

Patient feedback.

May 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:

	Mar %	Apr %	May %
All patients	88	88	92
Insured	87	87	96
Self pay	88	89	96
NHS	92	88	82

By type of patient:

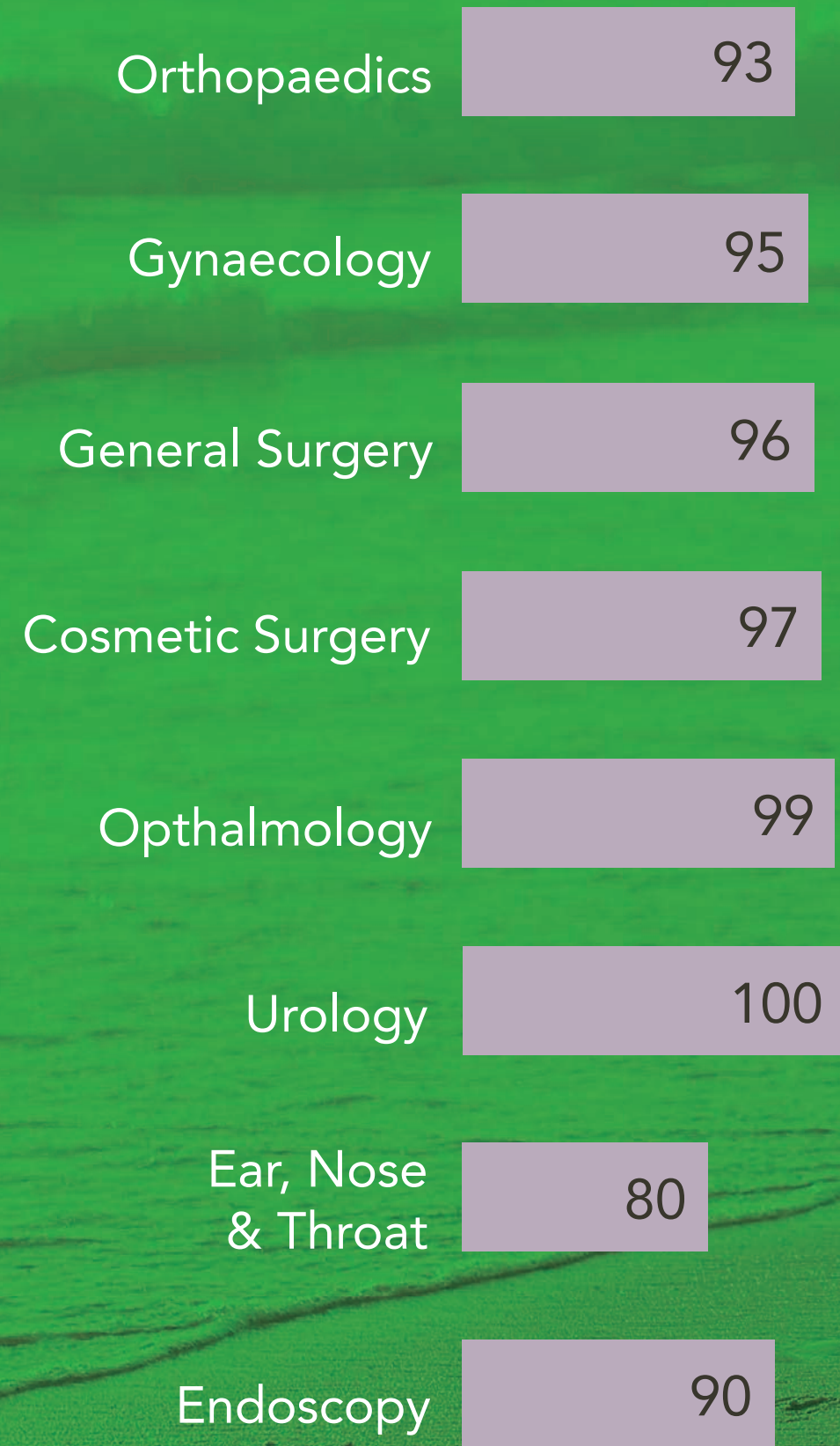
In patient	89	94	89
Day patient	83	86	92

	Mar	Apr	May
Hospital acquired infections	0	0	1
Complaints received	11	2	2
Serious incidents	0	0	0
Unplanned return to theatres	1	0	1

People

	Brighton Hospital %	Nuffield Average %
Did you find someone to talk to about any worries?	93	90
Did staff do everything they could to control your pain?	89	92
Were calls for assistance dealt with in an acceptable time period?	89	94
Were you told who to contact after you left hospital?	100	97

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



Have your say.

"Every stage of my care has been clear , confident and kind. I feel staff have been exemplary and that has played a big part in how relaxed I have been and in my good recovery."

"I found all the staff to be very professional, caring and attentive."

"Nice room, very friendly and attentive staff. Overall stress-free experience."



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.