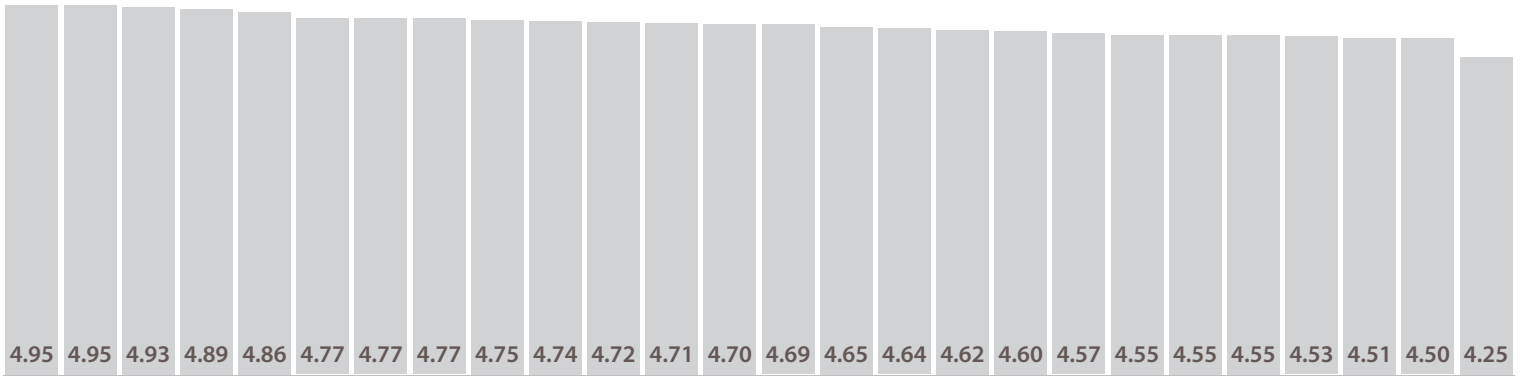
Reviews this period

# 0

Response rate

# N/A

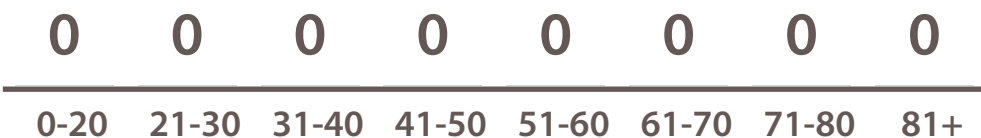
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Cleanliness</b>		0.00	➤	
<b>Staff</b>		0.00	➤	

Average score this period



# 4.51

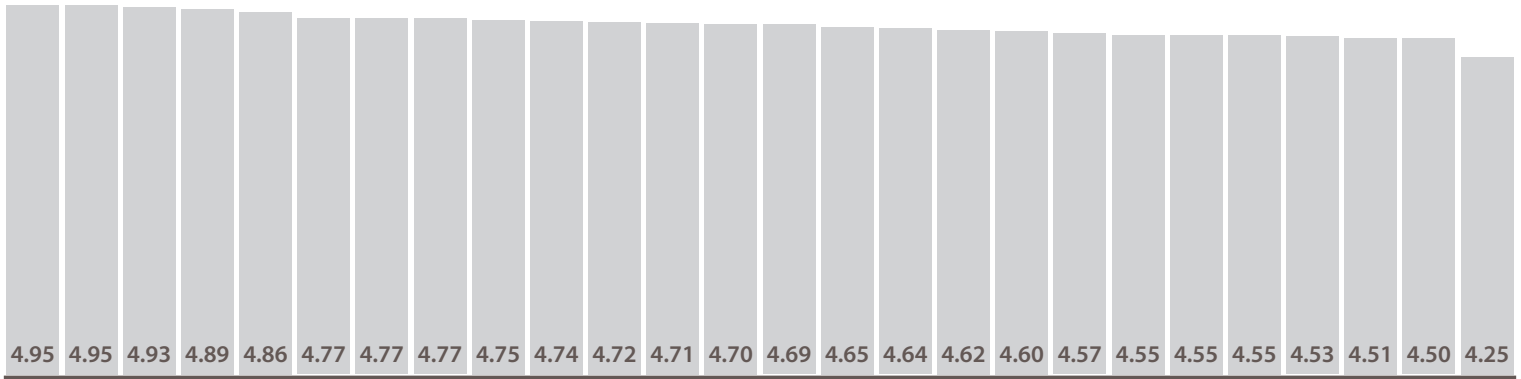
Reviews this period

# 27

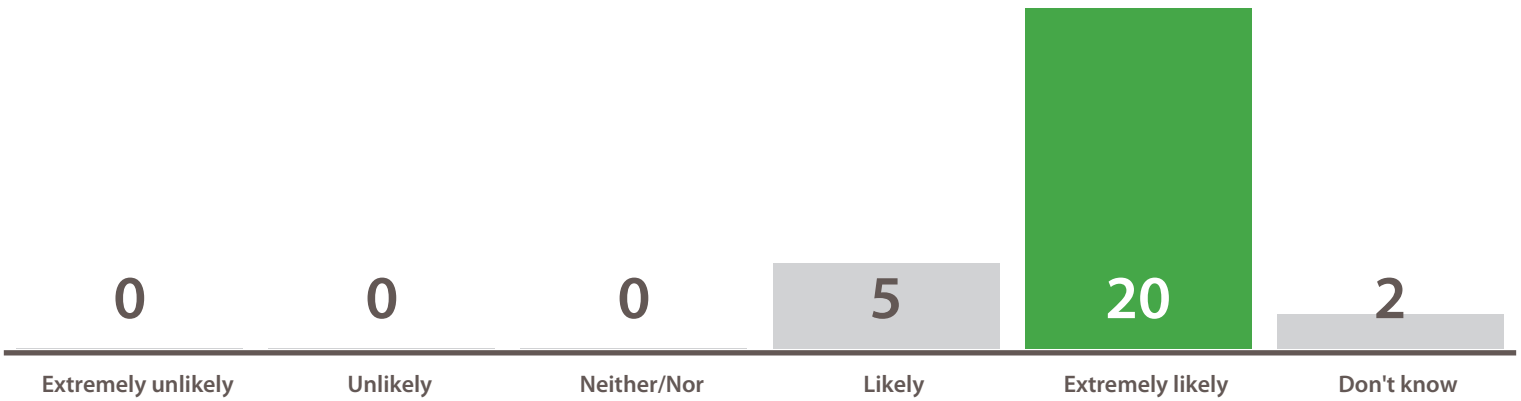
Response rate

# N/A

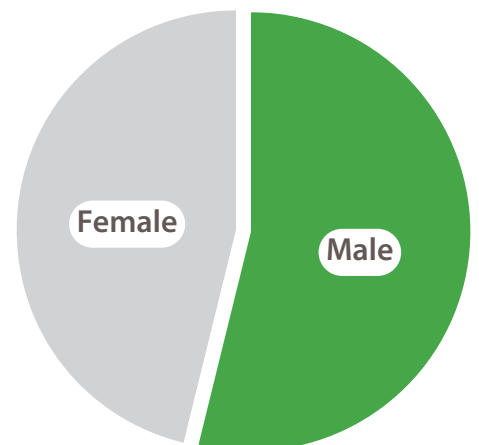
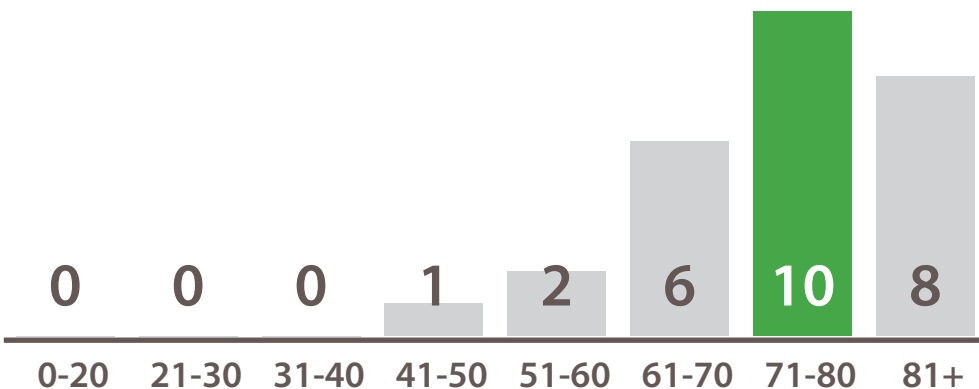
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.78	0.92		
Involved	4.21	0.35		
Information	4.18	0.37		
Cleanliness	4.79	0.98		
Staff	4.79	0.91		
Contact Information	4.03	0.26		
Involved Discharge	4.38	0.60		

5

Dignity	4.5
Involved	0.5
Information	0.0
Cleanliness	4.5
Staff	4.5
Contact Information	0.0
Involved Discharge	0.0

VERY GOOD CARE  
NO COMPLAINTS

4

Dignity	5.0
Involved	0.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	0.0

NO COMPLAINTS



5

Dignity	3.0
Involved	3.5
Information	3.5
Cleanliness	3.5
Staff	3.5
Contact Information	2.5
Involved Discharge	4.0

Very good care.

4

Dignity	5.0
Involved	5.0
Information	
Cleanliness	4.5
Staff	4.5
Contact Information	
Involved Discharge	4.5

~~Very~~ Very Good Care  
Nothing to be ~~improvement~~ improved

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

ALL OF IT NONIE

5

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	4.0
Contact Information	
Involved Discharge	4.0

Very good care

5

Dignity	5.0
Involved	4.5
Information	2.5
Cleanliness	4.5
Staff	5.0
Contact Information	
Involved Discharge	4.5

Very satisfied with care  
No improvements

5

Dignity	5.0
Involved	5.0
Information	2.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

overall happy with care.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The care on this ward is exceptional. The staff, although always very busy, always have a ready smile and a professional attitude to all patients. Even if short of staff there is no shortfall in care which is a reflection of the management and caring attitude of each individual member of staff. Everyone works as a team.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

STAFF VERY HELPFUL  
AND CHEERFUL FOOD UP TO STANDARD  
IT WAS NICE TO FEEL SAFE  
IN THERE HANDS

This from his Wife  
could not fault the care given  
By all Thank you ever so.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

VERY FRIENDLY STAFF &  
HELPFUL.

—

SOMETIMES SLOW RESPONSE  
TIMES FOR PATIENT CALL  
BUTTON AND EQUIPMENT  
ALARMS.

5

Dignity	3.5
Involved	0.5
Information	0.5
Cleanliness	5.0
Staff	2.5
Contact Information	0.5
Involved Discharge	5.0

nursing staff attitude  
could be well improved

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.5
Involved Discharge	5.0

5

Dignity	4.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

nothing improved with my  
care, but more staff  
needed

---

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

IT WAS ALL GOOD ✓

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	

Everything

4

Dignity	4.5
Involved	3.5
Information	2.5
Cleanliness	4.5
Staff	4.5
Contact Information	3.5
Involved Discharge	2.0

CARE VERY GOOD, EMERGENCY BUTTON NOT RESPONDED QUICK ENOUGH / WHEN PUTTING A DRIP INTO ARM NURSES TEND TO FORGET ABOUT TAKING OUT TREATS WHEN BLOOD STARTS COMING OUT, AND RESTRICTS YOUR MOVEMENT. THE DISCHARGE MUST BE LOOKED INTO IT TAKES FAR TO LONG TO LEAVE FROM THE TIME THE DOCTOR OK'S, THIS IS SERIOUS!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

majority of staff are attentive, helpful and completely dedicated. A very few especially night staff, are not helpful and you don't see them from lights out to morning even when you press the red button.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

CARE WAS VERY GOOD  
No Need for improvement every thing very good thanks

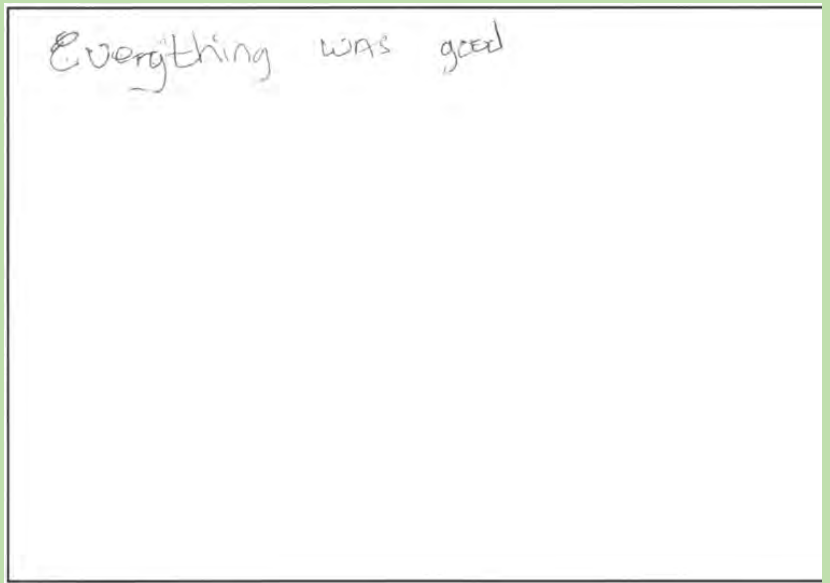
4

Dignity	5.0
Involved	2.5
Information	2.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	3.0



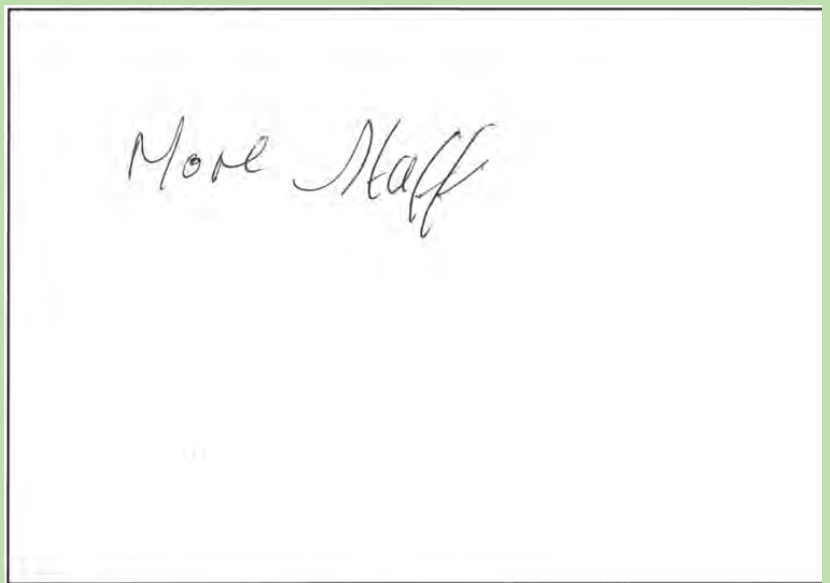
5

Dignity	5.0
Involved	4.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	4.0



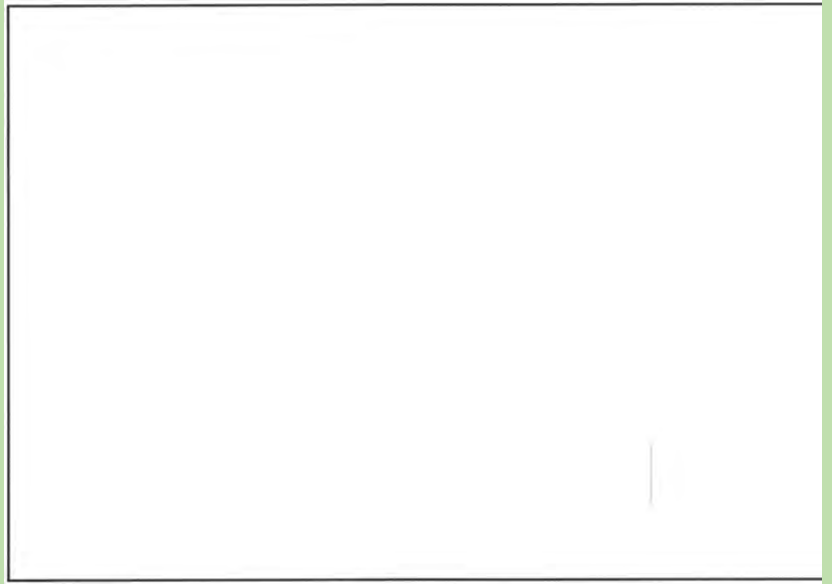
—

Dignity	4.0
Involved	4.0
Information	3.5
Cleanliness	3.5
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5



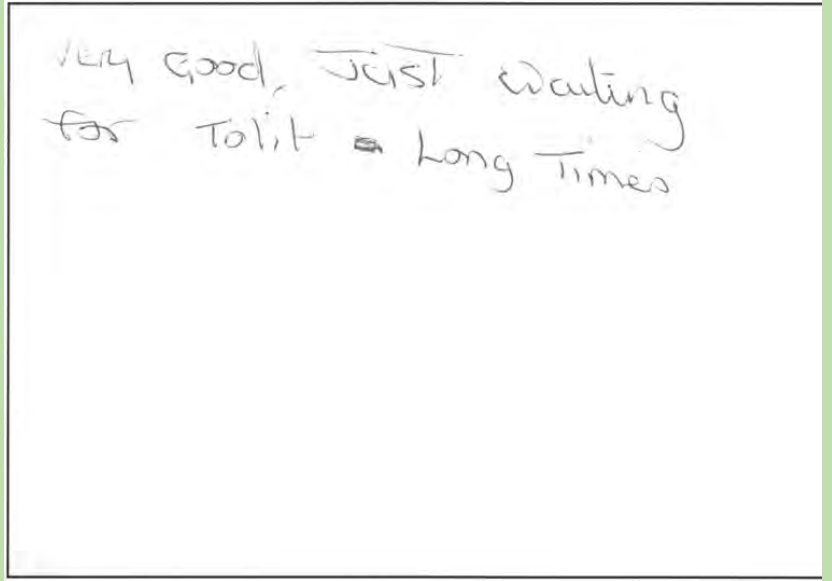
5

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



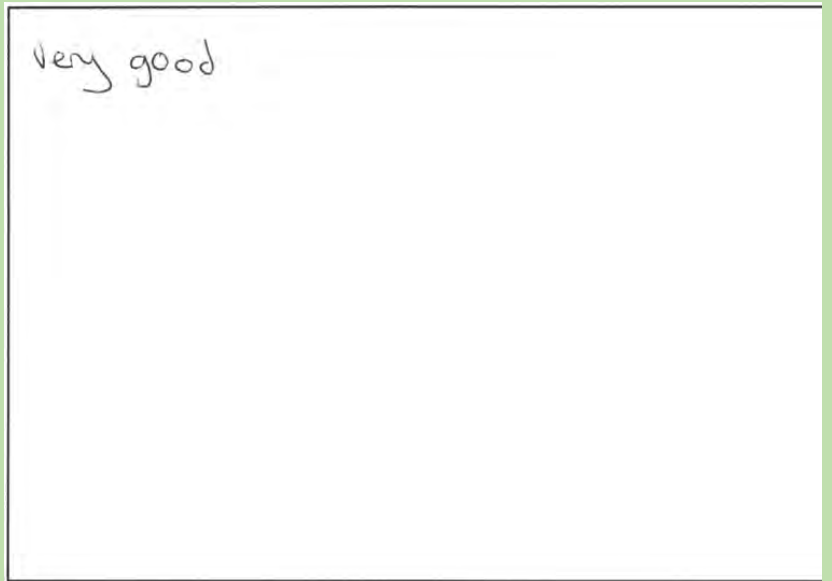
—

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	5.0
Involved	2.5
Information	4.0
Cleanliness	4.5
Staff	5.0
Contact Information	
Involved Discharge	





# 5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	2.5
Involved Discharge	5.0

Doctors discharge me at 10:00 am. Hospital transport does not collect me for 6½ hours. I am not impressed

