

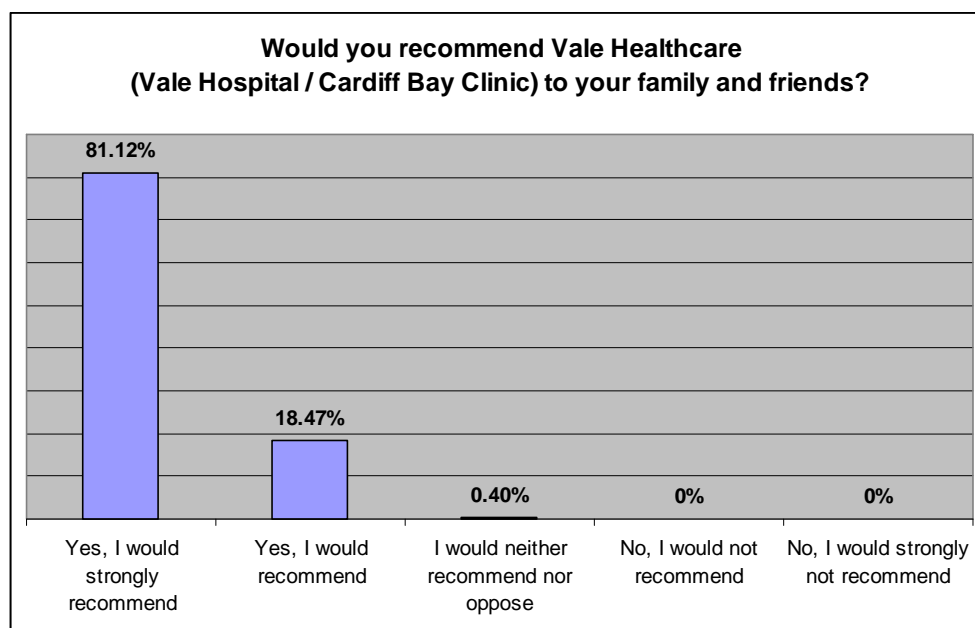
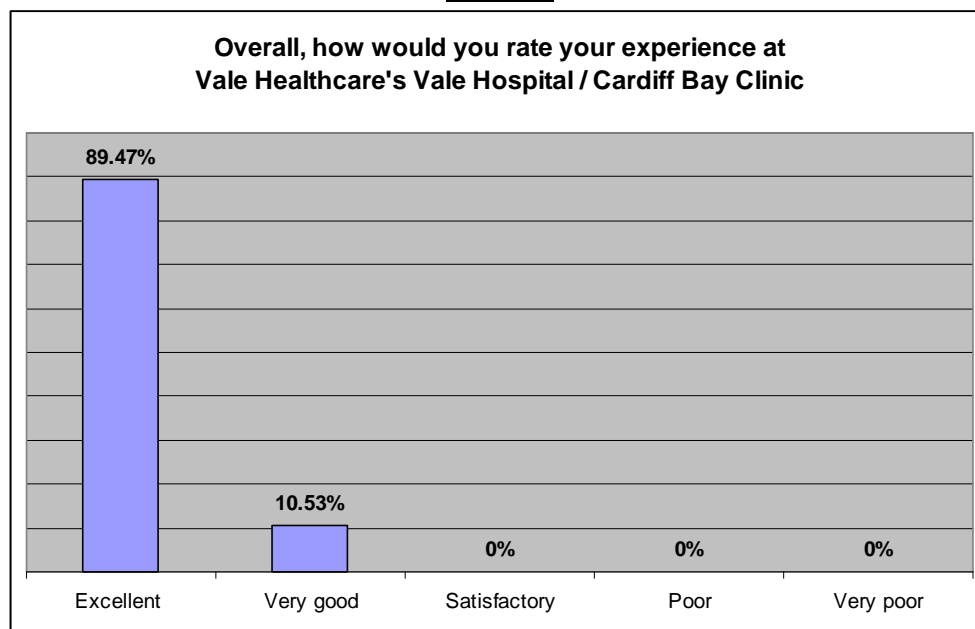
Vale Healthcare Patient Satisfaction Results 2010

At Vale Healthcare we aim to provide the highest standards of care and treatment for every patient. To help us measure if we are reaching these standards, we ask our patients to take a few minutes to complete a questionnaire regarding their experience at Vale Healthcare. This includes both the Cardiff Bay Clinic and Vale Hospital (from June 2010).

