# How Are We Doing?

Results of Survey handed out in March 2015. Thank you to those patients who sent responses that will assist us in improving our Quality of Care.

# General Patient Information: Nationality of those surveyed 97 % Australian 3 % other

Age[ ]  3% 16-30 [ ]  3% 31-40 years [ ]  26% 41 to 50 years [ ]  40% 51 to 60 years [ ]  27 %61 to 70 [ ]  11%over 71

[x]  50 % here for first Visit; [x]  47% had 2-5 Visits and [x]  3% had been here more than 6.

|  |  |
| --- | --- |
| Rated our concern for privacy Good to Outstanding | 98% |
| Would recommend this facility and its staff to family and friends | 98% |
| Reception staff were found to be either Very Courteous or Courteous  | 100% |
| Getting an appointment time with in an appropriate / suitable time frame  | 100% |

# Scheduling Your Appointment Day of Your Appointment

|  |  |  |  |
| --- | --- | --- | --- |
| 65% | Appointments scheduled by phone |  | Wait in the reception area  |
|  3% | Dropped in to Jolimont |  | 94% | from 5 to 20 minutes |
| 32% | Appointments made by Specialists  |  | 6% | from 20 to 40 minutes |
|  |  |  | To see Doctor in Admission room  |
| 49% | Admission forms emailed  |  | 32 % |  patients waited less than 5 minutes |
| 34% | Posted  |  | 68% |  waited less than 20 minutes |
| 14% | Given by GP  |  |  |  |
| 100% | Rated the process they used as Easy |  | 92% | Found Jolimont easily  |
|  |  |  | 8% | requested ***“Bigger & Clearer Signage “***  |

# The Medical and Nursing Staff

|  |  |
| --- | --- |
| Competence of the nurse who helped them, Good to Outstanding | 100% |
| Concern for our patient shown by the nurse was Good to Outstanding | 100% |
| The nurse responded efficiently to requests by patients | 100 % |
| Patient’s said their Procedure doctor spent adequate amount of time with them | 100% |
| Patients found the Anesthetist explanation was Good to Outstanding | 100% |
| Doctor’s answered questions to patients satisfaction | 100% |

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# The Facility

|  |  |  |
| --- | --- | --- |
| Did you have any concerns regarding the cleanliness of Jolimont Endoscopy  | 100% | NO  |
| Did you find the bathroom ( near reception) clean  | 100% | Yes  |
| Was the change room cleanliness satisfactory ( Colonoscopy Patients ) | 100 %  | Yes |

# Procedures - [x]  6% Gastroscopy [x]  67% Colonoscopy [x]  27 % Both

100% of patients found Colonoscopy Prep successful and 97 % found instructions easy to follow

The prep did interfere with usual routine for 68% of patients but 32% said No it did not interfere with routine.

And below are the comments made regarding this process

* ***Difficult to keep down Hungry***
* ***Day off work required/leaving early Thought prep instructions not clear***
* ***Be more specific regarding clear soup Nausea***
* ***The amount Sleepless night***
* ***Add No red Jelly & No water except with tablets on day of Procedure***

### **WEB SITE** - 20% of patients viewed Jolimont Web site prior to admission but of those 100% said it was helpful

100 % of the patients who received a pre-op check list found it useful, although only 85% had this form.

Suggestions on how we could improve the forms or web site to make it easier to use/understand were

* ***Admission form given by specialist rooms did not contain information that was on line.***
* ***The forms have improved since last visit***
* ***Write the colder the prep the easier it is to drink***
* ***Website Very Informative and User friendly***
* ***Ability to down load forms is good.***
* ***Put Enter from Jolimont Road in Red.***

Suggestions for the reception waiting room area that would enhance your stay with us?

* ***Like the reception area***
* ***Coffee machine & Filtered water***
* ***No changes -it was adequate size and sufficient seating.***

Please list any areas in which you think our service could be improved?

* ***Handles fall off recovery room chairs***
* ***Privacy Curtains in recovery***
* ***Open Recovery area way short of appropriate privacy***
* ***Prepackaged sandwiches please***
* ***Larger pre-op room consultation Room***

GENERAL Comments

* ***Excellent***
* ***No Need to improve every one pleasant and made sure I was well informed.***
* ***None, all fine.***
* ***Extremely satisfied***
* ***Perfection cannot be improved!!***
* ***Service is excellent with very good processes in place.***
* ***I was extremely well prepared***
* ***I think everything runs very smoothly***
* ***I have had many hospital experiences & been an active consumer health advocate on DHS committees. I don’t take outstanding care for granted –You offer Outstanding Service –Thank you***