Average score this period



# 4.78

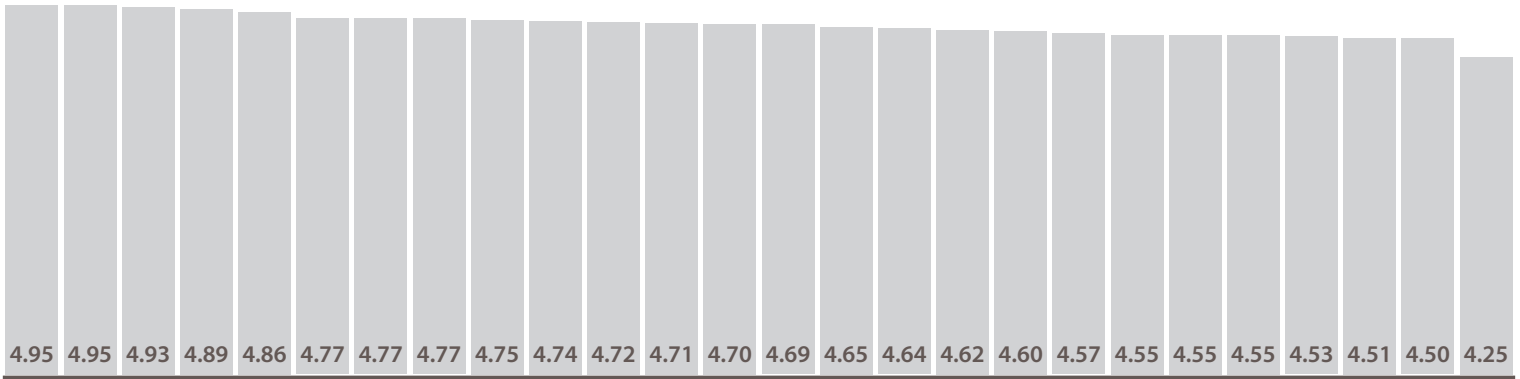
Reviews this period

# 2

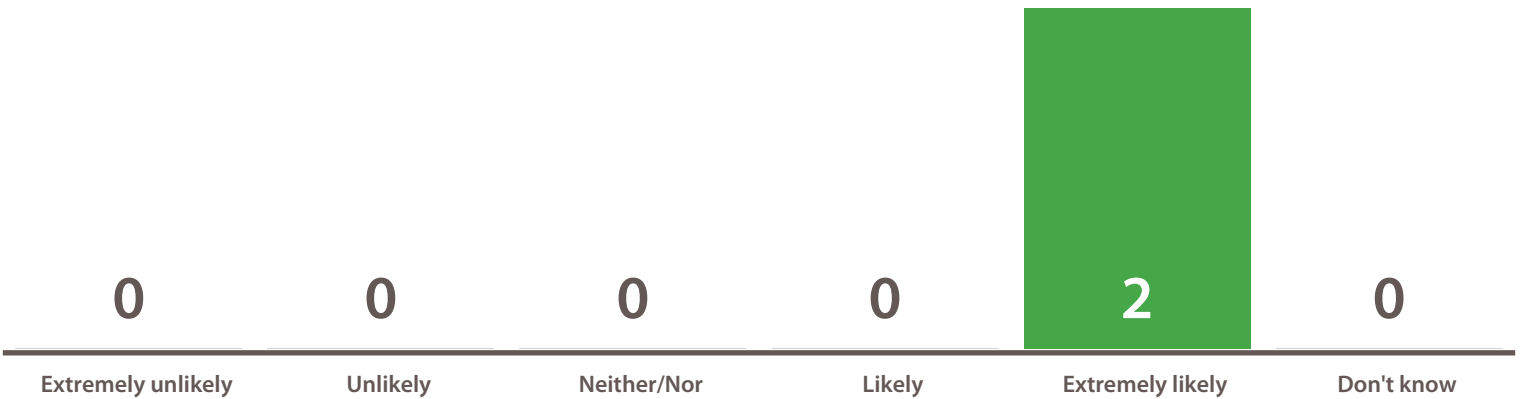
Response rate

# N/A

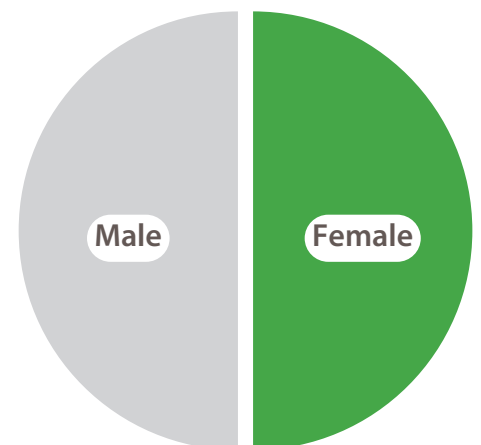
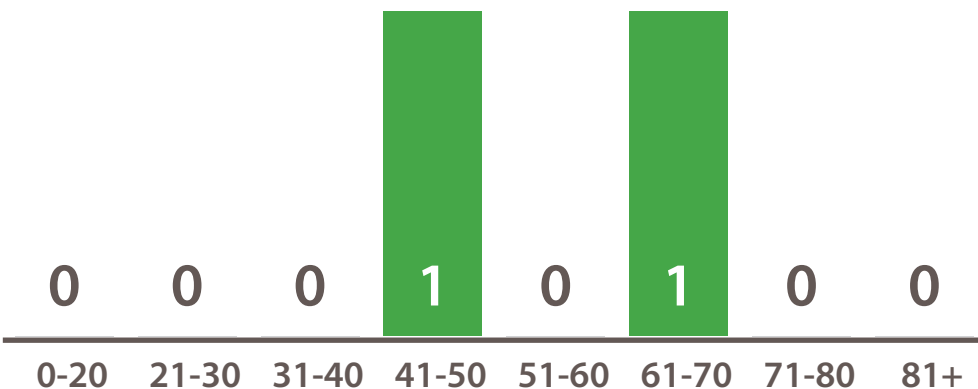
### Scores for all wards (with > 4 reviews)


















### Reviews by score this period



### Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	5.00	 1.20		
Involved	5.00	 1.34		
Information	4.80	 1.14		
Cleanliness	4.80	 0.99		
Staff	5.00	 1.17		

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
pain levels	
Mood	5.0
Activities	

The staff at the pain management clinic are helpful, kind and understanding. They treat me with empathy at all times and understand how I am feeling. It is very important that this continues as it can be very stressful at times when one is suffering intense pain. A great team  
Thank you.

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	4.5
Staff	5.0
pain levels	3.5
Mood	4.0
Activities	3.5

During my visits to the pain clinic, I was always seen quite promptly. The staff have been most helpful to me. They are an excellent team whom I felt were very professional in all respects. Thank you.

Average score this period



# 4.55

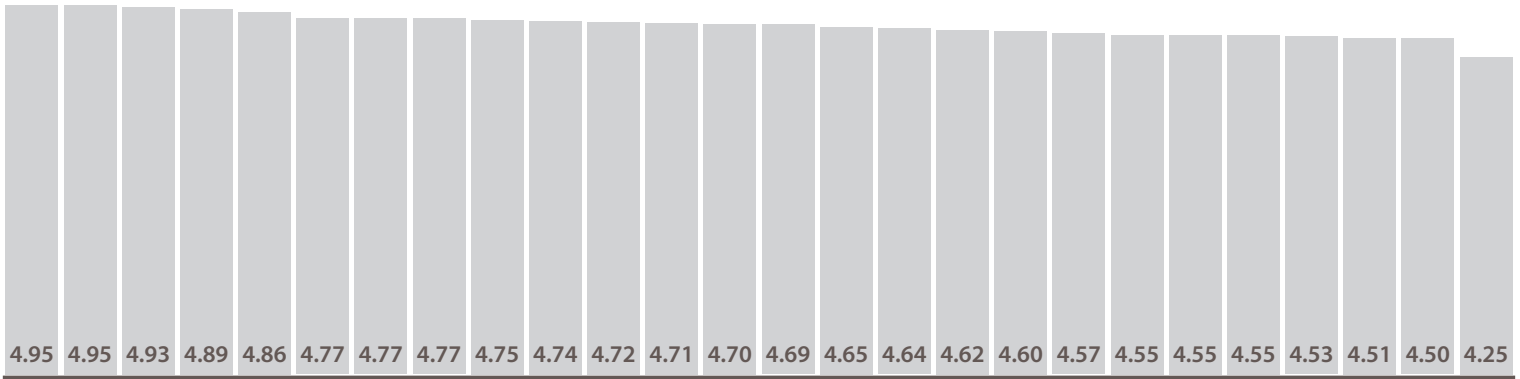
Reviews this period

# 20

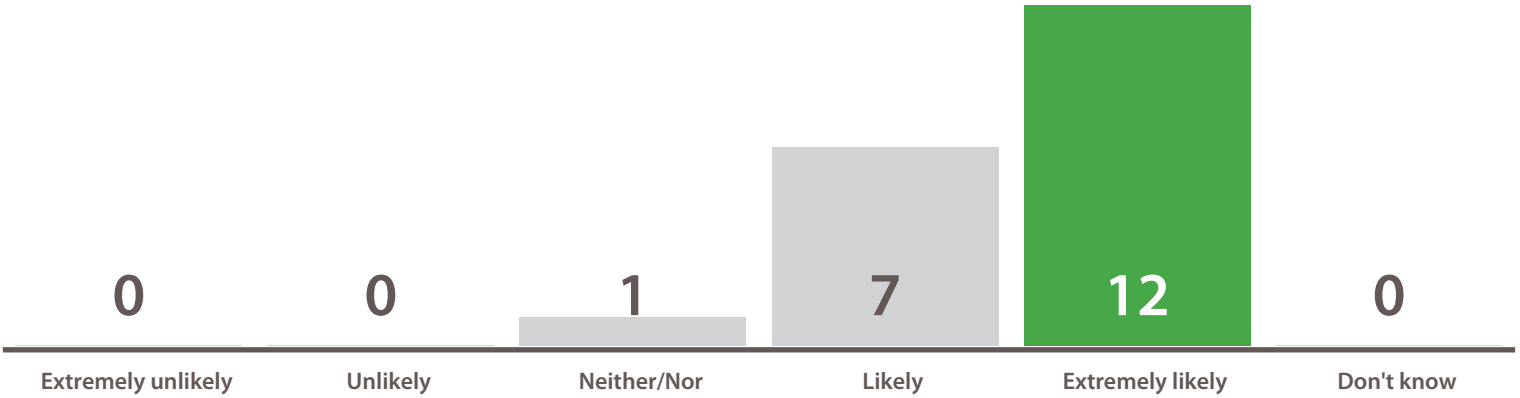
Response rate

# N/A

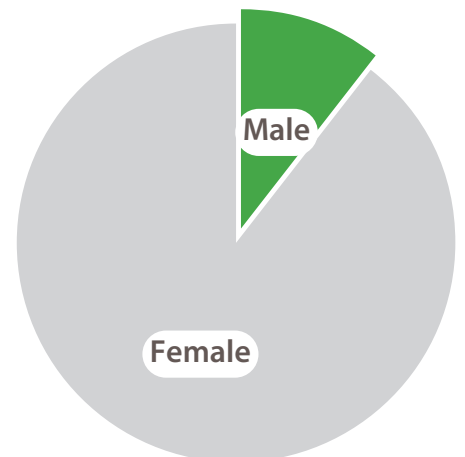
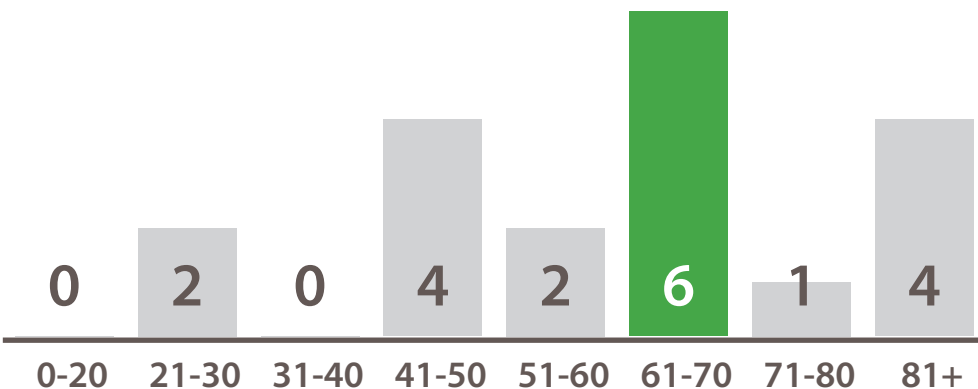
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.68	0.80	⬆️	
Involved	4.48	0.69	⬇️	
Information	4.41	0.65	⬇️	
Cleanliness	4.64	0.79	⬇️	
Staff	4.87	1.01	⬆️	
Contact Information	4.26	0.55	⬇️	
Involved Discharge	4.51	0.77	⬇️	

5

Dignity	4.0
Involved	4.0
Information	3.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	3.5

All very good.

4

Dignity	2.0
Involved	0.5
Information	0.5
Cleanliness	2.0
Staff	3.0
Contact Information	3.0
Involved Discharge	5.0

4

Dignity	4.5
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	1.5
Involved Discharge	3.5

most staff were wonderful and could not help more maybe two or three not so caring.

only little gumb med's at night too late. —

Patient real a liars are very rude they bully nurses must ~~not~~ say your staff handled situations

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	4.0
Staff	5.0
Contact Information	0.0
Involved Discharge	5.0

4

Dignity	4.0
Involved	4.0
Information	5.0
Cleanliness	4.5
Staff	4.0
Contact Information	4.0
Involved Discharge	

4

Dignity	4.5
Involved	3.5
Information	3.5
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

THE STAFF WERE VERY HELPFUL AND THE ROOM WAS VERY CLEAN.  
THE FOOD WAS VERY GOOD

4

Dignity	5.0
Involved	5.0
Information	3.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	3.5

Everything been really nice  
Nurse's coped with everything.  
Staff lovely

5

Dignity	
Involved	4.5
Information	3.5
Cleanliness	5.0
Staff	5.0
Contact Information	3.5
Involved Discharge	5.0

Very Good, polite.

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

Every thing was  
up, to until the tablets  
a bit pale at night

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

100% care worth  
and kindness  
the hospital should be  
so proud of its caring  
staff I am so much  
better so thank you  
every one I will miss  
the smile with my cuppe

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Compassion from all involved through the good days + bad. Very down to earth, relaxed, friendly atmosphere that relaxes patients + puts the anxious ones (like me) at ease.

They all work so very hard 24/7 and huge respect to all the staff!

Lovely bunch of people!!  
Keep up the fabulous work!!  
Top Team

3

Dignity	5.0
Involved	3.0
Information	
Cleanliness	3.0
Staff	5.0
Contact Information	5.0
Involved Discharge	

Every nurse that looked after me was lovely I had everything that I needed done the only thing we don't get medication done till very late at nite and we can't get settled down.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The staff were friendly and approachable and the care given was exceptional I feel at night staff are stretched and the hospital is very noisy with night drug rounds often not finishing till 11-11.30pm. Patients are obviously very tired and in need of sleep by this time.

Many Thanks to Faedro, Lewis, Agnes, Paul, Laura, and all the other dedicate staff.

A special thanks to Joan and Shelley for their fantastic tea making skills

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Brilliant staff  
good care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The staff were extremely good with my mum and would like to say a great thank you for all the care given to her it was a pleasant stay

4

Dignity	4.5
Involved	5.0
Information	4.5
Cleanliness	4.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

5

Dignity	4.0
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The staff were brilliant with telling me everything that was going on with my treatment. All staff were kind and helpful and listened to what I wanted to say.

All wards including this one needs to train all staff to use a hickman line because a lot of the time no one could give me TEN because they were not aloud to

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	
Contact Information	5.0
Involved Discharge	5.0

When the ward is fully working more commode etc are necessary plus the staff to go with them. i.e. a commode per bed. It's sometimes very painful waiting.

good and sensible dietary advice given if needed,

Hospital can be a noisy place, people everywhere coughing of patients + continual snoring, sickness and chatter. OK if you have visitors but very demoralising if you're on your own day after day

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	0.0

~~the~~ Better understanding about Discharge

Average score this period



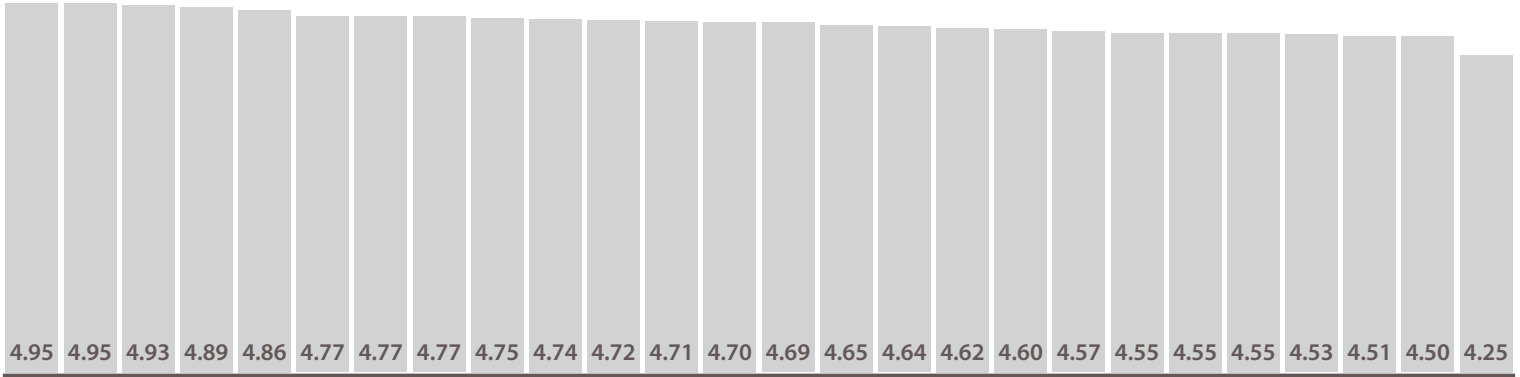
Reviews this period

# 0

Response rate

# N/A

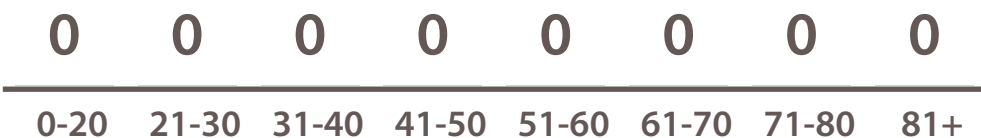
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00		↘
<b>Involved</b>		0.00		↘
<b>Information</b>		0.00		↘
<b>Cleanliness</b>		0.00		↘
<b>Staff</b>		0.00		↘
<b>Information waiting times and medicine</b>		0.00		↘
<b>Information to enable you to take your medicines correctly</b>		0.00		↘
<b>Information supplies of medicine</b>		0.00		↘
<b>Involved - medicines</b>		0.00		↘

