

Birmingham Heartlands Hospital – Patient Experience 2012/13

	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013
Did you find the information in the appointment letter and any additional information easy to understand?	93%	83%	100%	89%	82%		93%	89%	89%	96%	89%	85%
Did you find the waiting time between seeing your doctor and your x-ray appointment met your expectation?	100%	93%	100%	73%	87%		80%	100%	93%	93%	93%	100%
Do you feel cared for?		97%	100%	93%	100%		79%	94%	89%	100%	93%	96%
Do you feel that you were treated with respect and dignity whilst in the department?	100%	97%	100%	97%	100%		97%	100%	100%	100%	100%	92%
Do you feel you had a good explanation for the examination you attended for and what the examination involved?	93%	97%	100%	97%	100%		97%	94%	89%	100%	97%	92%
Has the procedure for obtaining your results been adequately explained to you?	97%	100%	100%	87%	100%		87%	100%	93%	96%	93%	96%
How clean did you find the department (including toilets)?	94%	96%	92%	90%	92%		92%	90%	87%	94%	85%	90%
How do you rate the reception & welcome you received in the department?	100%	93%	100%	93%	83%		77%	94%	93%	96%	97%	92%
Were you able to find the department easily?	100%	93%	47%	100%	73%		73%	89%	100%	100%	87%	92%
Were you given enough privacy whilst in the department?	97%	100%	100%	97%	93%		97%	83%	96%	100%	100%	92%
Would you recommend the Radiology service to family or friends?	100%	100%	100%	100%	100%		87%	100%	100%	100%	100%	100%
Total	97%	95%	94%	92%	92%		87%	94%	94%	98%	94%	93%

Updated March 2013