

Our aim is to make your stay with us as comfortable and as pleasant as we can and every month we ask patients and visitors for their views.
You may be asked to take part in our survey during your stay. It is completely anonymous so we have no way of knowing who you are. We would appreciate your feedback and would like you to be as honest as you can!

If you are not asked to take part and would like to, the team on the ward will be happy to provide you with a copy and you can complete it at home.

The results show that in November 2010 our monthly average scores increased from October but then in December decreased again. We were particularly good in areas such as staff being seen washing their hands, treating patients with dignity and respect but didn't do so well in areas such as staff listening to your concerns, responding to patient's call buzzers etc. More work will be done in the coming months to improve these areas.

We will continue to make improvements for you. We really value your feedback, so if you have any concerns please do let us know.

Improvements recently made following patient feedback include:

Were you given help from staff to eat your meals?	100%	100%	90%
Was your pain controlled?	100%	92%	85%
Were you cared for in a single sex area?	100%	100%	100%
Were staff available to discuss worries or concerns?	100%	80%	88%
Did staff discuss going home?	53%	18%	17%
Was the ward (including toilets) clean?	94%	96%	88%
Was the call buzzer responded to promptly?	64%	65%	55%
Would you recommend this hospital to family or friends? <i>(question only being asked since November 2010)</i>	93%	100%	93%
Monthly Average	90%	85%	75%

Ward 2 - Heartlands