# Physiotherapy / OT Outpatients

01 May - 31 May

Average score this period



5.00

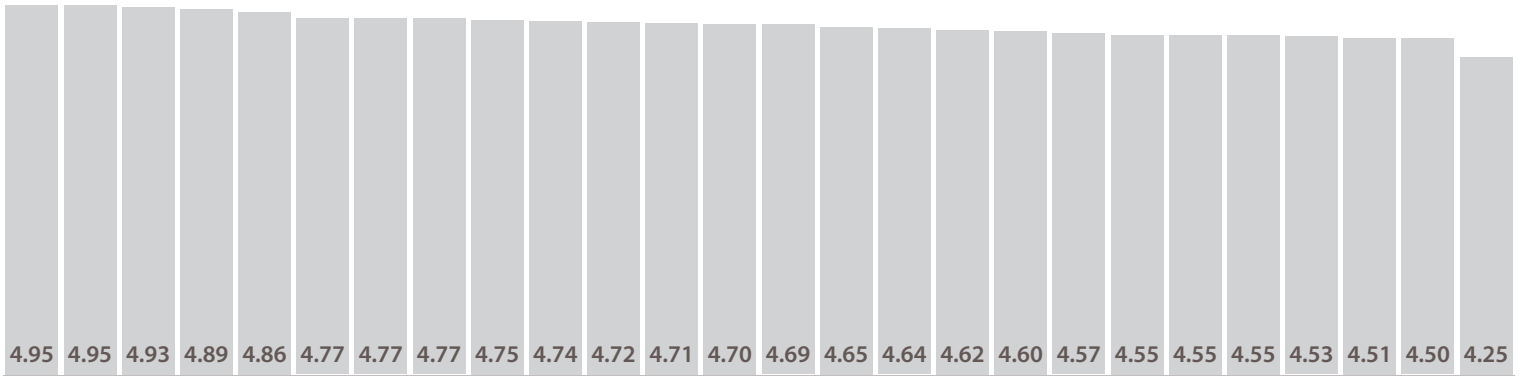
Reviews this period

1

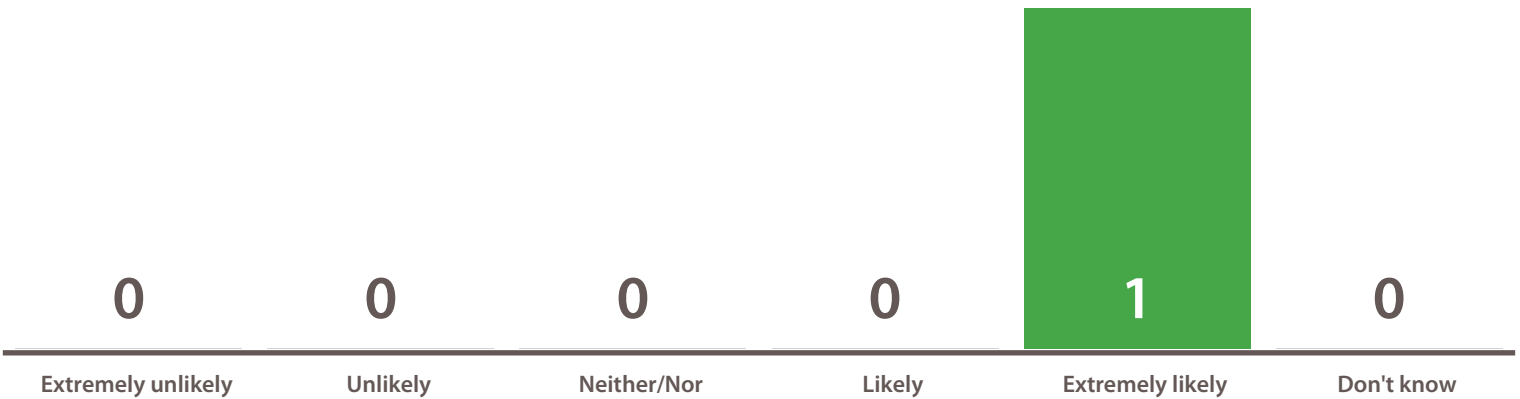
Response rate

N/A

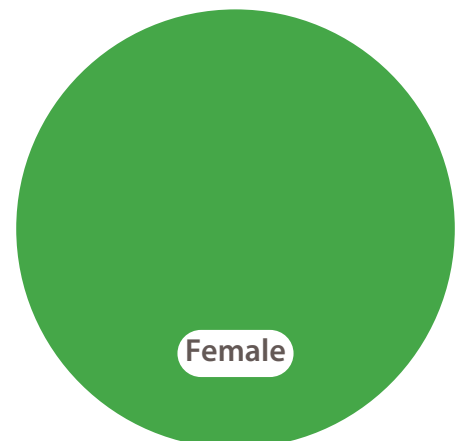
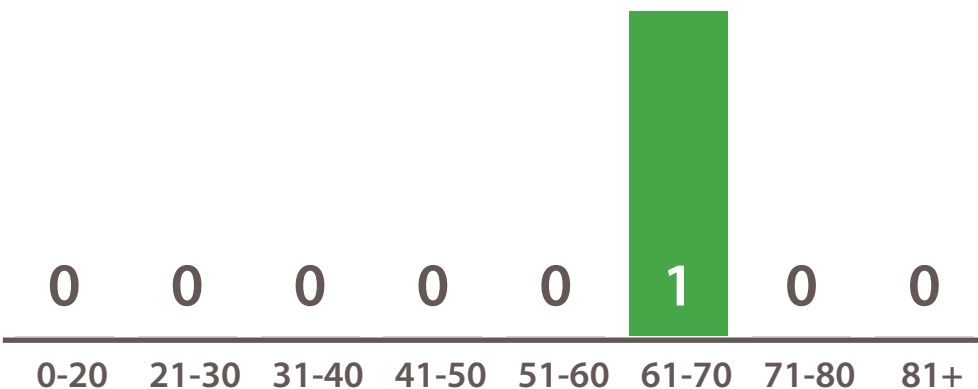
## Scores for all wards (with > 4 reviews)













## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>	<b>5.00</b>	 1.20		
<b>Involved</b>	<b>5.00</b>	 1.34		
<b>Information</b>	<b>5.00</b>	 1.39		
<b>Cleanliness</b>	<b>5.00</b>	 1.24		
<b>Staff</b>	<b>5.00</b>	 1.17		

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

# 5

Time was taken to listen to my questions and concerns.  
The physio was patient and explained everything clearly.

Average score this period



—

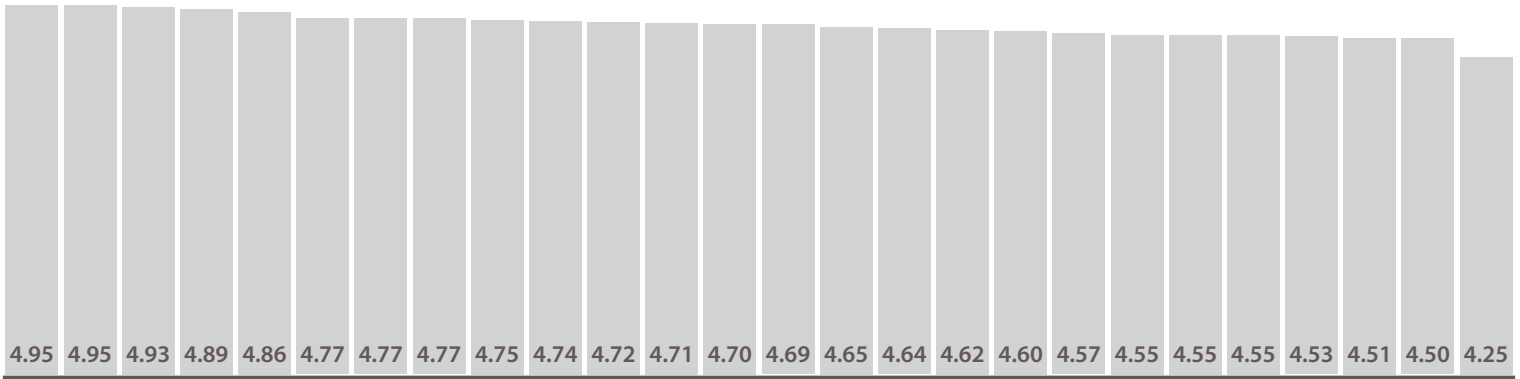
Reviews this period

# 0

Response rate

# N/A

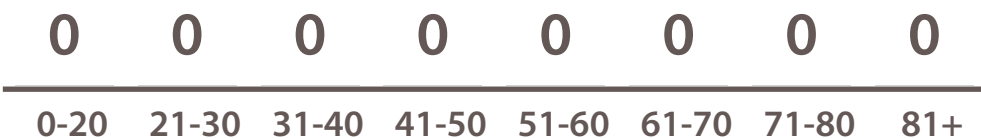
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age





## Pre-assessment Clinic

01 May - 31 May

Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00		↘
<b>Involved</b>		0.00		↘
<b>Information</b>		0.00		↘
<b>Cleanliness</b>		0.00		↘
<b>Staff</b>		0.00		↘
<b>Prepared for surgery</b>		0.00		↘
<b>Questions answered</b>		0.00		↘
<b>Access from carpark</b>		0.00		↘

Average score this period



—

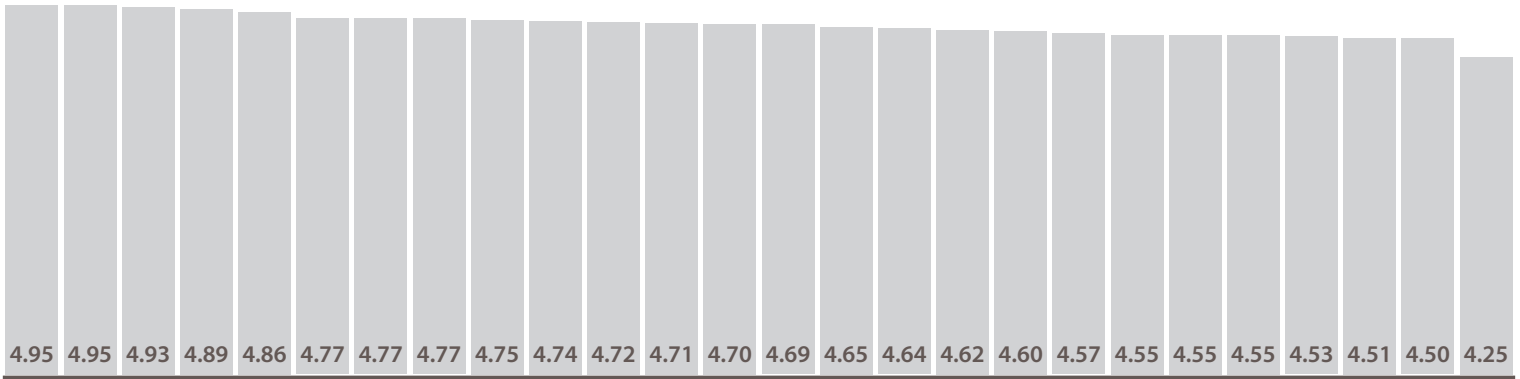
Reviews this period

# 0

Response rate

# N/A

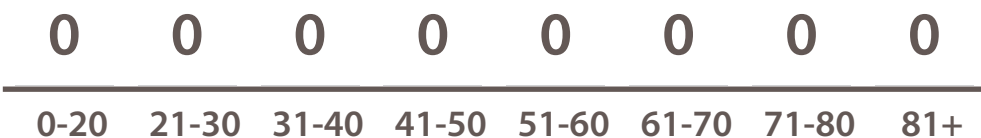
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	↘	
<b>Involved</b>		0.00	↘	
<b>Information</b>		0.00	↘	
<b>Cleanliness</b>		0.00	↘	
<b>Staff</b>		0.00	↘	
<b>Doctor Recommend</b>		0.00	↘	
<b>Renal Access</b>		0.00	↘	
<b>Clinic Recommend</b>		0.00	↘	

Average score this period



—

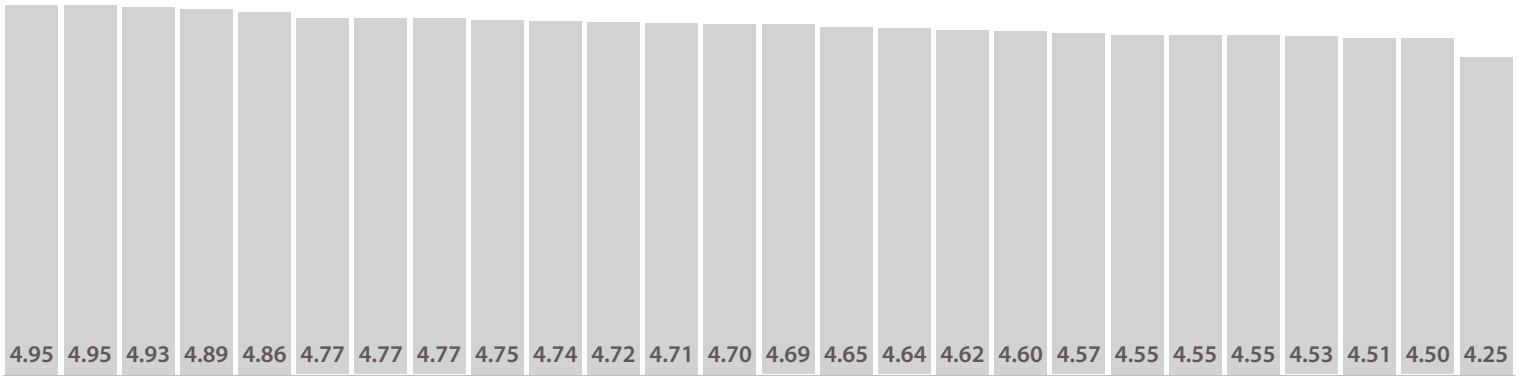
Reviews this period

# 0

Response rate

# N/A

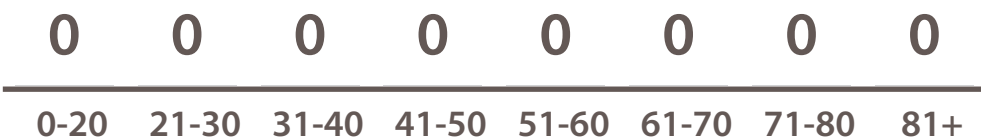
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00	➤	
<b>Involved</b>		0.00	➤	
<b>Information</b>		0.00	➤	
<b>Cleanliness</b>		0.00	➤	
<b>Staff</b>		0.00	➤	

Average score this period



# 4.95

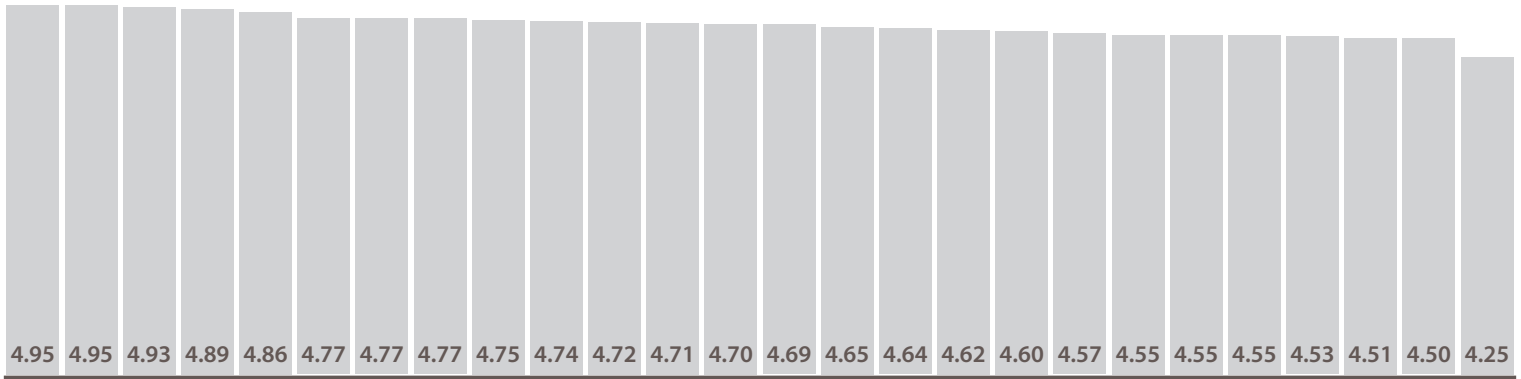
Reviews this period

# 8

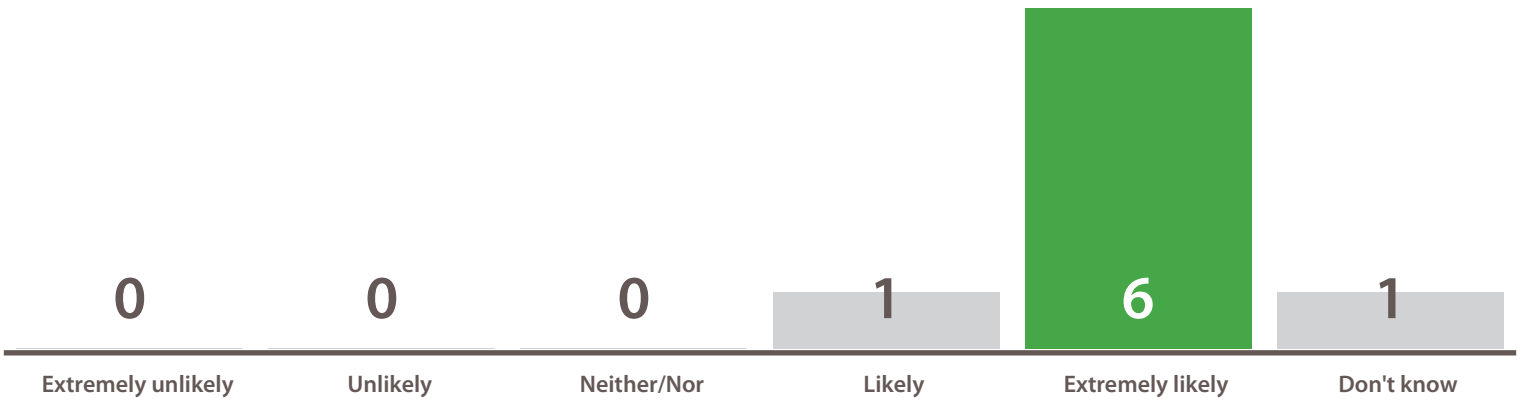
Response rate

# N/A

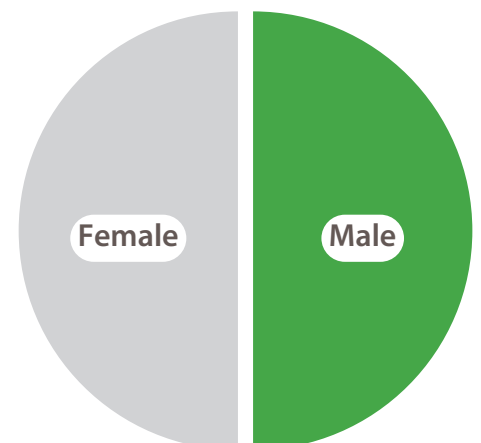
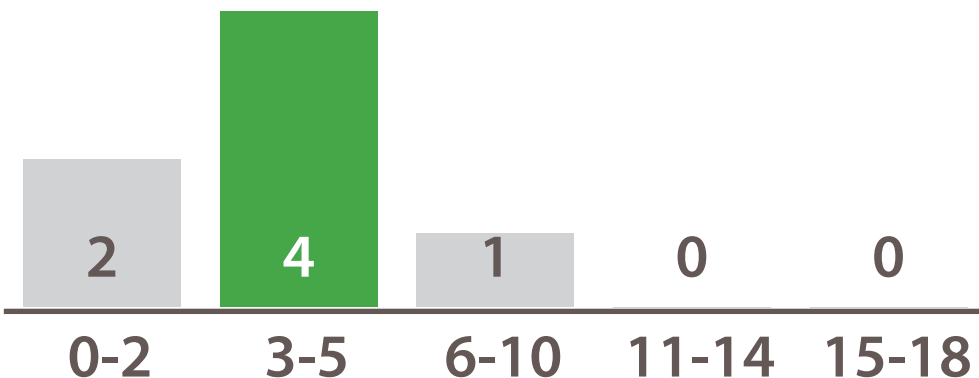
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	5.00	1.20		
Involved	4.89	1.19		
Information	4.89	1.24		
Cleanliness	5.00	1.24		
Staff	5.00	1.17		
Addressing fears	5.00	1.31		
Trust	4.89	1.12		
Pain Control	4.94	1.05		
Contact Information	5.00	1.48		

# 4

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	4.0
Pain Control	4.5
Contact Information	5.0

Speed of treatment was good, as was patience of nurses with distressed child.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

Care was as required.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	
Addressing fears	5.0
Trust	5.0
Pain Control	
Contact Information	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

Everyone was very patient when treating her. Also friendly and supportive with us.



