

# **FULL REPORT STATISTICS**

## **PERCENTAGE OF PATIENTS' STORIES THAT PERCEIVED THE PROBLEM**

**Total Patients' Stories: 537**

<b>176 - 32.77%</b>	Staff attitudes
<b>157 - 29.23%</b>	Care and compassion
<b>136 - 25.32%</b>	Poor communication or miscommunication between service and patient
<b>118 - 21.97%</b>	Responsiveness
<b>109 - 20.29%</b>	Waiting times before or between appointments
<b>89 - 16.57%</b>	Quality of care environment
<b>86 - 16.01%</b>	Lack of perceived positive health outcome
<b>72 - 13.4%</b>	Cleanliness
<b>65 - 12.10%</b>	Staffing levels
<b>63 - 11.73%</b>	Dignity
<b>56 - 10.42%</b>	Inclusivity
<b>52 - 9.68%</b>	Poor communication within departments (intra-departmental)
<b>32 - 5.95%</b>	Poor communication between services (inter-service)
<b>25 - 4.65%</b>	Poor communication between departments (inter-departments)
<b>24 - 4.46%</b>	Ease of access
<b>18 - 3.35%</b>	Choice of providers

### Care Environment Sub-Categories

<b>41 - 7.63%</b>	Nutrition
<b>31 - 5.77%</b>	Physical resources
<b>16 - 2.97%</b>	Issues at night
<b>13 - 2.42%</b>	Capacity
<b>8 - 1.48%</b>	State of building

## RESULTS BY CATEGORY

### NUMBER AND PERCENTAGE OF PATIENTS THAT RAISE THE ISSUE AS A CONCERN – INCLUDING YEAR ON YEAR TREND DATA

#### Poor communication within departments (intra-departmental)

**Total (out of 537): 52 - 9.68%**

Pre-07 (*out of 21*): 2 - 9.52%  
07 (*out of 106*): 10 - 9.43%  
08 (*out of 104*): 15 - 14.42%  
09 (*out of 192*): 12 - 6.25%  
10 (*out of 114*): 13 - 11.40%

#### Poor communication between departments (inter-departmental)

**Total (out of 537): 25 - 4.65%**

Pre-07 (*out of 21*): 1 - 4.76%  
07 (*out of 106*): 3 - 2.83%  
08 (*out of 104*): 2 - 1.92%  
09 (*out of 192*): 10 - 5.20%  
10 (*out of 114*): 9 - 7.89%

#### Poor communication between services (inter-service)

**Total (out of 537): 32 - 5.95%**

Pre-07 (*out of 21*): 4 - 19.04%  
07 (*out of 106*): 3 - 2.83%  
08 (*out of 104*): 2 - 1.92%  
09 (*out of 192*): 13 - 6.77%  
10 (*out of 114*): 10 - 8.77%

#### Poor communication or miscommunication between service and patient

**Total (out of 537): 136 - 25.32%**

Pre-07 (*out of 21*): 7 - 3.33%  
07 (*out of 106*): 26 - 24.52%  
08 (*out of 104*): 21 - 20.19%  
09 (*out of 192*): 54 - 28.12%  
10 (*out of 114*): 28 - 24.56%

#### Responsiveness

**Total (out of 537): 118 - 21.97%**

Pre-07 (*out of 21*): 2 - 9.52%  
07 (*out of 106*): 24 - 22.64%  
08 (*out of 104*): 22 - 21.15%  
09 (*out of 192*): 44 - 22.91%  
10 (*out of 114*): 26 - 22.80%

#### Inclusivity

**Total (out of 537): 56 - 10.42%**

Pre-07 (*out of 21*): 1 - 4.76%  
07 (*out of 106*): 11 - 10.37%

08 (out of 104): 9 - 8.65%  
09 (out of 192): 20 - 10.41%  
10 (out of 114): 15 - 13.15%

Lack of perceived positive health outcome

**Total (out of 537): 86 - 16.01%**

Pre-07 (out of 21): 3 - 14.28%  
07 (out of 106): 11 - 10.37%  
08 (out of 104): 12 - 11.53%  
09 (out of 192): 33 - 17.18%  
10 (out of 114): 27 - 23.68%

