



Sir Thomas Roddick Hospital

Acute Care

Patient Experience Survey Results 2017-2018

Respondents

36 patients who received acute care services from Sir Thomas Roddick Hospital completed the survey

Overall Experience

Overall hospital visit
8.1 out of 10

86% would recommend
hospital to friends and family

Key Measures of Care and Services

83%
Received right meal for diet



73%
Pain was well controlled



92%
Doctors explained things in a way that was understood



89%
Treated with courtesy and respect by nursing staff



92%
Room and bathroom were kept clean



62%
Asked if help was available after discharge



Patient Recommendations



- ✓ Make sure patient meals are the correct temperature
- ✓ Work with patients to control the pain they experience
- ✓ Ask patients if they have the help they need after discharge
- ✓ Provide patients information in writing about symptoms to monitor after discharge