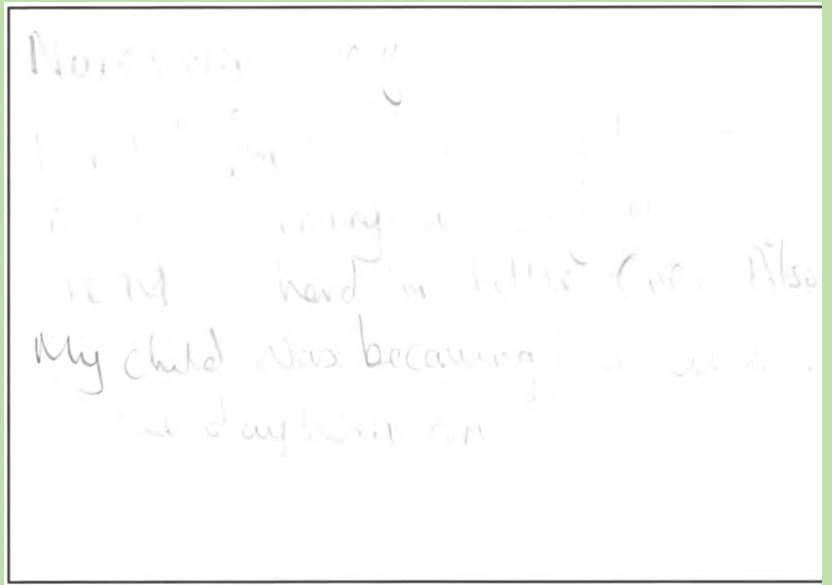
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0



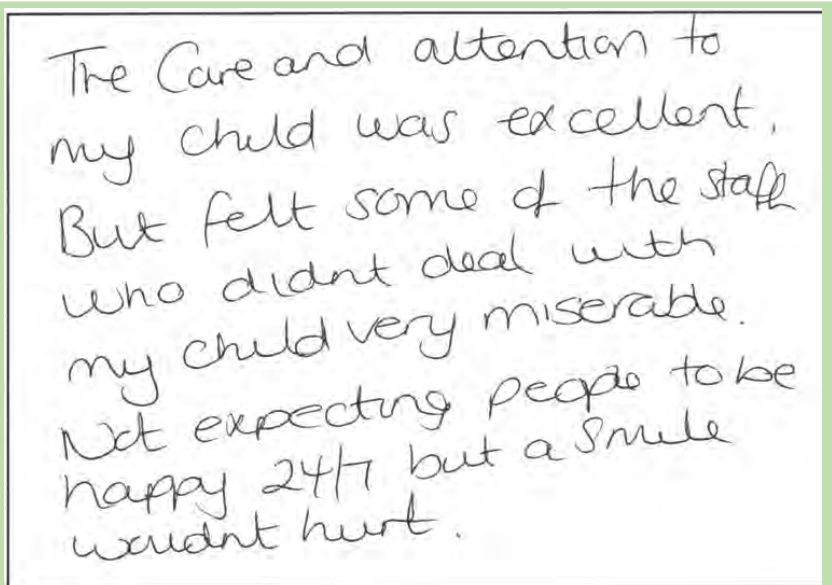
—

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Addressing fears	
Trust	
Pain Control	5.0
Contact Information	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0



# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

The nurses were really friendly and attentive. There were plenty of things to keep my child occupied especially when he was on bedrest. Overall everyone has been fantastic. All I can really say is a massive thank you to everyone that has helped to care for my son who was very anxious of the whole experience but the nurses were fantastic in trying to make it easier for him.

Average score this period



# 4.75

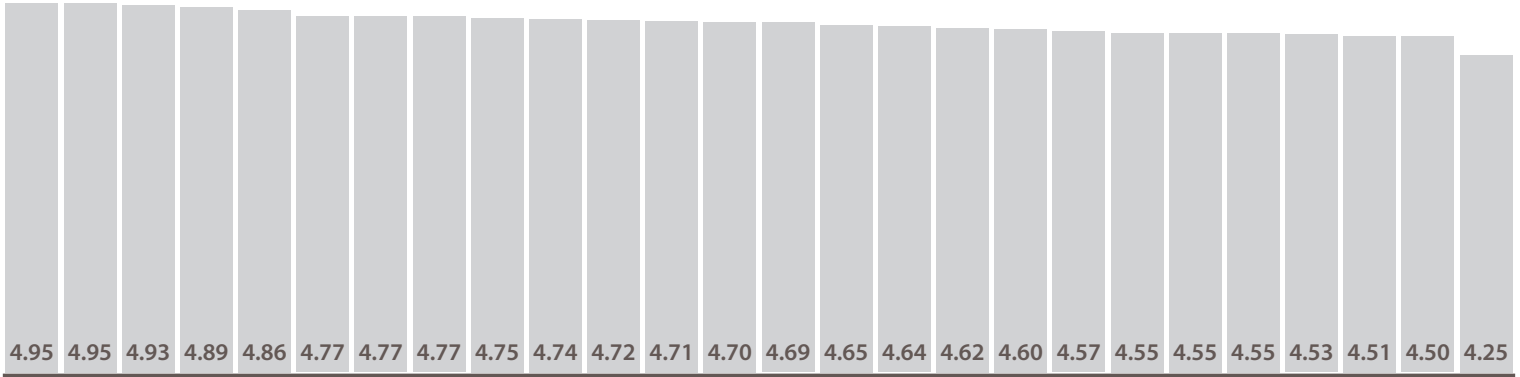
Reviews this period

# 28

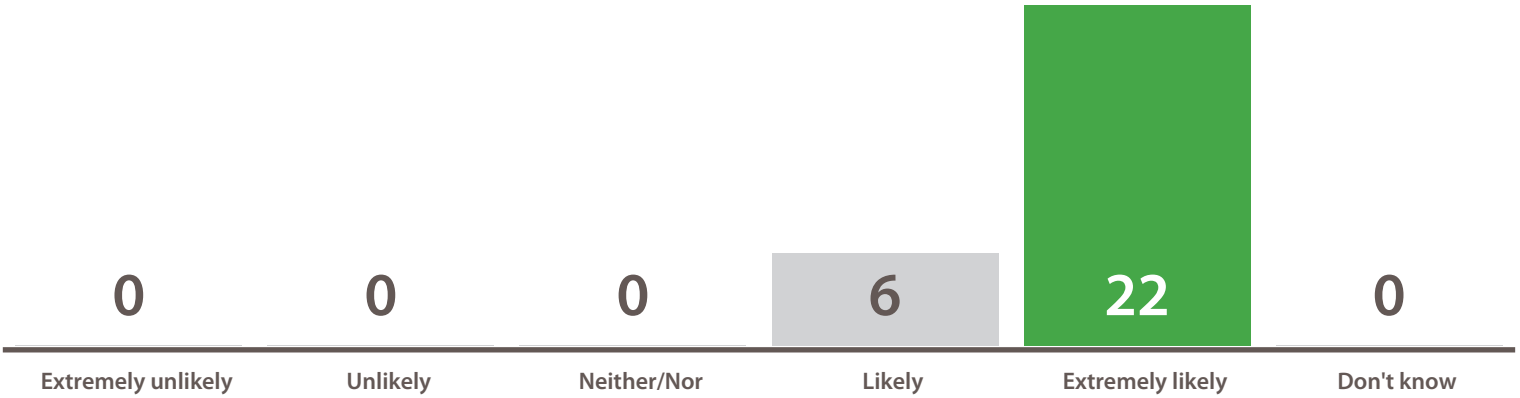
Response rate

# N/A

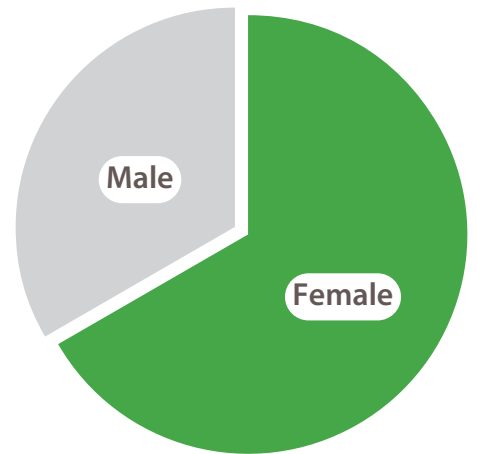
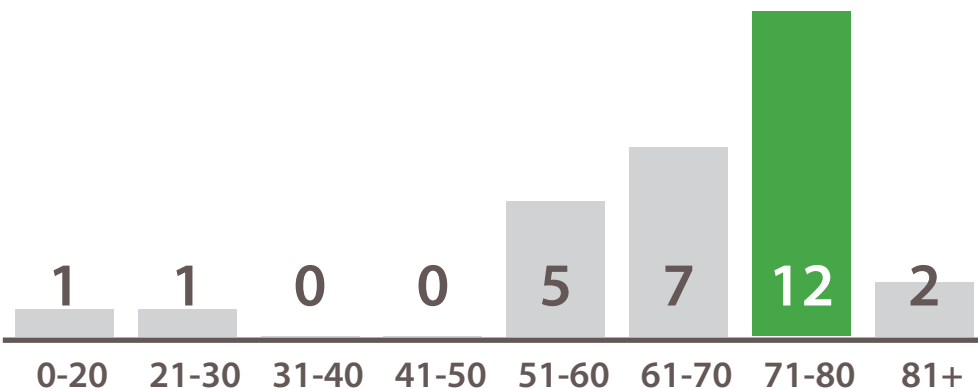
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.87	1.04	⬆️	
Involved	4.67	0.93	⬆️	
Information	4.64	0.94	⬆️	
Cleanliness	4.73	0.90	⬇️	
Staff	4.90	1.05	⬇️	
Contact Information	4.78	1.20	⬆️	
Involved Discharge	4.65	0.93	⬆️	

4

Dignity	4.0
Involved	3.0
Information	2.0
Cleanliness	3.5
Staff	4.0
Contact Information	
Involved Discharge	

GOOD ATTENTION

LONG WAIT FOR TABLETS FOR  
DISCHARGE - HOURS

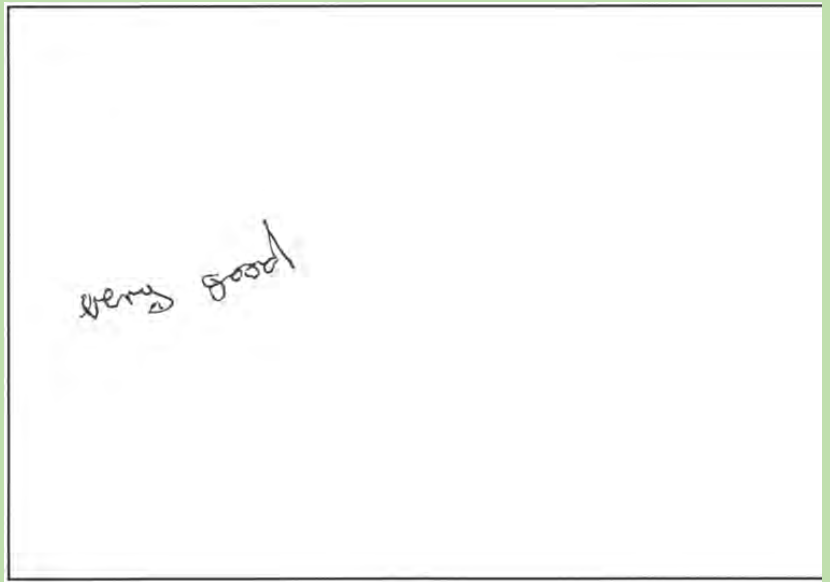
5

Dignity	5.0
Involved	4.5
Information	
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

COMMUNICATION BETWEEN ME, STAFF, DOCTORS  
WAS GOOD - WAS REASSURED IN SEVERAL AREAS  
THAT I HAD CONCERNS.

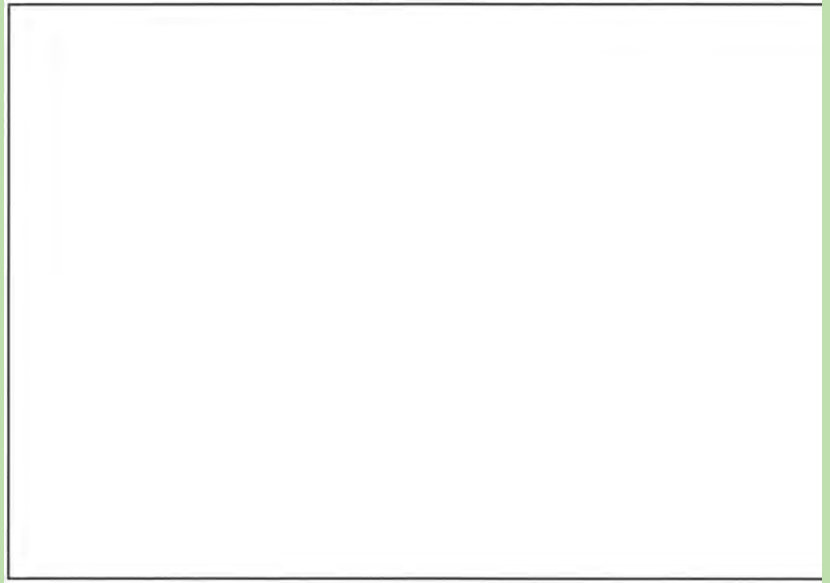
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



4

Dignity	4.0
Involved	3.5
Information	4.0
Cleanliness	2.5
Staff	4.5
Contact Information	4.5
Involved Discharge	3.5



5

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything was very good.  
Thank you

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

well satisfied + can't improve  
alot more .

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

ALL my Care was good.

5

Dignity	4.0
Involved	4.0
Information	3.0
Cleanliness	4.5
Staff	3.5
Contact Information	3.5
Involved Discharge	3.0

NIGHT STAFF HAD LANGUAGE PROBLEMS WHICH LED TO A DISAPPOINTING STAY OVERNIGHT.

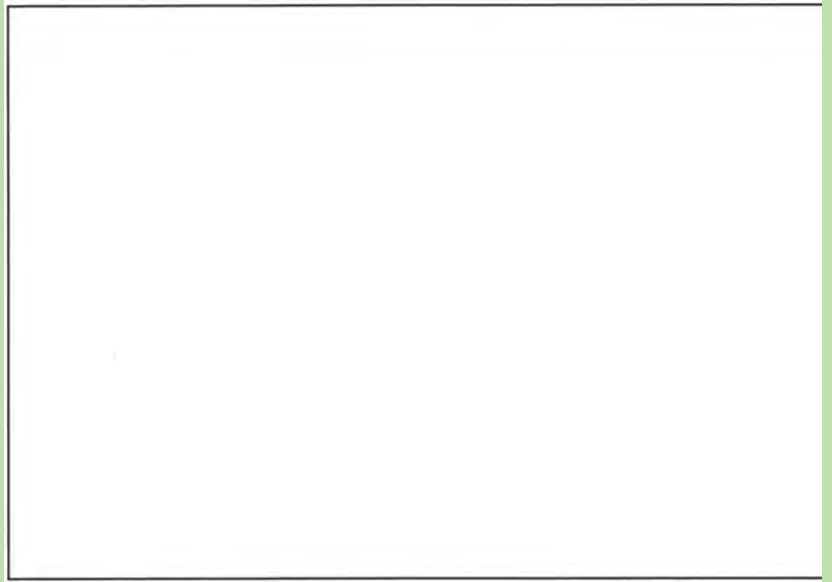
5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

I FOUND THE CARE AND CONSIDERATION SHOWN TO ME AS A PATIENT BY STAFF AT ALL TIMES EXCELLENT. ALTHOUGH NOT NECESSARILY APPLIED TO SHOULDHAM, I HAVE FOUND THE WAIT FOR THE BELL TO BE ANSWERED ESPECIALLY WHEN REQUIRING TOILET VERY FRUSTRATING. THANK YOU TO ALL STAFF FOR YOUR CARE, I HAVE NOT EXPERIENCED SUCH KINDNESS

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



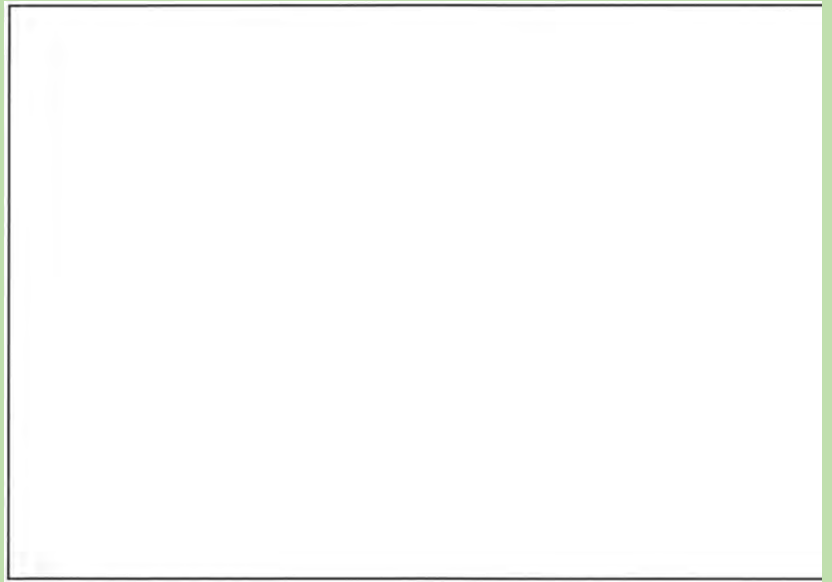
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

The team on the ward, without exception, put in a great deal of effort for the benefit of the patients, perhaps more team members would take some of the pressure off them!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0





5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything - the Staff very good -  
Nothing to improve

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything, nothing was too much trouble  
All staff very considerate

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone is always pleasant and always puts patients first even down to the cleaners  
In a funny way it is a pleasant place to come to

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	3.5

All staff very good and catering

5

Dignity	5.0
Involved	4.5
Information	4.0
Cleanliness	
Staff	5.0
Contact Information	
Involved Discharge	4.5

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Staff and care was always very good and explained well, Thank you

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

ALL THE STAFF ARE VERY GOOD, AND I WAS LOOK AFTER VERY WELL, I COULD NOT HAVE HAD BETTER TREATMENT.

THANK YOU ALL SO MUCH!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

ALL STAFF VERY POLITE HELPFUL  
NOTHING WAS TOO MUCH BOTHER  
MADE ME FEEL VERY SAFE &  
WELCOME  
MANY THANKS TO ALL FROM  
DOCTORS TO CLEANING STAFF

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

all staff treated me very well also  
doctors & nurses I thank you very  
much

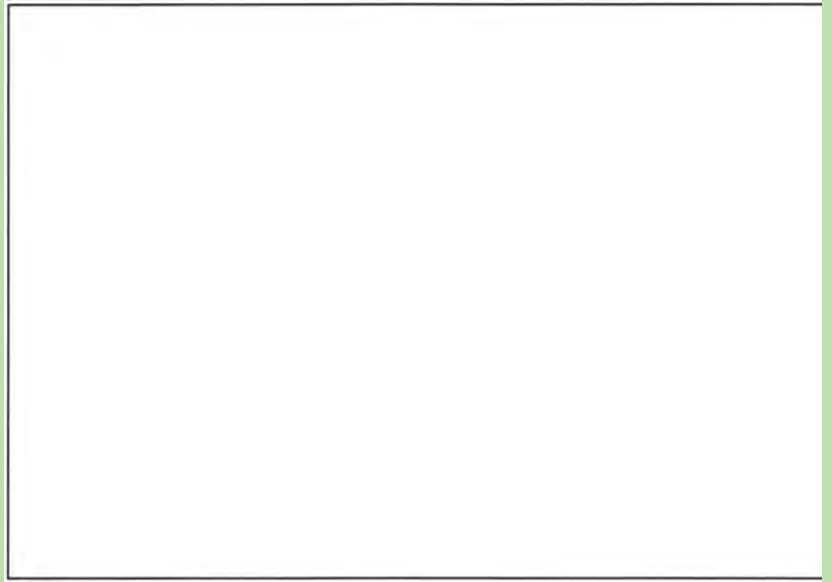
4

Dignity	4.0
Involved	0.5
Information	1.0
Cleanliness	1.0
Staff	4.5
Contact Information	0.5
Involved Discharge	0.5

CARING ~~THE~~ HELP  
WELCOMING

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Excellent care through  
out stay in Hospital  
All staff which ever level  
caring + fantastic report  
with patients.

