

QUESTION	PERCENT SCORE
1a The information made available to me to prepare for my appointment.	97.55%
1b The way I was treated on the phone.	97.92%
1c The overall waiting times I experienced.	91.67%
2a Availability of drop off areas.	95.10%
2b Availability of car parking.	94.29%
2c Information on the location and public transport available to get to the day hospital. (e.g. location maps, brochures, instruction from the staff).	90.32%
2d Inside and outside signs at the day hospital.	92.50%
2e Disability access.	92.90%
3a I was treated with respect and dignity during my stay.	100.00%
3b My views and concerns were listened to.	100.00%
3c My individual needs were met.	99.59%
3d When a need could not be met, staff explained why.	98.82%
3e If I needed assistance, staff helped me within a reasonable timeframe.	99.50%
3f The staff caring for me, explained things in a way I could understand.	99.57%
3g The staff were able to allay any worries or fears I had.	99.56%
3h I felt cared for.	99.58%
3i As far as I could tell, the staff involved in my care communicated with each other about my treatment.	99.17%
3j I received pain relief that met my needs.	97.42%
3k When I was in the hospital, I felt confident in the safety of my treatment and care.	99.58%
3n Overall, the cleanliness of the day hospital.	96.67%
3o Overall, the quality of the treatment and care I received	99.58%

QUESTION	PERCENT SCORE
4a The information about my rights and responsibilities was easy to understand and helpful.	98.37%
4b I was kept informed as much as I wanted about my treatment and care.	99.18%
4c My family or carer were kept informed as much as I wanted on my treatment and care.	98.70%
4d The information about my consent to have treatment was easy to understand and helpful.	99.59%
4e I was provided with enough information about the prevention of infections, for example notifying the day hospital if I had any infections, how to prevent getting an infection following my procedure.	97.62%
4f Which best describes your experience of the overall information provided by the Day Hospital.	97.92%
5a The advice and information on the cost of my procedure or treatment before admission.	92.24%
5b The information about my financial consent to have treatment was easy to understand and helpful.	96.09%
6a I was involved as much as I wanted in making decisions about my treatment and care.	98.37%
6b My carer or family had enough opportunities to talk to the staff, if they wanted to.	98.26%
6c My carer or family were involved in my care as much as I wanted them to be.	98.26%
7a The arrangements made for any services I needed following my discharge.	98.60%
7b The information about how to manage my care at home.	97.92%
7c The information about how to manage my medicines at home.	96.84%
7d The instructions for any follow-up appointments after my procedure or treatment.	98.00%
7e The information for emergency medical care including an emergency telephone contact number and place or treating doctor.	97.33%
8a Staff explained the reason for my transfer.	96.67%
8b My carer or relative were notified about my transfer.	96.67%
8c My carer and I were involved in all parts of my transfer, as much as possible.	96.67%
8d Staff made my transfer as easy and comfortable as possible.	96.67%
9a How likely would you be to return to this day hospital if you required a procedure in the future?	91.40%

QUESTION	PERCENT SCORE
9b How likely would you be to recommend the care, treatment and services of this day hospital to family and friends?	91.80%