

Patient feedback.

January 2017.



We actively monitor our patient satisfaction on a monthly basis. The main question we ask patients is: **How likely are you to recommend Nuffield Health Brighton Hospital?**

Our recent results are:

By patient funding type:

	Nov %	Dec %	Jan %
All patients	87	89	88
Insured	89	87	89
Self pay	73	95	78
NHS	89	85	100

By type of patient:

In patient	85	93	94
Day patient	94	90	81

	Nov	Dec	Jan
Hospital acquired infections	0	0	0
Complaints received	5	1	6
Serious incidents	0	0	0
Unplanned return to theatres	0	0	2

People

	Brighton Hospital %	Nuffield Average %
Did you find someone to talk to about any worries?	96	90
Did staff do everything they could to control your pain?	96	93
Were calls for assistance dealt with in an acceptable time period?	94	95
Were you told who to contact after you left hospital?	99	98

Overall satisfaction with experience.
Comparisons by procedure (% mean score).

Orthopaedics	96
Gynaecology	99
General Surgery	94
Cosmetic Surgery	98
Ophthalmology	87
Urology	93
Ear, Nose & Throat	100
Endoscopy	95
Oncology	90

Have your say.

"All the staff were friendly and helpful. Nothing was too much trouble and they genuinely shared an interest in the patients."

"Extremely efficient service. Could choose more convenient date for surgery and no waiting. Most pleasant and clean surroundings. Caring staff. Good food option. Easy parking."

"Friendly staff, good equipment, great food and felt well looked after."



Specialists
in you.

Patient Representation
Would you like to become involved and feedback in person at a patient meeting? Talk to the reception staff who will take your details and we will contact you shortly. Or fill in one of the outpatient feedback forms with your details and post in the box provided.