Average score this period



# 4.50

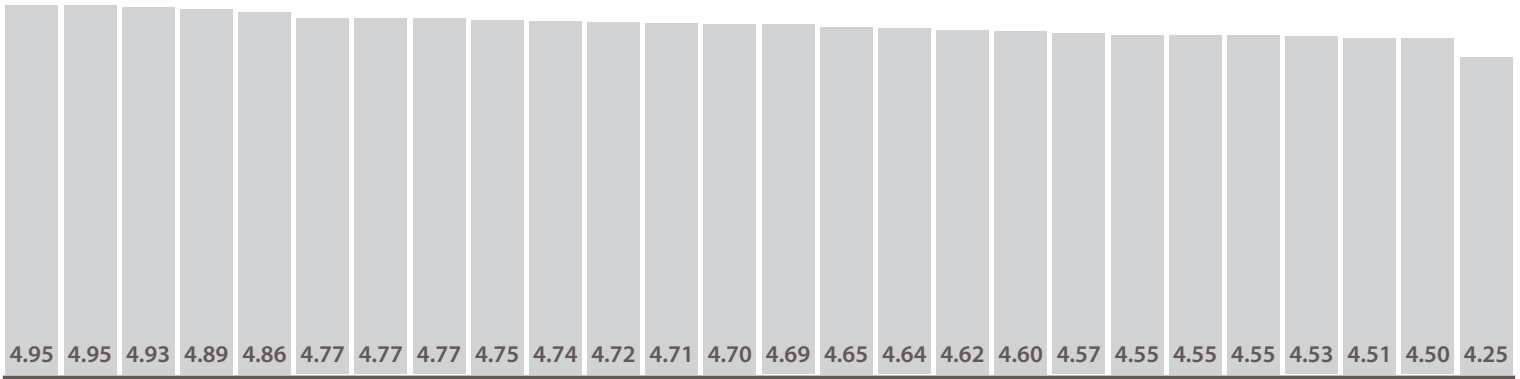
Reviews this period

# 23

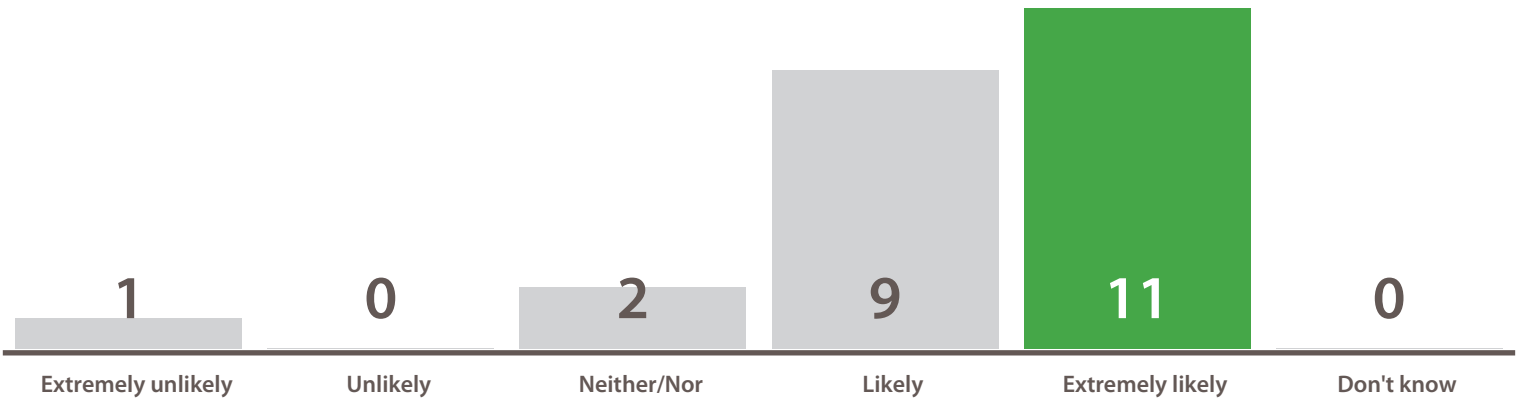
Response rate

# N/A

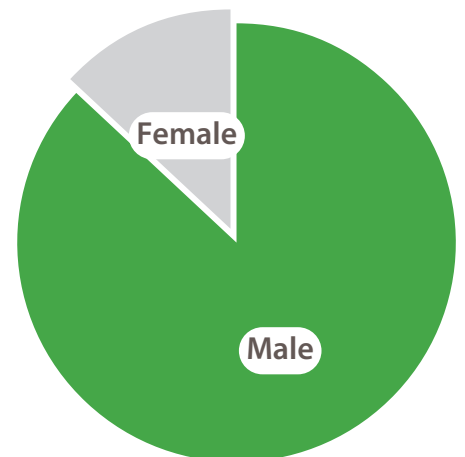
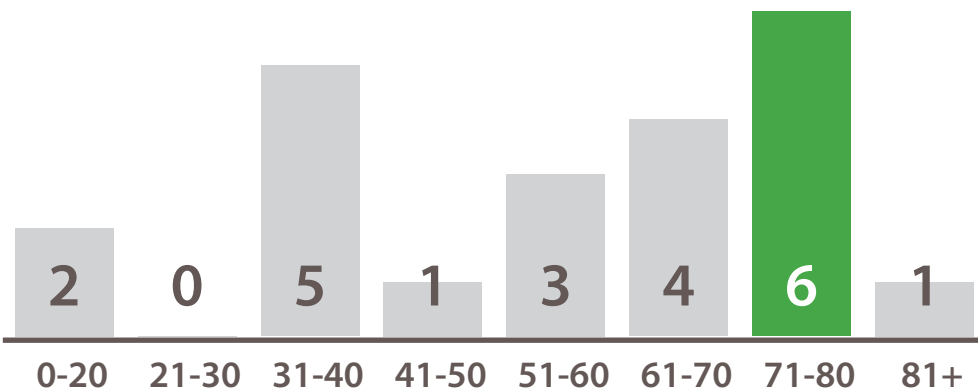
### Scores for all wards (with > 4 reviews)



### Reviews by score this period



### Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>	<b>4.60</b>	0.70	⬇️	
<b>Involved</b>	<b>4.47</b>	0.68	⬆️	
<b>Information</b>	<b>4.33</b>	0.55	⬇️	
<b>Cleanliness</b>	<b>4.82</b>	1.01	⬇️	
<b>Staff</b>	<b>4.82</b>	0.94	⬇️	
<b>Contact Information</b>	<b>4.42</b>	0.76	⬆️	
<b>Involved Discharge</b>	<b>4.40</b>	0.63	⬆️	

# 5

- Dignity 4.5
- Involved 5.0
- Information 5.0
- Cleanliness 5.0
- Staff 4.5
- Contact Information 5.0
- Involved Discharge 4.5

# 5

- Dignity 5.0
- Involved 5.0
- Information 5.0
- Cleanliness 5.0
- Staff 5.0
- Contact Information 5.0
- Involved Discharge 5.0

Everything.

4

Dignity	5.0
Involved	5.0
Information	3.0
Cleanliness	5.0
Staff	4.0
Contact Information	
Involved Discharge	

4

Dignity	4.0
Involved	3.5
Information	3.0
Cleanliness	4.0
Staff	4.5
Contact Information	2.5
Involved Discharge	4.5

4

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5

Timing about drug rounds was very good, as the food and staff was very friendly.



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

LUCKE TO HAVE  
SUCH GOOD STAFF

1

Dignity	3.0
Involved	1.5
Information	3.0
Cleanliness	5.0
Staff	5.0
Contact Information	3.0
Involved Discharge	3.0

NOT ENOUGH STAFF

5

Dignity	4.0
Involved	2.0
Information	1.5
Cleanliness	5.0
Staff	4.5
Contact Information	2.5
Involved Discharge	0.0

Friendly Staff!  
Food could be improved,

3

Dignity	4.0
Involved	3.5
Information	3.0
Cleanliness	5.0
Staff	4.5
Contact Information	2.5
Involved Discharge	2.5

The meds could be better

4

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Contact Information	
Involved Discharge	

3

Dignity	3.5
Involved	5.0
Information	4.0
Cleanliness	4.5
Staff	4.0
Contact Information	5.0
Involved Discharge	5.0

SOME MEMBERS OF STAFF VERY ATTENTIVE BUT OTHERS NOT SO - E.G. I WAS TOLD BY SENIOR MEMBER OF STAFF IF I SHOULD REQUIRE ANY PAIN KILLING RELIEF TO CONTACT HIM - (PRESSING BELL) AND IT WOULD BE SEEN TO IMMEDIATELY. THIS<sup>I</sup> DID IN FACT ON A NUMBER OF OCCASIONS - WHEREBY STAFF COMING TO ANSWER BELL, AND SAYING OK BUT NOTHING BEING DONE ABOUT IT - AT THE VERY WORSE I TOLD THE CHAP IN THE WARD WHO CONTINUED TO DISCUSS TABLET ISSUES WITH ANOTHER PATIENT FOR ALMOST 1 HOUR RATHER THAN TO GIVE ME PAIN KILLING PILL OR INJECTION.

4

Dignity	4.0
Involved	4.5
Information	2.5
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

The Meals  
The Staff  
  
More Staff needed the  
ladies in Green

5

Dignity	4.5
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	3.0
Involved Discharge	3.5

Good nurses!  
Alright food.

4

Dignity	4.5
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	4.5
Contact Information	
Involved Discharge	

NEED MORE STAFF

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Contact Information	
Involved Discharge	

NEED MORE STAFF

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	4.5
Involved Discharge	5.0

I don't think anything can be improved, the service was exceptional, friendly staff and good food.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Doctors + Nurses are great.  
Ward is very clean and well maintained.  
The Standard of Care is Exceptional!!

5 STARS  
!!  
keep up the good work.

No improvements needed!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Nursing-GOOD

4

Dignity	4.0
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

friendly & efficient staff

4

Dignity	4.5
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

After a misdemeanor, was given a second chance.  
Very friendly, caring staff

5

Dignity	5.0
Involved	4.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

THEY MAKE YOU FEEL GOOD  
NO MATTER HOW YOU FEEL

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

HAVING SOMEONE TO TALK TO.  
MORE PERSONAL CONTACT, AND NEEDS

MORE EFFICIENT DISCHARGE  
LESS THAN 6 HOURS. +

# Terrington Short Stay

01 May - 31 May

Average score this period



4.65

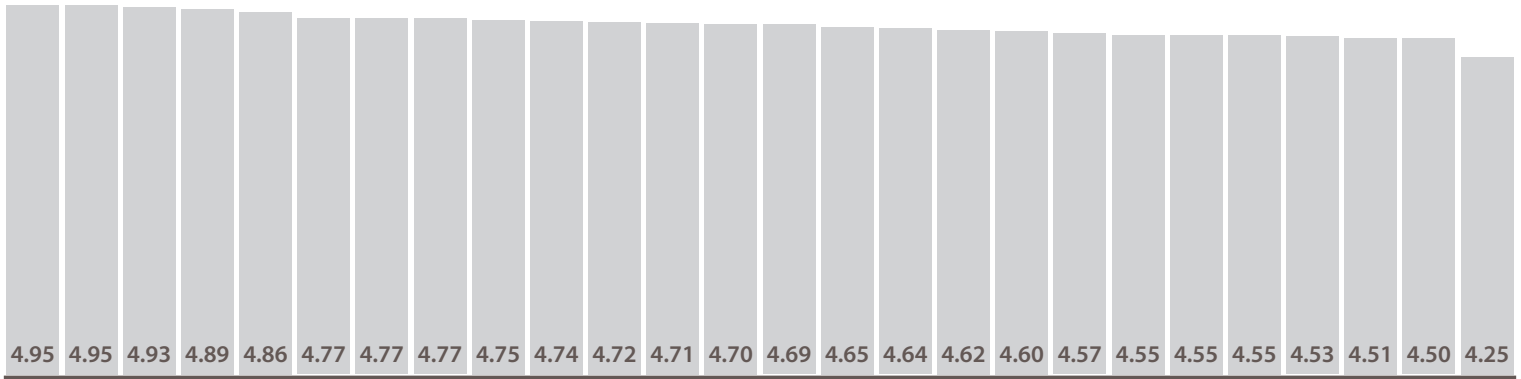
Reviews this period

64

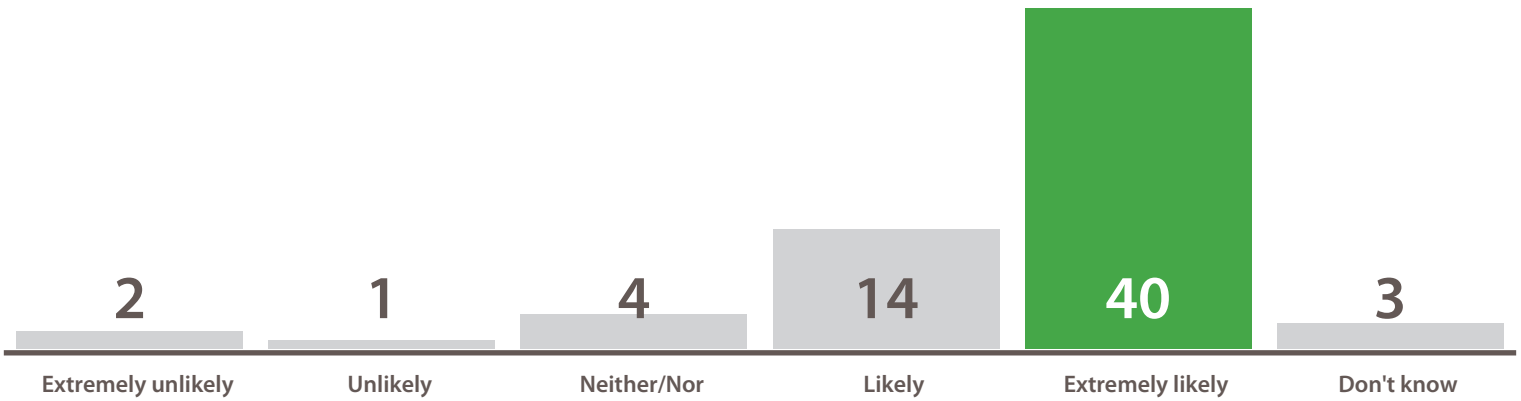
Response rate

N/A

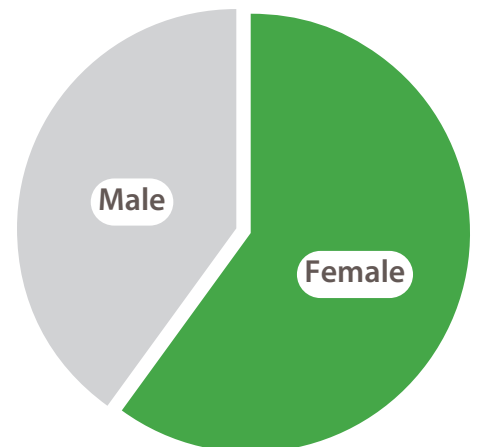
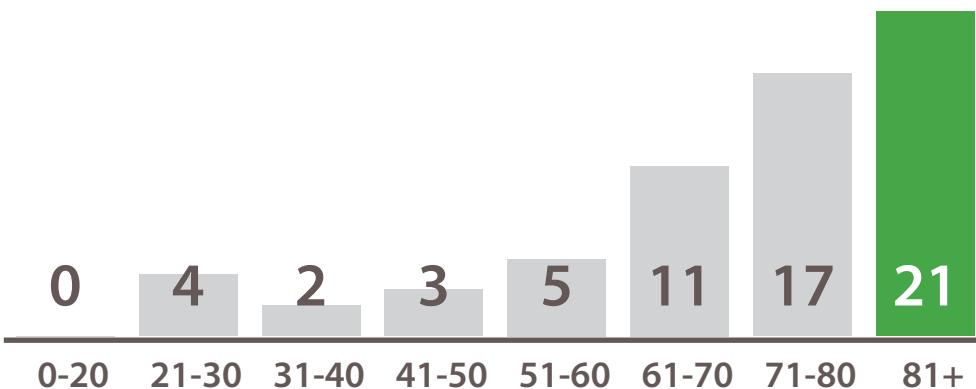
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.83	0.99	⬆️	
Involved	4.53	0.75	⬆️	
Information	4.56	0.84	⬇️	
Cleanliness	4.79	0.98	⬆️	
Staff	4.87	1.01	⬆️	
Contact Information	4.64	1.03	⬆️	
Involved Discharge	4.68	0.97	⬆️	

**1**

- Dignity 5.0
- Involved 3.0
- Information 4.5
- Cleanliness 4.5
- Staff 4.5
- Contact Information 4.5
- Involved Discharge 3.0

Nurses + Doctors very nice

**5**

- Dignity 5.0
- Involved 5.0
- Information 5.0
- Cleanliness 5.0
- Staff 5.0
- Contact Information
- Involved Discharge 5.0

very pleasant staff, even night shift  
 the food was very good, and a choice  
 the hospital is generally very clean.  
 glad I am not in USA.  
 sb thiers  
 29.5



# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

From A+E to TSSU the care was fantastic, Staff could not get enough of me.

The care provided was excellent!  
😊

P.S The <sup>TSS</sup> ward Manager was brilliant.... I wasn't made to say this!

# 3

Dignity	1.5
Involved	2.0
Information	0.5
Cleanliness	3.5
Staff	4.0
Contact Information	
Involved Discharge	

Had to use a 'hat' everytime to go to the toilet. Felt very humiliating having to carry it to the loo and therefore the whole bay knew that the wee left in the loo was mine.

Also felt sorry for the lady next to me as she was asked to have a comode, and then a healthcare assistant shouted across the bay from the sluice if the nurse needed the

# 4

Dignity	2.5
Involved	1.5
Information	1.5
Cleanliness	4.5
Staff	4.5
Contact Information	3.5
Involved Discharge	3.0

Staff are lovely, all who come can see be.

4

Dignity	
Involved	
Information	2.0
Cleanliness	
Staff	2.5
Contact Information	5.0
Involved Discharge	5.0

*Very considerate, kind & helpful.*

2

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	4.0
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

# 5

Dignity	5.0
Involved	3.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

Everything I requested was attended to as soon as possible

# 3

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Care very good to noisy at night

# 5

Dignity	4.5
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	5.0

MOSTLY EXCELLENT: The nursing staff were very kind & caring & helpful. However, there is still an ingrained belief in the medical profession, that doctors always know best. This is not always true - that the medical know what should or should not, be the treatment needed for whichever health problem worries the patient. And, more importantly, the concerns a patient may have about responsibility in their lives outside the hospital environment - such as home & family etc. etc.

A great big PLUS - I've noticed, is the tender care & attention given to senior citizens who may need extra attention regarding feeding & hygiene.

The dedication and care demonstrated by the nursing staff puts to shame the nasty stories about abysmal care in some hospitals, where patients are dying through lack of proper care. The Q.E.H. is an excellent example of how it ~~can~~ should be!

