

Patient feedback.

September 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:

	Jul %	Aug %	Sep %
All patients	90	98	91
Insured	89	100	91
Self pay	77	100	88
NHS	97	93	88

By type of patient:

In patient	91	96	87
Day patient	82	100	91

	Jul	Aug	Sep
Hospital acquired infections	0	0	0
Complaints received	0	1	0
Serious incidents	0	0	0
Unplanned return to theatres	1	0	0

People

	Brighton Hospital %	Nuffield Average %
Did you find someone to talk to about any worries?	92	90
Did staff do everything they could to control your pain?	95	92
Were calls for assistance dealt with in an acceptable time period?	95	94
Were you told who to contact after you left hospital?	98	97

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

Orthopaedics	90
Gynaecology	98
General Surgery	99
Cosmetic Surgery	97
Ophthalmology	99
Urology	91
Ear, Nose & Throat	100
Endoscopy	100
Oncology	100



Specialists
in you.

Have your say.

"Efficient, simple admin process. Excellent doctors and nurses, theatre staff and surgeons. First class care. All staff friendly and good natured. Parking easy. Clean and comfortable hospital and rooms."

"Everything about my stay has been so friendly and professional. I really feel like everyone wants to be working and caring for patients here."

"Feeling of being in good hands from start to finish. So important at a stressful time."

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.