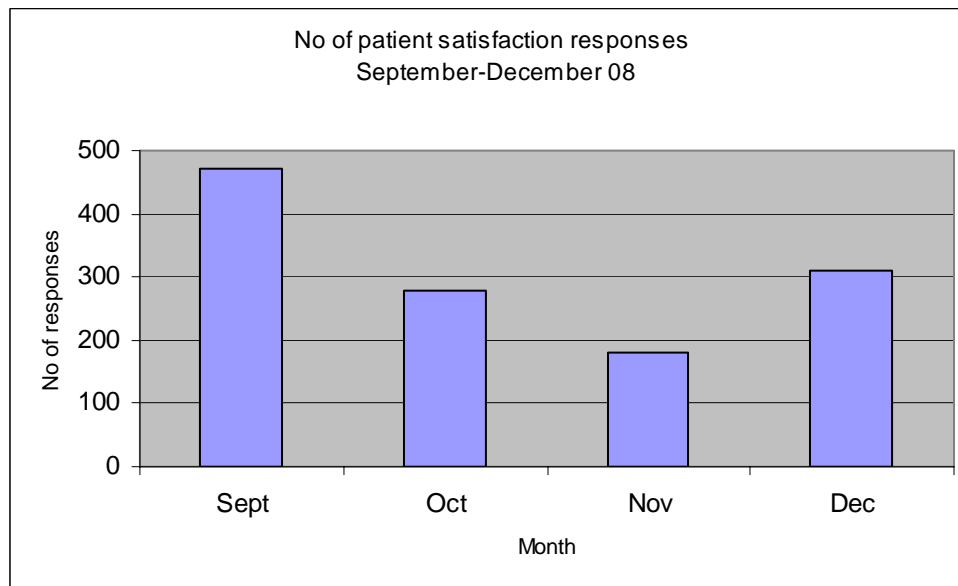


Patient Satisfaction Survey Analysis September– December 2008

The chart below shows the number of surveys collected in September – December 2008
Since September the Trust has captured 1240 responses.
Since March 2008 the Trust has captured 2293 responses.



Where does the survey take place?

The following outpatient clinics are surveyed:

- the Orthopaedic clinic (1A)
- the Respiratory clinic (3A)
- the Diabetic clinic (3B)
- the Ophthalmology and rheumatology clinic (3C)
- the general surgery clinic (4A)
- the ENT clinic (4B) – and Bariatrics and Urology
- the Women's Health clinic (4C)
- paediatrics (4D)
- Imaging
- Physiotherapy
- Antenatal clinic

The paper based surveys are distributed through the volunteer network at present.

September was an exceptional month for surveys this was due to the introduction of the survey in the Antenatal outpatient clinic. This department contributed to 35% of the total surveys collected.

Inpatients were surveyed in November across 4 wards. Roll out in line with Productive ward.

The Emergency Department was surveyed in December.

Appendix 1 – CFM – a progress report

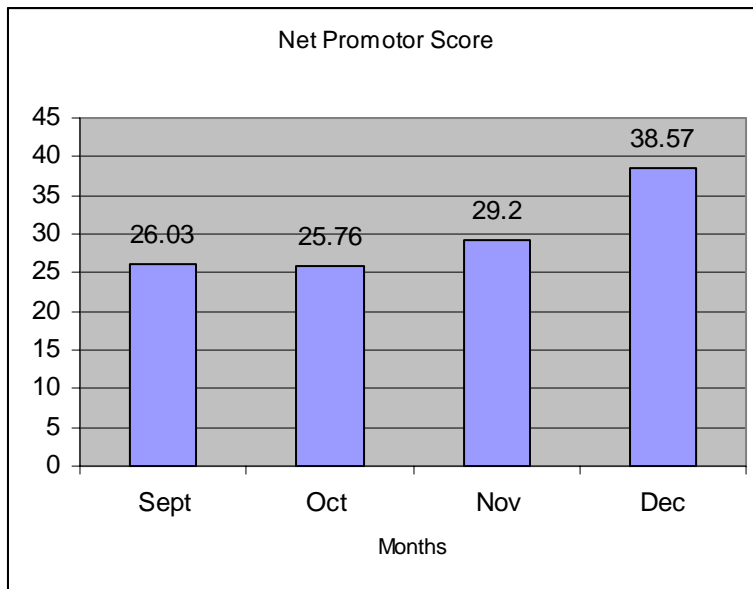
Response Rates

September	4.28%
October	2.52%
November	1.65%
December	2.83%

Increase in response in December is due to the pilot of using electronic data capture

Net Promotor Score

The chart below shows the net promoter score by month from September – December 2008 across the trust.



The value of the net promoter score is at present more at a local team level than as an overall indicator of Trust performance although this will be more valid when we have achieved our 10% target response rate.