Dignity	4.0
Involved	4.5
Information	0.0
Cleanliness	5.0
Staff	5.0
Contact Information	2.0
Involved Discharge	3.5

Does what it is supposed to

Dignity	5.0
Involved	2.5
Information	4.5
Cleanliness	5.0
Staff	1.5
Contact Information	5.0
Involved Discharge	3.0

5

was very good

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.5
Involved Discharge	

5

Staff really helpful & friendly. Not one of them was ~~rust~~ or unpleasant. All meds etc dealt with efficiently including drips etc.

One downer = the pillows only one which is very flat. We all agreed this in my ward

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	1.5
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Sort Doctor out About Medicine

5

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	5.0
Contact Information	4.5
Involved Discharge	5.0

Friendly staff, more  
quiet Cat night  
PLEASE

4

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	5.0

The nurses was very helpful and nice  
and other staff treat you with respect  
Happy I was put on this ward

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

VERY KIND & CARING

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

My care in short stay ward was very good  
My only complaint is the slight muddle at breakfast

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

At this moment, going home - I am full of gratitude for the kindness of all your staff. + shall be assuring my friends locally that it is TOPS! Thanks a million, all departments

# 3

Dignity	4.0
Involved	4.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	4.0

I found it very difficult to identify the members of Staff on the ward.

I finally identified the Sisters uniform, but the Nurses were more difficult because the UEA Student Nurses seemed to have the same colour and stripe. I still have no idea what the green stripe uniforms stood for, or the white tunics with the green blue or black on the lapels.

A uniform chart on the wall for all to see would help.

Also the confusion Doctors caused me as the patient.

One said on Tuesday the 13th that I had to stay in till Friday the 16th, but the following morning I was told by the ward Doctor that I could go home.

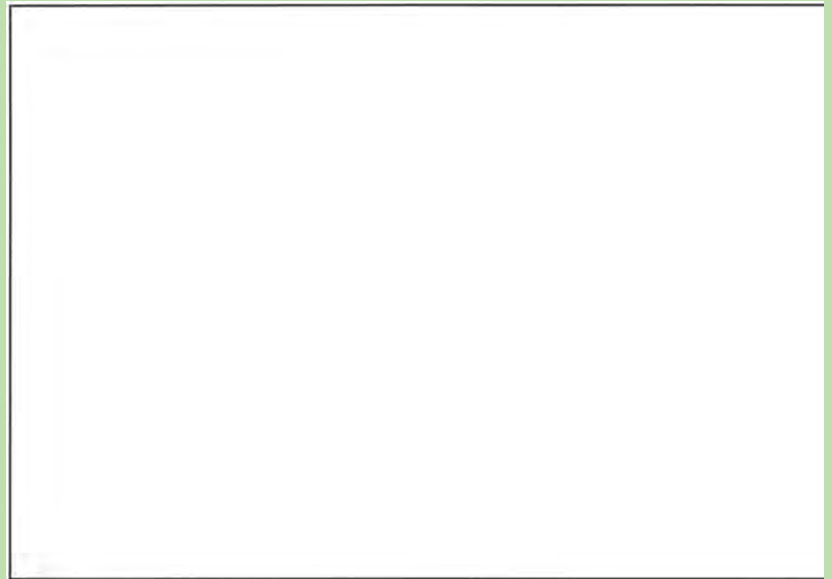
But worse still was mixing up the Patients.

I was offered a blood test just after mine had been taken, I asked to see the name on the form and pointed out that it was not me!

The next surprise was when a Chap closed my curtains, I asked him who I was, and he read my name from the wall behind my bed and said "surely you should be asking me who I am". When he talked to me about my symptoms I realized he'd got the wrong patient.

# 4

Dignity	
Involved	0.0
Information	5.0
Cleanliness	4.0
Staff	5.0
Contact Information	5.0
Involved Discharge	0.0



1

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything. Nothing

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	4.5

The staff was very helpful + friendly.  
The care was to a high standard.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone so kind. Nothing to improve



4

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	4.5
Staff	5.0
Contact Information	2.5
Involved Discharge	3.5

POSITIVE ATMOSPHERE, FRIENDLY STAFF,  
RAPID RESPONSE TO URGENT NEEDS,

—

Dignity	4.0
Involved	
Information	
Cleanliness	4.0
Staff	4.5
Contact Information	
Involved Discharge	

4

Dignity	3.5
Involved	4.5
Information	4.0
Cleanliness	4.5
Staff	4.5
Contact Information	4.5
Involved Discharge	5.0

1 to 1 care / cleanliness / excellent food

# 4

Dignity	5.0
Involved	3.5
Information	3.5
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

People listened to me.  
noise at night

# 3

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	4.5
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

Because I have Acute Depression my response in the world makes things harder than. The staff are of high morale and very high professional results. They are advised to work in extreme difficulties and for long hours. I hope that the mental they receive is higher. I can only congratulate the staff of the hospital.

# 5

Dignity	5.0
Involved	4.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	2.5
Involved Discharge	4.5

looked after well. Nurses  
Doctors everyone attentive.  
food wasn't bad

# 4

Dignity	5.0
Involved	4.0
Information	
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

All of the nurses, auxiliaries and cleaners have been exceptionally friendly + make you feel very welcome. The student nurse Kerry was really lovely + professional. The only problem I had was sleeping as the lights from the ~~nurses~~ nurses station keeping me awake + voices seemed so loud but this isn't something that can really be avoided!

# 4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	3.5

# 5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	4.0

Friendlyness of staff from all grades. Communication was good. Didn't have to wait long for nurse to come after pressing bell. The only slight criticism was that when stuck in bed some nurses don't automatically make sure you have call bell to hand.

5

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	4.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

—

Dignity	5.0
Involved	
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.0
Involved Discharge	5.0

Always looked after, if anything was needed - always had help.  
Thank you -

5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	3.5
Involved Discharge	5.0

Everyone kind & considerate

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

HAD A BAD EXPERIENCE ON THIS WARD A YEAR OR SO BACK AND DID HAVE SOME RESERVATIONS TO BEING ON IT AGAIN, HOWEVER AM FULLY CONFIDENT IN THEIR ABILITY TO PROVIDE EXCELLENT NURSING AND CARE AFTER THIS TAY BEING SO GOOD - I FEEL I

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone good at their job

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	
Staff	5.0
Contact Information	5.0
Involved Discharge	4.5

THE TIME INVOLVED IN GETTING DISCHARGE DOCUMENTS FROM PHARMACY & HAD TO DO SOME CLEARANCE

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything was good particularly nursing care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone very good. Would like to see more of a choice for diabetic people.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

ALWAYS CONFIDENT THAT IF HELP WAS NEEDED IT WAS PROVIDED ASAP.  
THE STAFF IN THE WARD HAD READY SMILES AND A FRIENDLY WORD

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Very satisfied with  
care, couldn't wish  
for any better.  
Very grateful for  
what Drs + nurses did  
for him making his  
stay pain free + easy

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Very good treatment and  
friendliness of all staff,  
Nothing to be improved



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

THE STAFF WERE ABSOLUTELY WONDERFUL & DID THINGS FOR ME WITH GREAT HUMOUR, AS I WAS 'PULLING THEIR LEG' & JOKEING! THANKS TO EVERYONE FOR MAKING MY STAY SO GOOD & FOOD MARVELOUS

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Care Excellent!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Excellent. Can't find any faults.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

All staff acted very professionally far exceeding my expectations (ie media negativity) Care and attention to detail is exemplary. Cleanliness is made paramount at all times.

4

Dignity	4.0
Involved	2.5
Information	3.5
Cleanliness	4.0
Staff	4.5
Contact Information	3.5
Involved Discharge	3.5

5

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	4.5
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

4

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	4.0
Staff	5.0
Contact Information	5.0
Involved Discharge	

Good.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	3.5
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

The care received was superb. All staff did their best, often under extreme pressure, to help me with my needs. They were courteous, friendly and I have been happy to have been around most of them. I was also surprised by the standard of food, which was, overall, good. A couple of times it could have been hotter but I was satisfied generally.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

looked after well.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

ALL STAFF WERE VERY HELPFUL AND VERY KIND IT WOULD BE FANTASTIC IF STAFFING COULD BE INCREASED DUE TO EACH MEMBER OF STAFF DOING 2 PEOPLES JOBS AS IS NOT FAIR ON THE STAFF OR POTENTIALLY PATIENTS

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

VERY EFFICIENT  
VERY, VERY FRIENDLY  
EXPANDED EVERYTHING  
VERY PATIENT  
VERY KIND

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everyone does their best.  
More staff.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Nothing to improve.

Average score this period



# 4.53

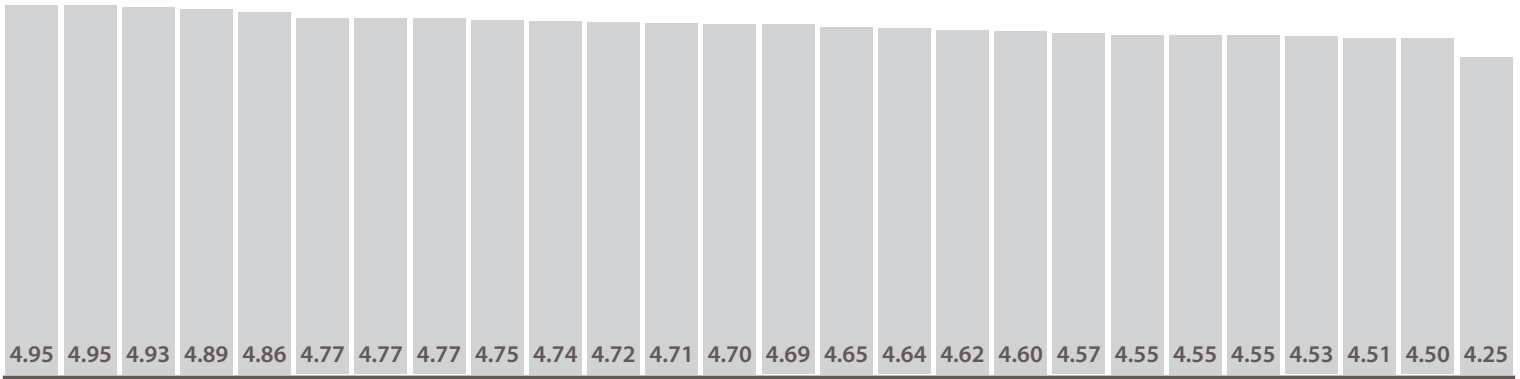
Reviews this period

# 25

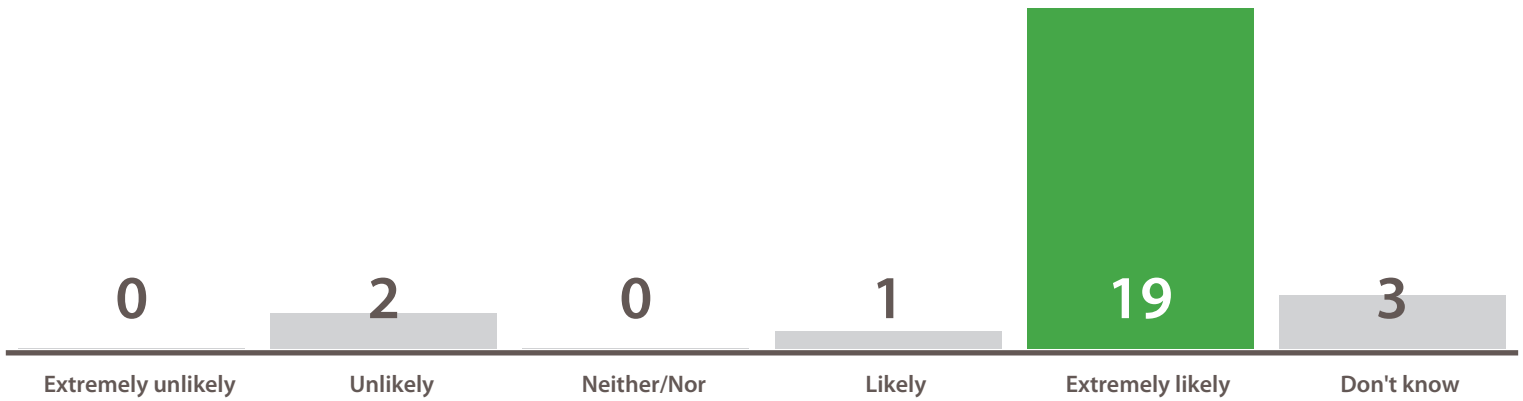
Response rate

# N/A

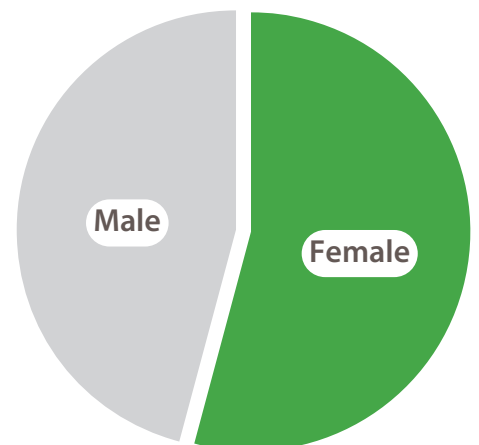
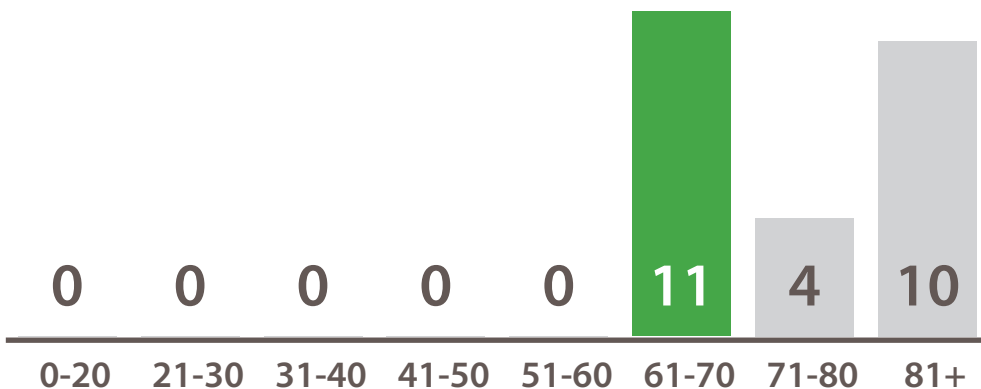
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.73	0.86		
Involved	4.39	0.57		
Information	4.27	0.47		
Cleanliness	4.75	0.93		
Staff	4.88	1.02		
Contact Information	3.98	0.20		
Involved Discharge	4.55	0.82		

# 2

- Dignity 5.0
- Involved 2.5
- Information 2.5
- Cleanliness 5.0
- Staff 5.0
- Contact Information 5.0
- Involved Discharge 5.0

The staff are good, but not enough off them

# 5

- Dignity 4.5
- Involved 4.5
- Information 1.0
- Cleanliness 4.5
- Staff 5.0
- Contact Information 2.5
- Involved Discharge 5.0

I have been hospitalized at Queen Elizabeth hospital before. It's obvious major improvements have been made: meals, close consultant between medical personnel and patients. Everyone should be proud of their achievements.

2

Dignity	5.0
Involved	
Information	
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

It is impossible for me to recommend Dilney Ward to anyone. That decision is made by a doctor. Having said that I have found during my time in Dilney Ward the staff must be the best in Q.E. The ward is spotless and nothing is too much trouble. If ever I do have to return it would be to Dilney

5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

All care excellent. Cannot fault it so in my case cannot find anything that can be improved.

5

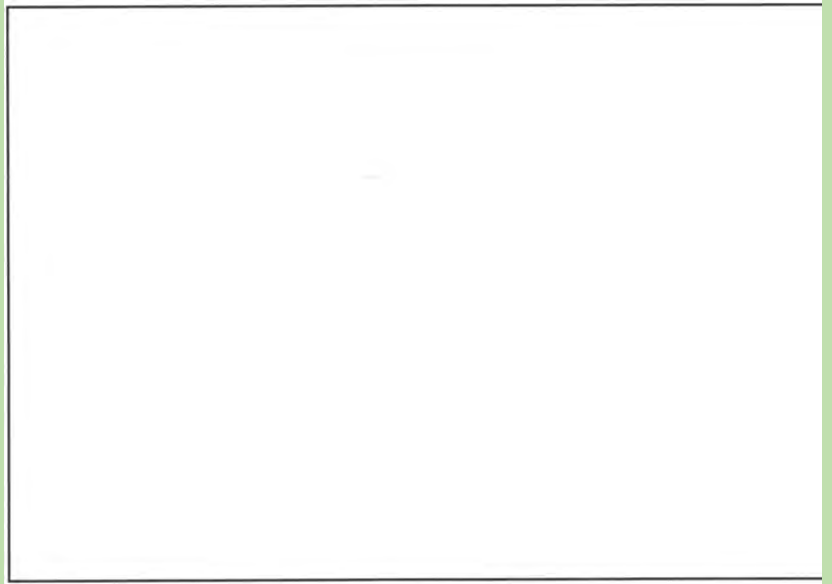
Dignity	5.0
Involved	
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

VERY GOOD TOTAL CARE.  
I WOULD HAVE LIKED TO HAVE HAD A SINK WITH WASTE PLUG SO THAT I COULD WASH + SHAVE IN SAID SINK, OTHERWISE VERY CLEAN AND MODERN.



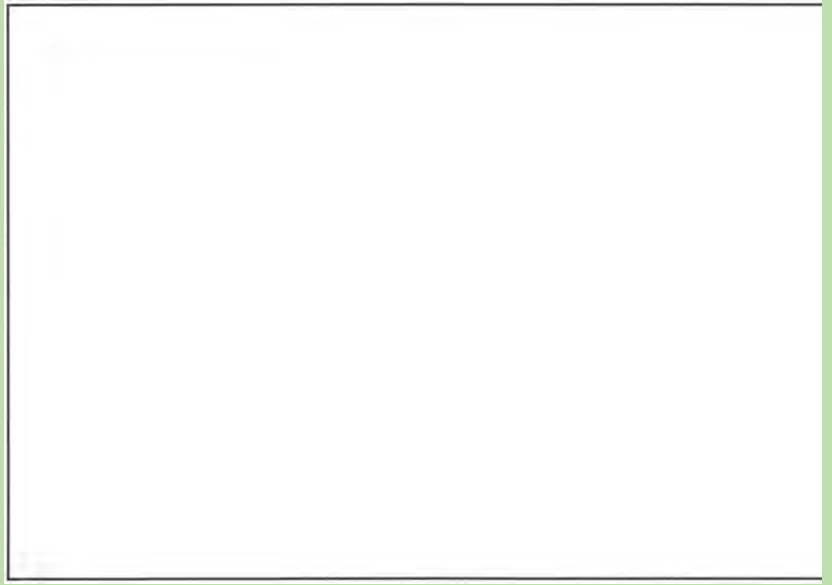
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0



5

Dignity	5.0
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	5.0

EVERYTHING WAS EXTREMELY GOOD ABOUT ALL THE CARE AND FRIENDLINESS I RECEIVED IN THERE WAS OVER AND ABOVE EXTREMELY NICE. WORDS FAIL ME, SO NOTHING COULD BE IMPROVED IN ANYWAY.

Dignity	4.5
Involved	
Information	4.0
Cleanliness	
Staff	4.5
Contact Information	2.0
Involved Discharge	

As before

4

Dignity	4.5
Involved	3.0
Information	3.5
Cleanliness	4.0
Staff	4.5
Contact Information	
Involved Discharge	

Staff were very caring but response time could be improved ~~but~~ when needed!