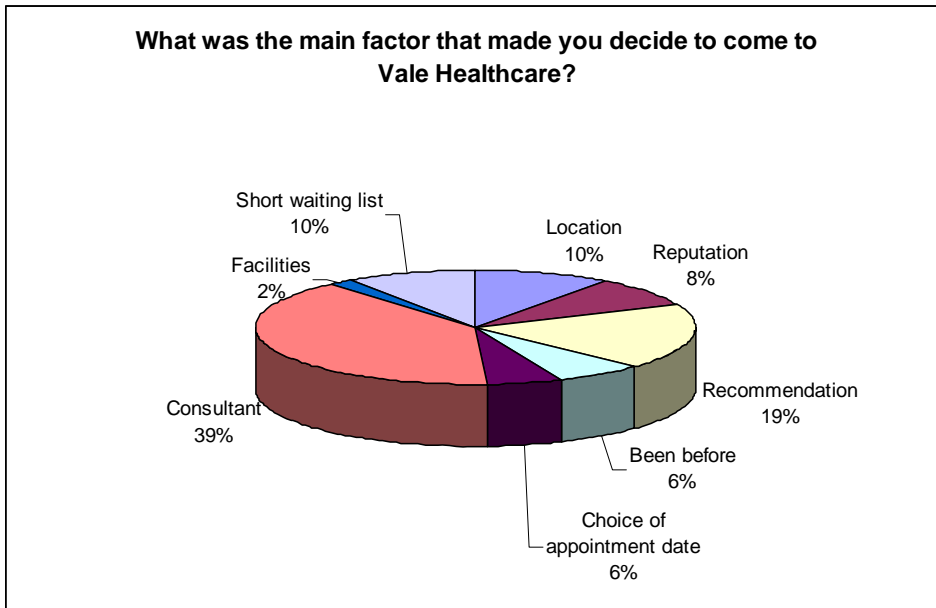
We regard our patient opinions and comments as extremely valuable and we use them to identify opportunities for improvement, and to highlight areas of success.

The 2010 results apply to feedback regarding the Cardiff Bay Clinic & Vale Hospital. Over 250 patients have provided their feedback.

