# Patient Survey Results March 2017

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| --- | --- | --- | --- |
|  | YES | NO |  |
| General Patient Information |  |  |  |
| Age of Patient’s: 16-30 years: 16 % 31-40 years: 9% 41 to 50 years: 16%  51 to 60 years: 19% 61 to 70 years: 23% >71: 7% |  |  |  |
| How often have you visited Jolimont Endoscopy Centre? First Visit  2-5 visits  > 6 visits | 55%  42%  3% |  |  |
| Reception desk staff on the day or your admission Very Courteous | 100% |  |  |
| Nationality Australian | 75% | 25% | Other |
| Language spoken at home English | 80% | 20% | Other |
| If you were asked about your visit? I would speak Highly | 98% |  |  |
| Do you have any concerns regarding the cleanliness of Reception area?  Reception toilets  Change rooms | 1% | 100%  99%  100% | No comment |
| Waiting time in reception prior to seeing nurse: 0 to 5 minutes  5 to 20 minutes  20 to 40 minutes  > 40 minutes | 33%  60%  7%  0% |  |  |
| Was an explanation given for an excessive wait time?  Not Applicable | 54% | 21% | 25 % |
| Nursing Staff |  |  |  |
| Competence of the nurse who helped you? Outstanding Good | 91%  8% |  |  |
| Did staff introduce themselves in the Procedure room when you were on the trolley? | 99% |  |  |
| Did staff check your name band /ask your details before you were given Anaesthetic? | 99% |  |  |
| Did staff check if you had an allergy? | 100% |  |  |
| Did you feel any information that was important was not handed over to other staff? | 100% |  |  |
| Did you see Nurses wash their hands or use hand gel before touching you? | 86% |  | 14% Not sure |
| Did you feel you were treated with respect and dignity while you were a patient? | 100% |  |  |
| Were your cultural beliefs respected by the hospital staff? | 18% |  | 82% N/A |
| When you went home were you given instructions?   * Were they easy to follow? * Did you understand them? | 100% |  |  |
| Medical Staff |  |  |  |
| Felt that **Procedure doctor** spent adequate amount of time with you before the procedure? | 100% |  |  |
| Did you feel you had enough privacy when discussing your condition or treatment? | 100% |  |  |
| Do you feel you were involved in decisions about your care? | 100% |  |  |
| After the procedure did your doctor give you an explanation that you understood? | 100% |  |  |
| They were Attentive/Concerned/ Friendly  Attentive/Friendly  Friendly  Attentive | 37%  11%  19%  14% |  |  |
| **Anaesthetists** explained their role and how they would be caring for you?  Outstanding  Good  Adequate | 83%  16%  1% |  |  |
| Did you have any pain after your procedure | 1% | 99% |  |
| If yes did health care staff adequately help relieve/resolve the pain | 100% |  |  |
| Did you feel well enough to go home when discharged | 100% |  |  |
| When you left the day surgery centre, were you given enough information about how to manage your care at home | 100% |  |  |
| Did you know to ring Centre if you were given antibiotics post operatively for any infection? | 99% | 1% | Information is on discharge pamphlet |

### **Comments**

* 8 x All good
* Well done, professional clinic-Keep it up
* Service very good
* Bit hard to find
* Medicare number entry data difficult to understand
* All staff very friendly, helpful and made me feel comfortable always
* Forms did not specify admission time
* Fasting requirements for gastroscopy (only) not clear
* Did not expect the prep to work so quickly
* Remind patients that prep is a 3-part procedure
* Excellent service

Suggestions on how we could improve?

* 1 x Clearer fasting instruction for Gastroscopy
* 1 x Slippers / socks-
* 1 x Corporate envelope for results
* 1 x Sandwiches to be provided
* 1 x Paperwork cannot be filled out on line – interactive form would be great.
* 1 x More current and diverse reading material