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	2.0

Enjoyed the company of the nurses They were very friendly

Dignity 5.0

Involved 4.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Contact Information

Involved Discharge

All staff friendly & pleasant and professional

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Contact Information

Involved Discharge

5

Dignity 5.0

Involved 5.0

Information 5.0

Cleanliness 5.0

Staff 5.0

Contact Information 5.0

Involved Discharge 5.0

5

Dignity 2.0

Involved 2.5

Information 3.0

Cleanliness 4.0

Staff

Contact Information 4.0

Involved Discharge 4.0

GI-NECESSARY GOOD IN every report  
NOT TOUCH TO BE IMPROVE.

Dignity 5.0

Involved 2.0

Information 3.0

Cleanliness 5.0

Staff 5.0

Contact Information 5.0

Involved Discharge 5.0

All staff caring and attentive  
and are always willing to  
sort any problems that arise,  
inside and outside the hospital  
which all helps for a stress  
free stay and a quicker  
recovery:

Dignity 5.0

Involved 3.5

Information 3.5

Cleanliness 5.0

Staff 5.0

Contact Information 4.0

Involved Discharge 4.5

AM CARE WAS AI

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	1.0

5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	5.0
Staff	
Contact Information	5.0
Involved Discharge	4.5

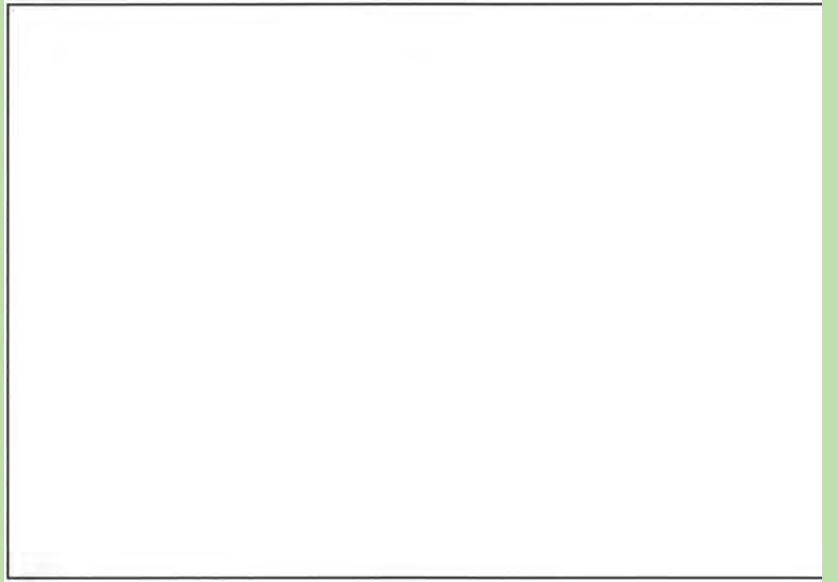
5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	

Everything about the care in this ward is excellent.

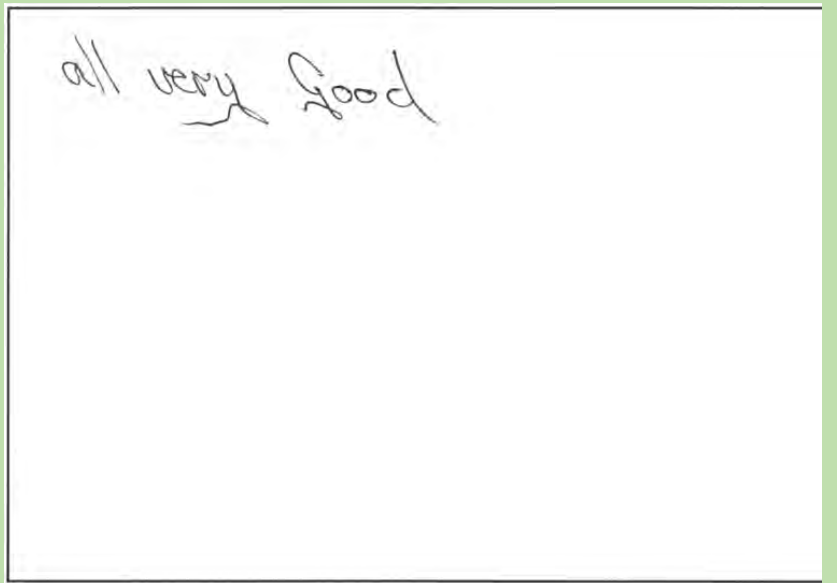
5

Dignity	1.5
Involved	
Information	0.0
Cleanliness	0.0
Staff	2.5
Contact Information	0.0
Involved Discharge	



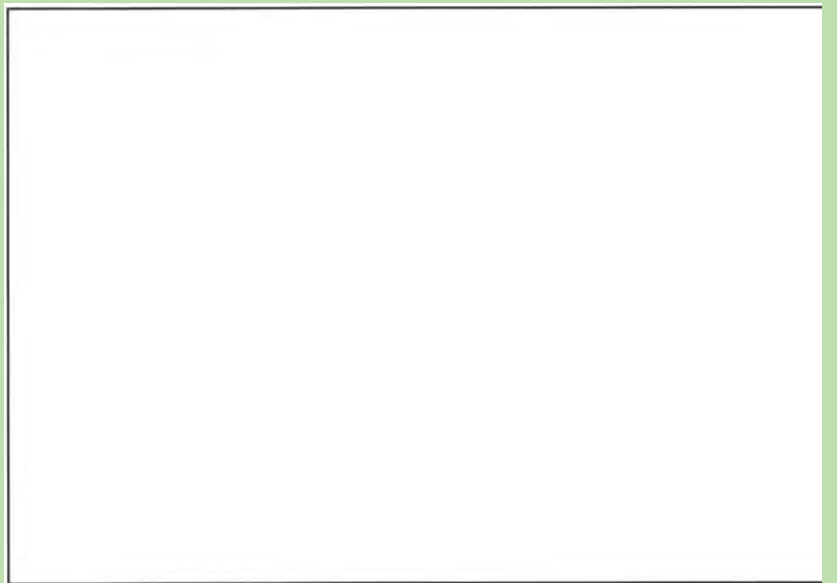
5

Dignity	5.0
Involved	4.5
Information	4.5
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	4.5



5

Dignity	
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Contact Information	
Involved Discharge	



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

SLEEPING COULD BE IMPROVED, BUT  
I DON'T KNOW HOW -

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

NOTHING

Average score this period



# 4.54

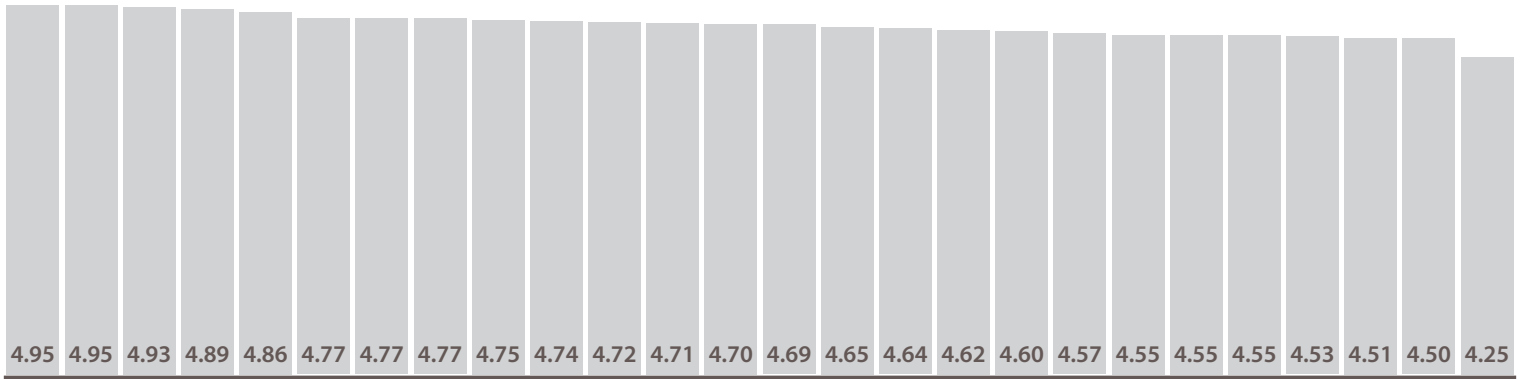
Reviews this period

# 27

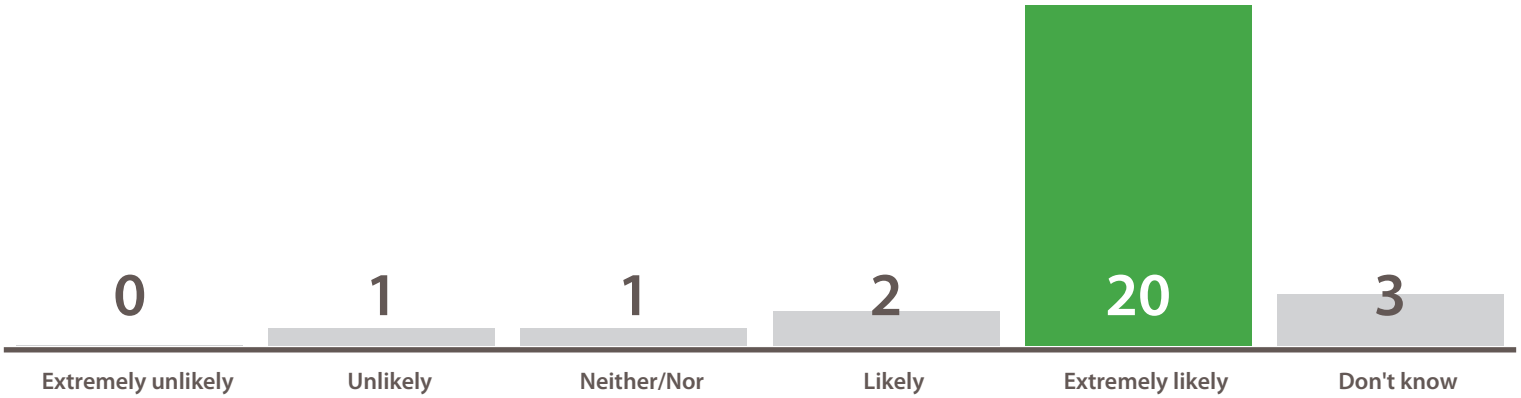
Response rate

# N/A

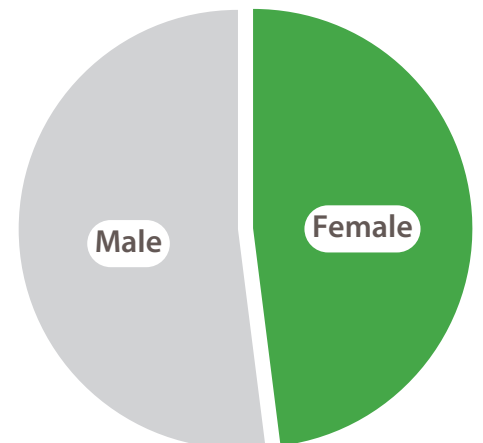
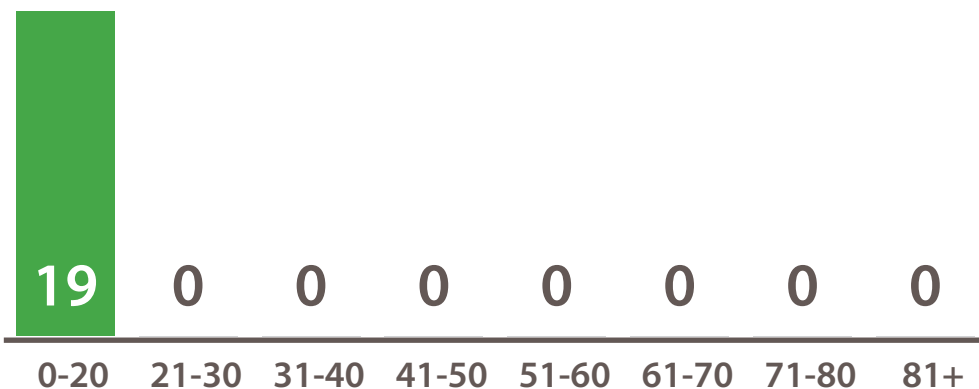
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age





Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.72	0.85	⬇️	
Involved	4.76	1.03	⬆️	
Information	4.62	0.91	⬇️	
Cleanliness	4.74	0.91	⬇️	
Staff	4.87	1.00	⬆️	
Contact Information	4.26	0.55	⬇️	
Involved Discharge		0.00	➡️	

# 3

- Dignity 2.5
- Involved 2.5
- Information 1.0
- Cleanliness 4.0
- Staff
- Addressing fears 0.0
- Trust 1.5
- Pain Control 2.5
- Contact Information 0.0

Dr WNUK was very rough with my baby daughter I was not impressed!  
The children's ward needs more colour.

# 5

- Dignity 5.0
- Involved 5.0
- Information 4.0
- Cleanliness 5.0
- Staff 5.0
- Addressing fears 5.0
- Trust 5.0
- Pain Control 5.0
- Contact Information 5.0

My child was always treated with kindness and compassion He was treated with respect and his needs were always put first.

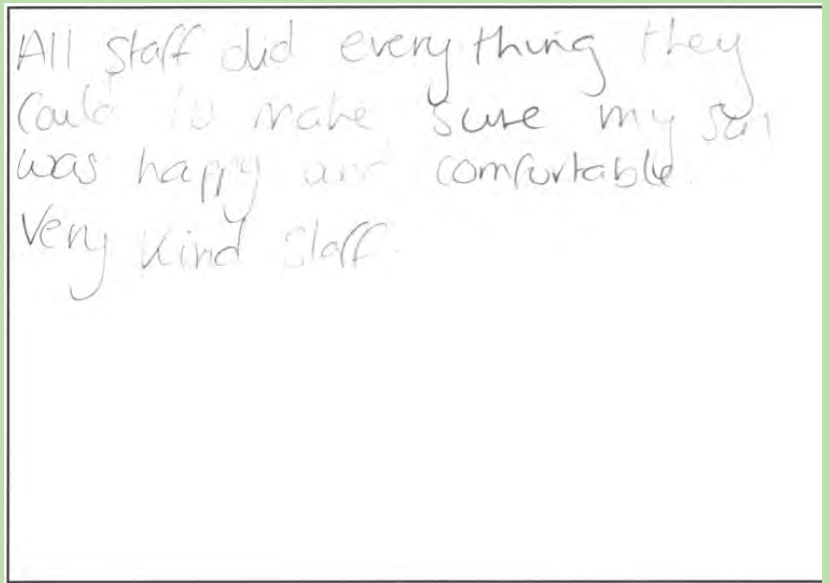
4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Trust	4.5
Pain Control	5.0
Contact Information	4.0



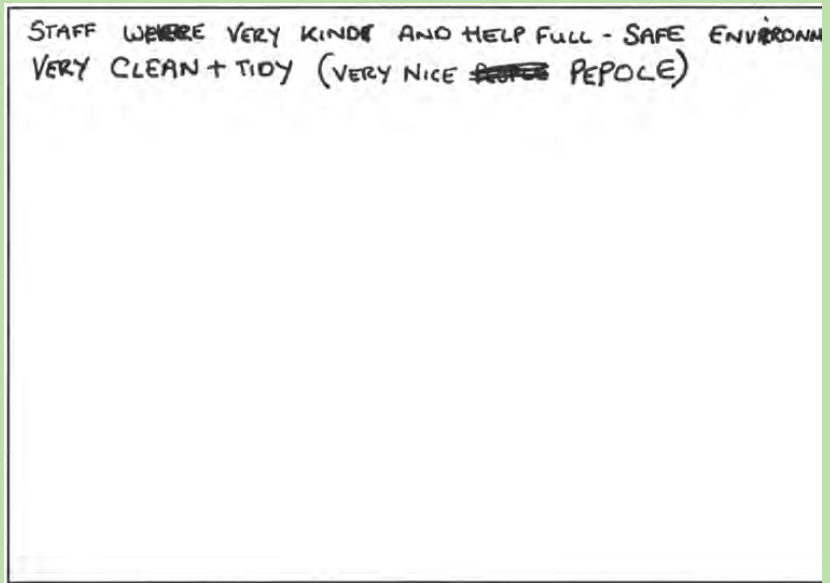
5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0



5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0



Dignity	4.0
Involved	
Information	
Cleanliness	5.0
Staff	
Addressing fears	
Trust	4.5
Pain Control	
Contact Information	0.0

The staff -  
 We have experienced many aspects of Rudham and without doubt the genuine care, compassion and professionalism perfectly balanced with understanding and sensitivity for you as a parent as well as your child is the best we could ask for. Out of N+N, Combs + Q&H Rudham... Rudham was hands down thank you.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	0.0

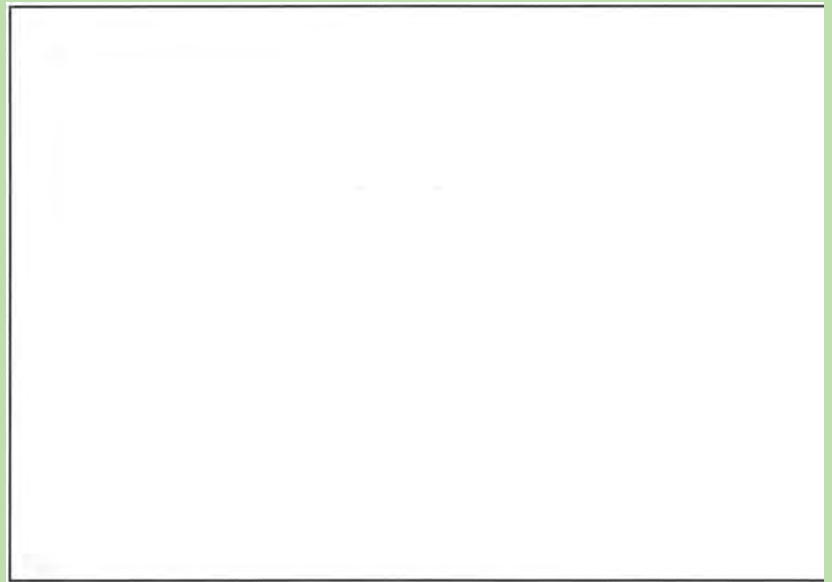
No Complaints.  
 Everything was good  
 Nursing Staff and consultants were fantastic and listened to our concerns.

5

Dignity	5.0
Involved	5.0
Information	4.0
Cleanliness	3.5
Staff	5.0
Addressing fears	4.0
Trust	4.5
Pain Control	4.5
Contact Information	5.0

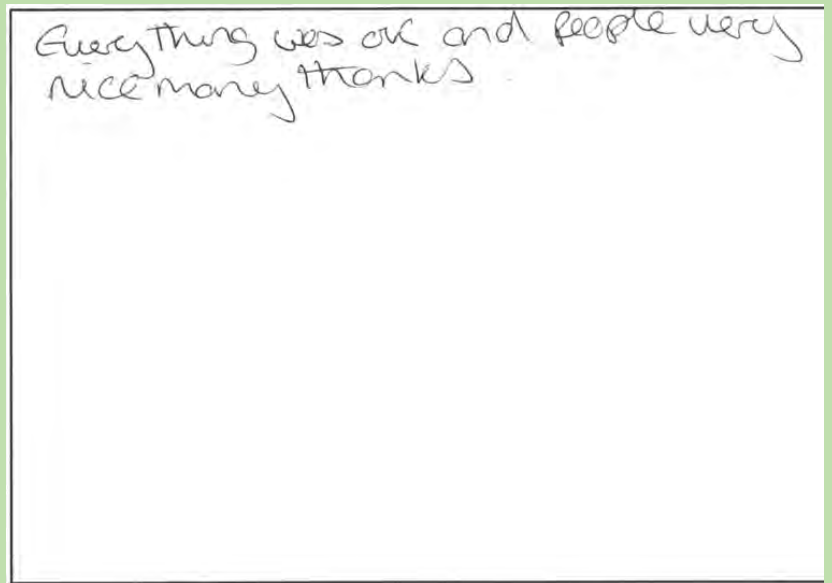
All staff were kind and caring and made me feel comfortable with staying over night.