Care and compassion

**Total (out of 537): 157 - 29.23%**

Pre-07 (out of 21): 4 - 19.04%  
07 (out of 106): 23 - 21.69%  
08 (out of 104): 29 - 27.88%  
09 (out of 192): 65 - 33.85%  
10 (out of 114): 36 - 31.57%

Cleanliness

**Total (out of 537): 72 - 13.4%**

Pre-07 (out of 21): 5 - 23.80%  
07 (out of 106): 22 - 20.75%  
08 (out of 104): 11 - 10.57%  
09 (out of 192): 28 - 14.58%  
10 (out of 114): 6 - 5.26%

Quality of Care Environment

**Total (out of 537): 89 - 16.57%**

Pre-07 (out of 21): 5 - 23.80%  
07 (out of 106): 13 - 12.26%  
08 (out of 104): 11 - 10.57%  
09 (out of 192): 44 - 22.92%  
10 (out of 114): 16 - 14.04%

Staffing levels

**Total (out of 537): 65 - 12.10%**

Pre-07 (out of 21): 5 - 2.38%  
07 (out of 106): 12 - 11.32%  
08 (out of 104): 12 - 11.53%  
09 (out of 192): 28 - 14.58%  
10 (out of 114): 8 - 7.01%

Staff attitudes

**Total (out of 537): 176 - 32.77%**

Pre-07 (out of 21): 2 - 9.52%  
07 (out of 106): 21 - 19.81%  
08 (out of 104): 30 - 28.84%  
09 (out of 192): 67 - 23.12%  
10 (out of 114): 56 - 49.12%

Choice of providers

**Total (out of 537): 18 - 3.35%**

Pre-07 (out of 21): 0  
07 (out of 106): 5 - 4.71%  
08 (out of 104): 4 - 3.84%  
09 (out of 192): 3 - 1.56%  
10 (out of 114): 6 - 5.26%

Ease of access

**Total (out of 537): 24 - 4.46%**

Pre-07 (out of 21): 4 - 19.04%  
07 (out of 106): 5 - 4.71%  
08 (out of 104): 4 - 3.84%  
09 (out of 192): 7 - 3.64%  
10 (out of 114): 4 - 3.50%

Waiting times before or between appointments

**Total (out of 537): 109 - 20.29%**

Pre-07 (out of 21): 7 - 33.33%  
07 (out of 106): 16 - 15.09%  
08 (out of 104): 18 - 17.30%  
09 (out of 192): 46 - 23.95%  
10 (out of 114): 22 - 19.29%

Dignity

**Total (out of 537): 63 - 11.73%**

Pre-07 (out of 21): 4 - 19.04%  
07 (out of 106): 9 - 8.49%  
08 (out of 104): 8 - 7.69%  
09 (out of 192): 26 - 13.54%  
10 (out of 114): 16 - 14.03%

Quality of Care Environment – Broken down into further sub-categories

Nutrition

**Total (out of 537): 41 - 7.63%**

Pre-07 (out of 21): 3 - 14.28%  
07 (out of 106): 10 - 9.43%  
08 (out of 104): 3 - 2.88%  
09 (out of 192): 18 - 9.37%  
10 (out of 114): 7 - 6.14%

Issues at night

**Total (out of 537): 16 - 2.97%**

Pre-07 (out of 21): 0  
07 (out of 106): 0  
08 (out of 104): 2 - 1.92%  
09 (out of 192): 9 - 4.68%  
10 (out of 114): 5 - 4.38%

Physical resources

**Total (out of 537): 31 - 5.77%**

Pre-07 (out of 21): 0  
07 (out of 106): 3 - 2.83%  
08 (out of 104): 1 - 0.96%  
09 (out of 192): 18 - 9.37%  
10 (out of 114): 9 - 7.89%

State of building

**Total (out of 537): 8 - 1.48%**

Pre-07 (out of 21): 1 - 4.76%  
07 (out of 106): 0  
08 (out of 104): 1 - 0.96%  
09 (out of 192): 5 - 2.60%  
10 (out of 114): 1 - 0.87%

Capacity

**Total (out of 537): 13 - 2.42%**

Pre-07 (out of 21): 2 - 9.52%  
07 (out of 106): 0  
08 (out of 104): 5 - 4.80%  
09 (out of 192): 5 - 2.60%  
10 (out of 114): 1 - 0.87%