

Birmingham Heartlands Hospital – Patient Experience 2011/12

	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012
Did you find the information in the appointment letter and any additional information easy to understand?	100%	92%	93%	93%	97%	100%	96%	93%	93%	100%	100%	93%
Did you find the waiting time between seeing your doctor and your x-ray appointment met your expectation?						100%	100%	100%	100%	93%	93%	93%
Do you feel that you were treated with respect and dignity whilst in the department?	100%	97%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Do you feel you had a good explanation for the examination you attended for and what the examination involved?	97%	100%	97%	100%	93%	93%	97%	100%	97%	100%	93%	97%
Has the procedure for obtaining your results been adequately explained to you?	93%	97%	100%	93%	100%	97%	97%	97%	100%	100%	96%	93%
How clean did you find the department (including toilets)?	100%	92%	96%	94%	98%	96%	96%	90%	98%	94%	96%	98%
How do you rate the reception & welcome you received in the department?	100%	90%	93%	100%	100%	97%	100%	97%	100%	100%	100%	93%
Were you able to find the department easily?	100%	100%	100%	93%	100%	100%	93%	100%	100%	100%	86%	80%
Were you given enough privacy whilst in the department?	100%	93%	100%	97%	100%	97%	100%	97%	100%	97%	100%	100%
Would you recommend the Radiology service to family or friends?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	93%
Total	97%	94%	95%	96%	95%	98%	98%	97%	99%	98%	96%	94%