Dignity	4.5
Involved	4.5
Information	5.0
Cleanliness	5.0
Staff	4.5
Addressing fears	5.0
Trust	4.5
Pain Control	4.5
Contact Information	4.5



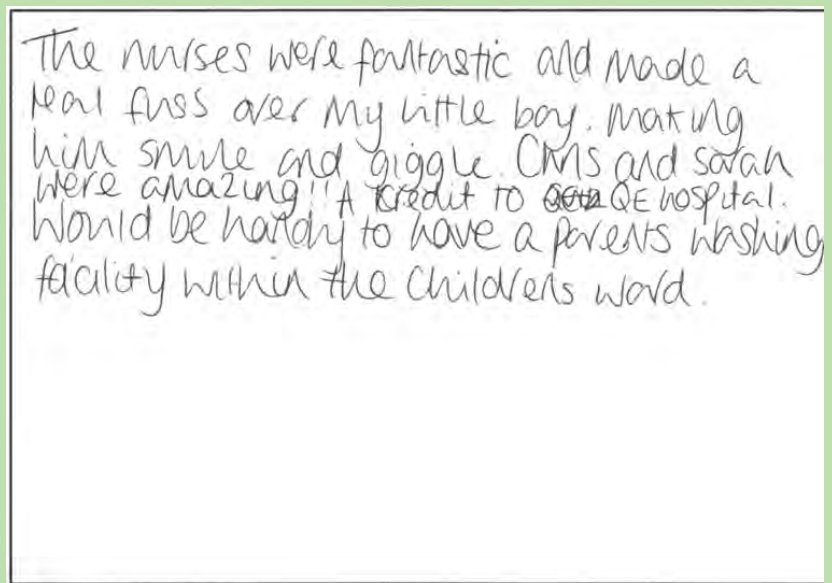
5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	2.5



5

Dignity	5.0
Involved	5.0
Information	3.5
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0



4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

I am very happy with the care, the staff nice, helpful.  
I have no comments

5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	4.5
Contact Information	5.0

Superb care - all round from every member of the team. Made to feel comfortable and at ease.

5

Dignity	5.0
Involved	5.0
Information	4.5
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

The care was/is excellent and the staff friendly and sensitive.

The beds would benefit from having fitted sheets which ~~do~~ do not slip down and the bed tables need repairs.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	4.5
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

The staff on Radham Ward were so kind and gentle.

And answered my questions and concerns I had.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	
Contact Information	5.0

THE nurses were always kind and willing to help

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

Nurses are always friendly and helpful as are reception & other staff. always looked after well.

5

Dignity	5.0
Involved	
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	
Trust	
Pain Control	5.0
Contact Information	5.0

Everything!  
Brilliant

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

The staff on this ward are lovely - not only do they take great care of patient. They accommodate mother / parents and siblings.  
Also the staff are amazing and so caring to their patients.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

WELL LOOKED AFTER  
very kind & polite nursing staff  
and doctors  
Extremely helpful & finens polite

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Addressing fears	5.0
Trust	5.0
Pain Control	5.0
Contact Information	5.0

Everything was explained to us,  
before arrival and on arrival,  
Staff were very friendly and  
caring, as a parent this made  
me feel at ease.



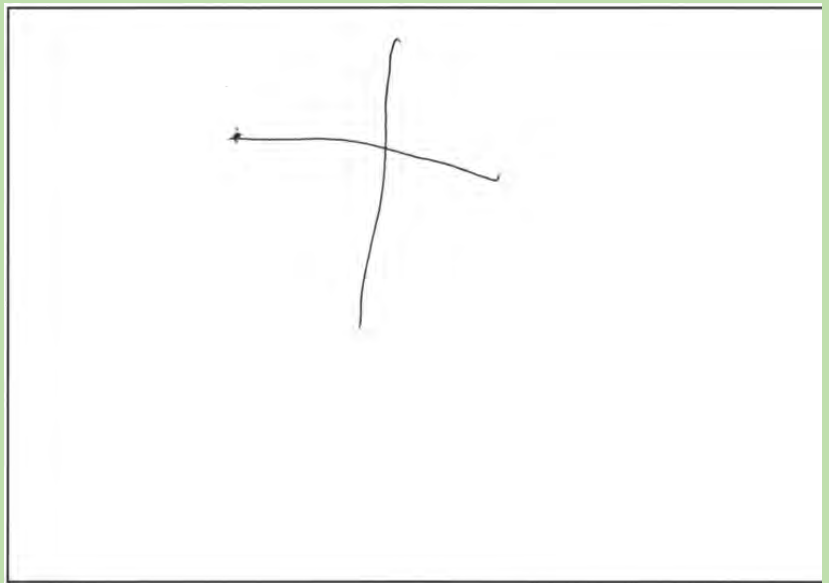
# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	
Staff	5.0
Addressing fears	5.0
Trust	
Pain Control	
Contact Information	5.0

Kept unformed as to what was happening all the time.

# -

Dignity	0.0
Involved	
Information	
Cleanliness	0.0
Staff	
Addressing fears	
Trust	
Pain Control	
Contact Information	



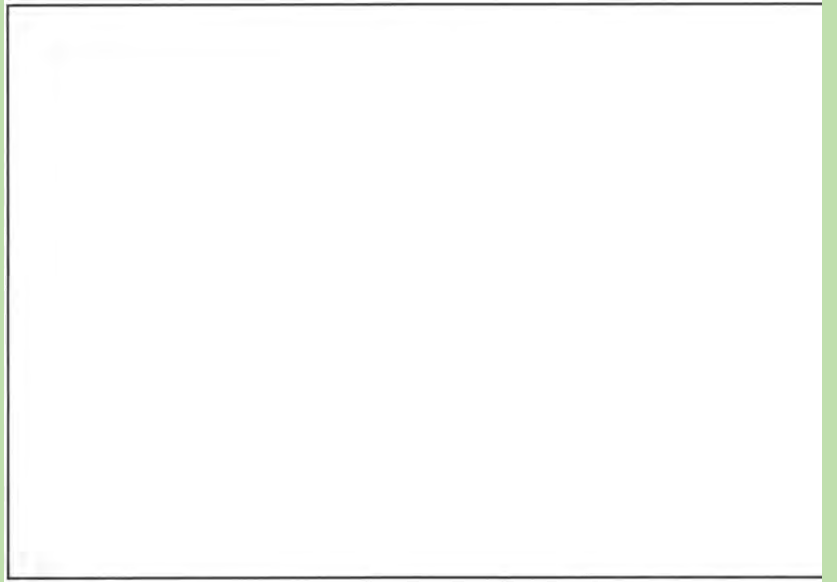
# 2

Dignity	
Involved	1.0
Information	3.5
Cleanliness	5.0
Staff	1.5
Addressing fears	1.5
Trust	1.5
Pain Control	1.5
Contact Information	0.0

When I first came on the ward I felt listened to and my son was treated as an individual. The next day - Saturday <sup>(3-5-14) Rudhart</sup> I ~~was~~ ~~not~~ had a different experience! I had a doctor <sup>(Dr. Hayes)</sup> who didn't listen just rushed through and both Nurse + doctor judged me and talked down to me. Didn't talk to my son who,

# 5

Dignity	5.0
Involved	5.0
Information	3.5
Cleanliness	5.0
Staff	5.0
Addressing fears	4.5
Trust	5.0
Pain Control	5.0
Contact Information	5.0



Average score this period



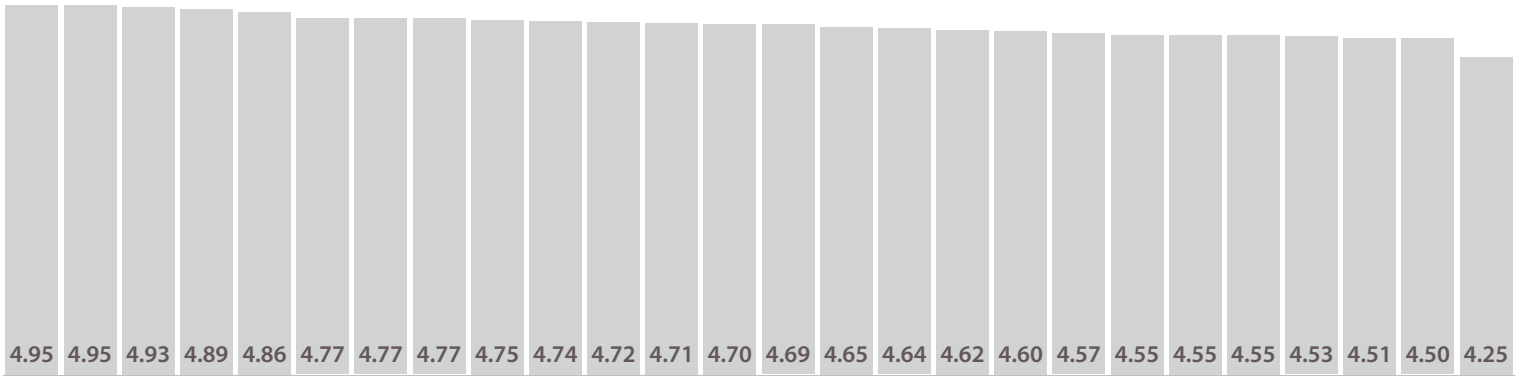
Reviews this period

# 0

Response rate

# N/A

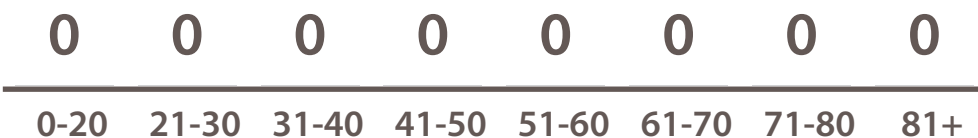
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
<b>Dignity</b>		0.00		↘
<b>Involved</b>		0.00		↘
<b>Information</b>		0.00		↘
<b>Cleanliness</b>		0.00		↘
<b>Staff</b>		0.00		↘
<b>Problem Addressed</b>		0.00		↘
<b>Follow up meeting</b>		0.00		↘
<b>Overall Experience</b>		0.00		↘

Average score this period



# 4.71

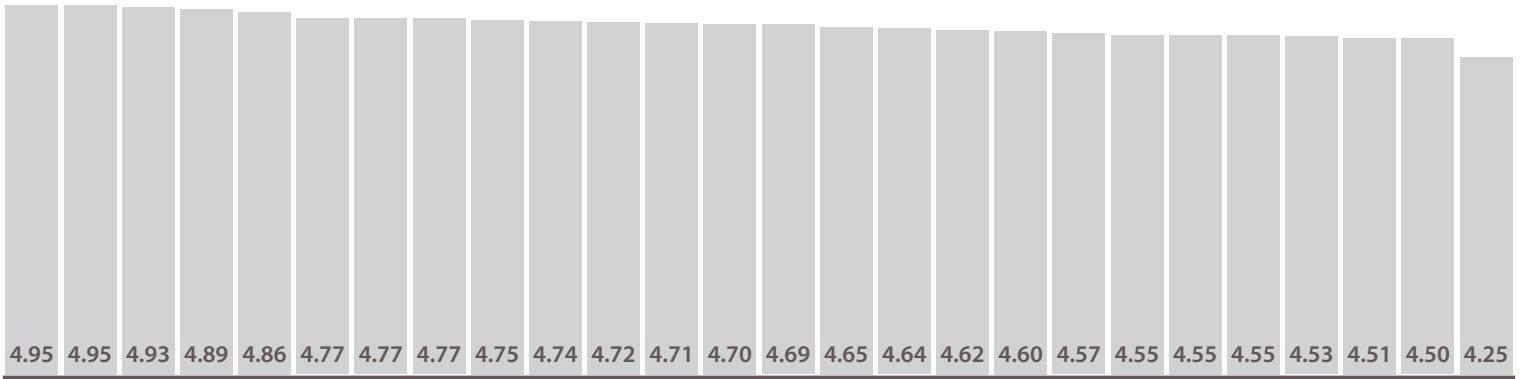
Reviews this period

# 18

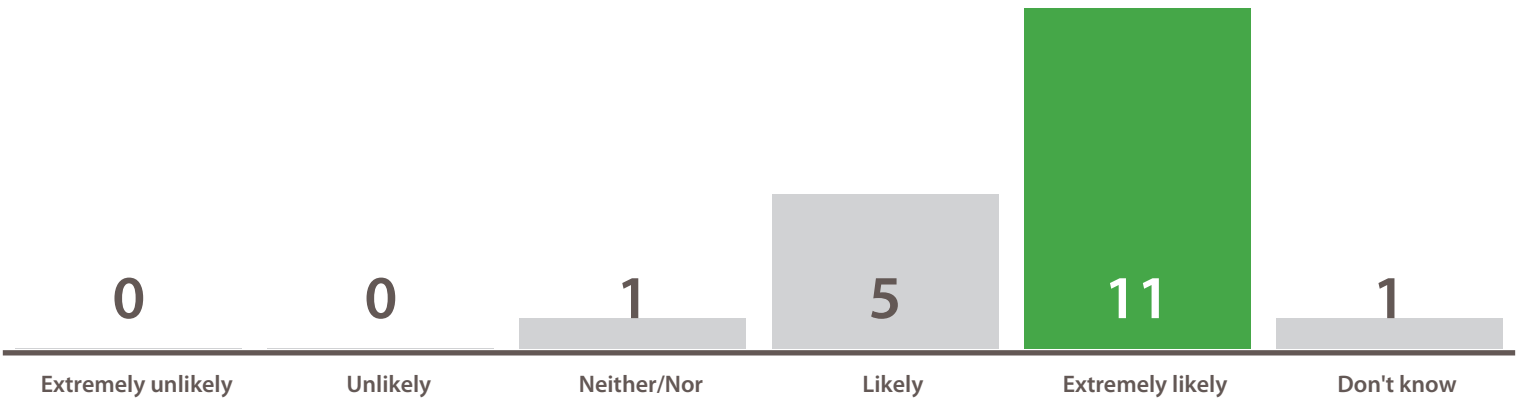
Response rate

# N/A

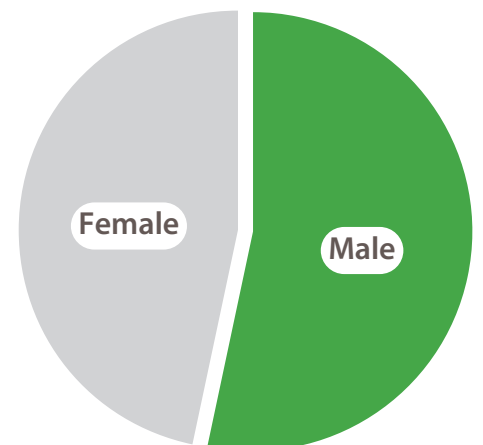
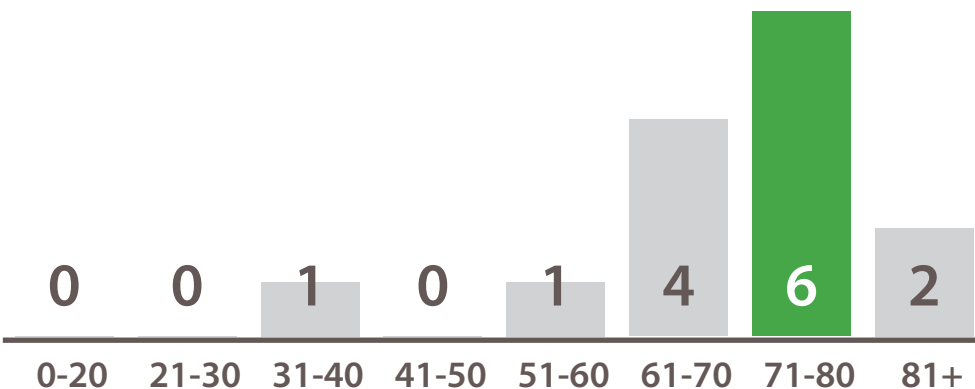
## Scores for all wards (with > 4 reviews)



## Reviews by score this period



## Reviews by patient's age



Question	Average Score	Comparison vs trust	Comparison vs last month	trend
Dignity	4.95	1.14	⬆️	
Involved	4.70	0.96	⬇️	
Information	4.53	0.80	⬇️	
Cleanliness	4.69	0.86	⬇️	
Staff	4.95	1.11	⬇️	
Contact Information	4.55	0.92	⬇️	
Involved Discharge	4.55	0.82	⬇️	

**4**

- Dignity 5.0
- Involved 4.5
- Information 4.5
- Cleanliness 5.0
- Staff 5.0
- Contact Information 5.0
- Involved Discharge 4.5

*Dedication of nursing team  
 Sometimes a little noisy at night  
 ~ early hours.*

**5**

- Dignity 5.0
- Involved 5.0
- Information 5.0
- Cleanliness 5.0
- Staff 5.0
- Contact Information
- Involved Discharge 4.5

*The staff should answer the Bell  
 much quicker. Sometimes you can  
 wait wait 30 min for the Toilet*

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Everything was excellent we cant complain about anything. Wonderful staff, fast effective work. Thankyou so much.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

~~FACILITIES~~  
 KINDNESS OF STAFF  
 Staff from the top down to volunteers were caring cheerful and a joy to be with.  
 The ward was warm, comfortable and adequate for its use.  
 All information was available to patients and family freely.  
 All in all the best place to be under the circumstances.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	0.0
Involved Discharge	0.0

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

EVER THING THE SO lovely

5

Dignity	
Involved	
Information	
Cleanliness	
Staff	
Contact Information	
Involved Discharge	

Great care -  
Couldn't have done anything  
better

3

Dignity	5.0
Involved	4.0
Information	4.0
Cleanliness	3.5
Staff	5.0
Contact Information	3.5
Involved Discharge	3.5



4

Dignity	4.5
Involved	3.5
Information	3.5
Cleanliness	3.5
Staff	4.5
Contact Information	4.5
Involved Discharge	4.0

All staff really trying their best  
and yes I was look after me well

4

Dignity	4.5
Involved	4.0
Information	4.5
Cleanliness	4.0
Staff	4.5
Contact Information	4.0
Involved Discharge	4.5

5

Dignity	5.0
Involved	4.5
Information	0.0
Cleanliness	5.0
Staff	5.0
Contact Information	4.5
Involved Discharge	5.0

General nursing care and nursing was a  
credit to the organisation

4

Dignity	5.0
Involved	3.5
Information	3.5
Cleanliness	4.5
Staff	5.0
Contact Information	4.5
Involved Discharge	4.5

Nursing care was good and I was well fed!  
The only criticism I have is that I arrived on Friday but did not get to see a physiotherapist or physiotherapist until Sunday. I was therefore in limbo and not sure what was going on. An accident of time perhaps.

—

Dignity	5.0
Involved	
Information	5.0
Cleanliness	3.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

4

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Heating was a little cold.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

GOOD UNDERSTANDING OF MY  
TOTAL DEAFNESS.

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Professionally Administered  
Great Care

5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

VERY FRIENDLY AND CARING STAFF,  
EVEN WHEN THEY WERE EXPERIENCING  
SEVERE PROBLEMS FROM OTHER  
PATIENTS.

STAFFING LEVELS FOR IMPROVEMENT

I FOUND EVERYTHING EXCELLENT  
INCLUDING THE FOOD WHICH DOES NOT  
GET A CHANCE TO BE ABANDONED

# 5

Dignity	5.0
Involved	5.0
Information	5.0
Cleanliness	5.0
Staff	5.0
Contact Information	5.0
Involved Discharge	5.0

Compassionate nursing, caring  
physiotherapy staff, always willing  
to help above and beyond expectation.