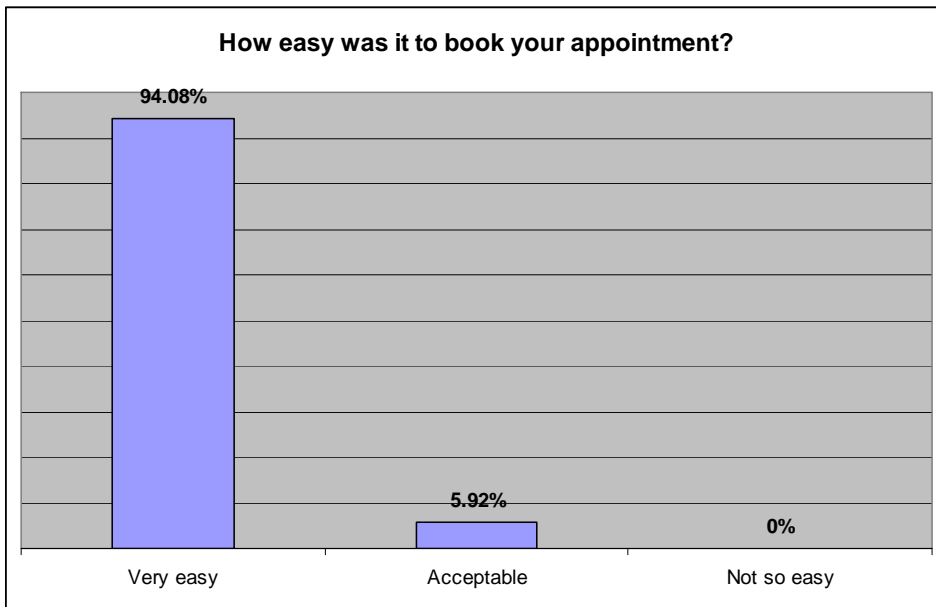
Overall



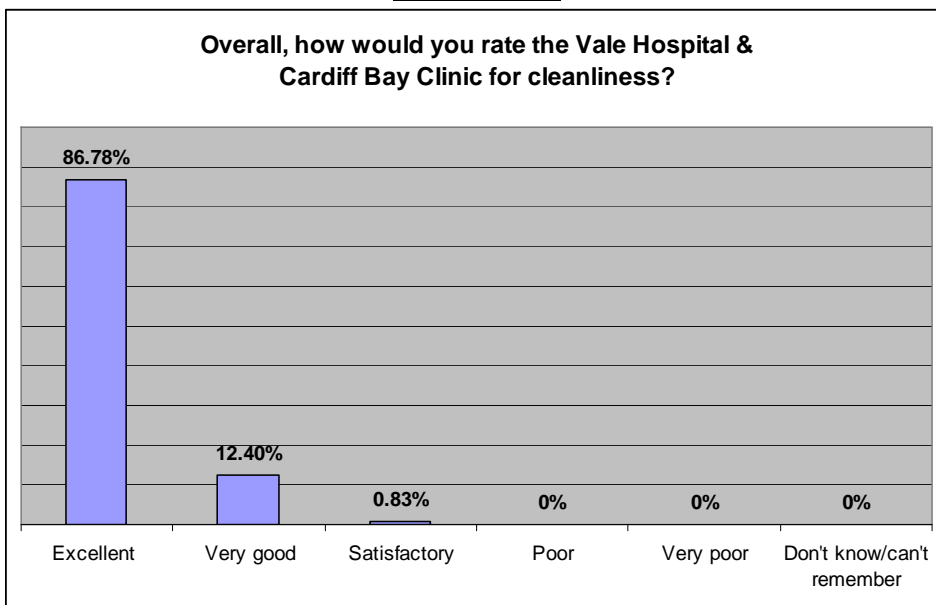
Choosing Vale Healthcare (Vale Hospital / Cardiff Bay Clinic)



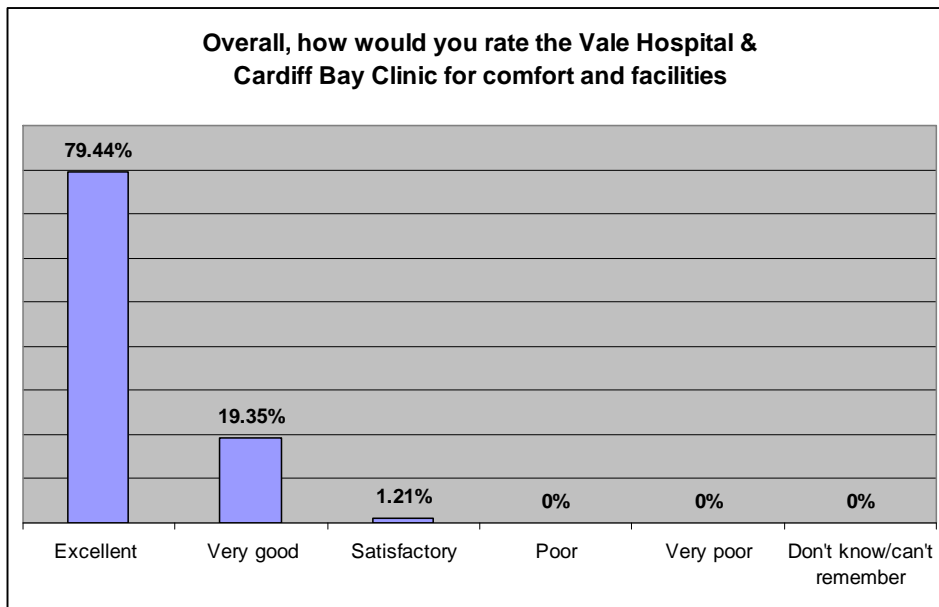
Booking an appointment with Vale Healthcare



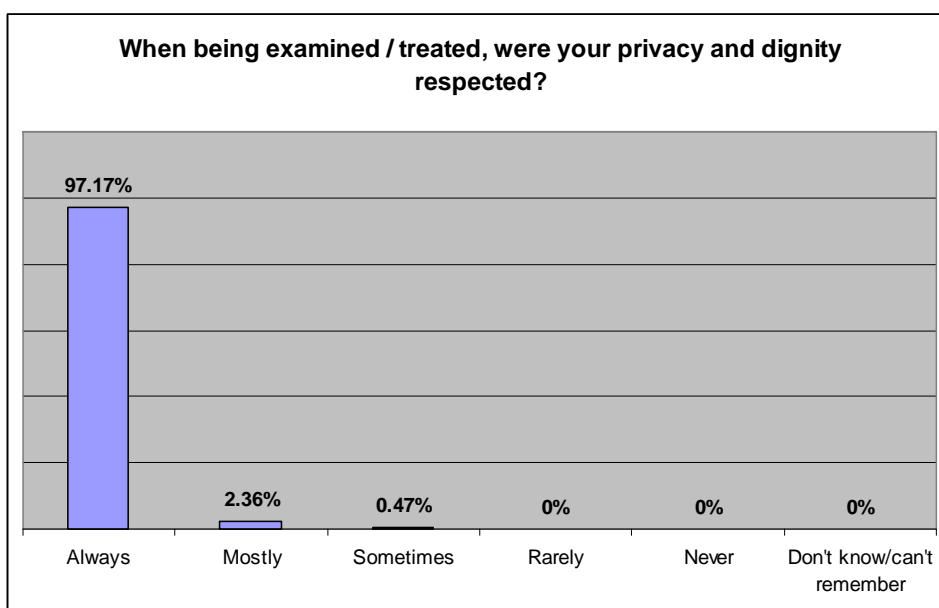
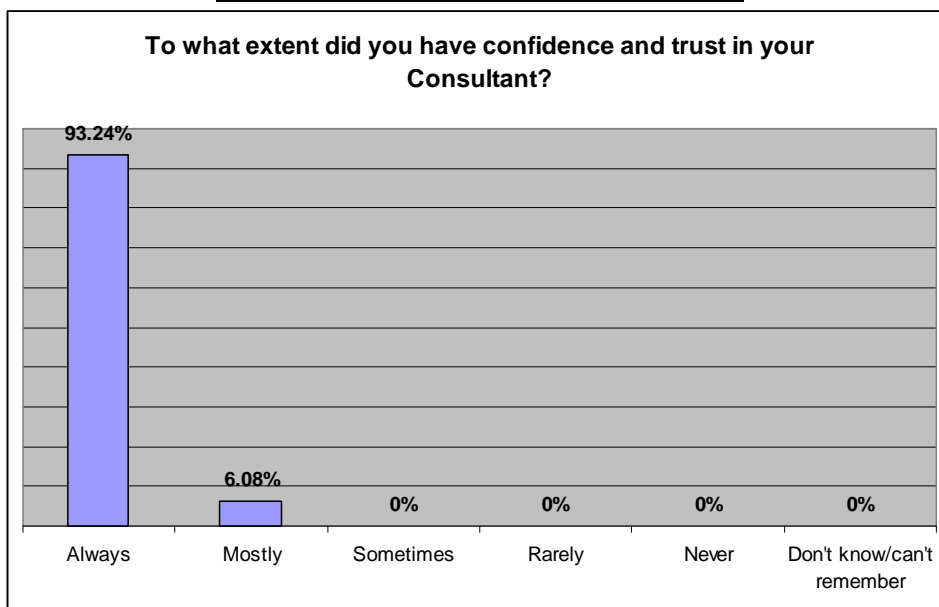
Cleanliness

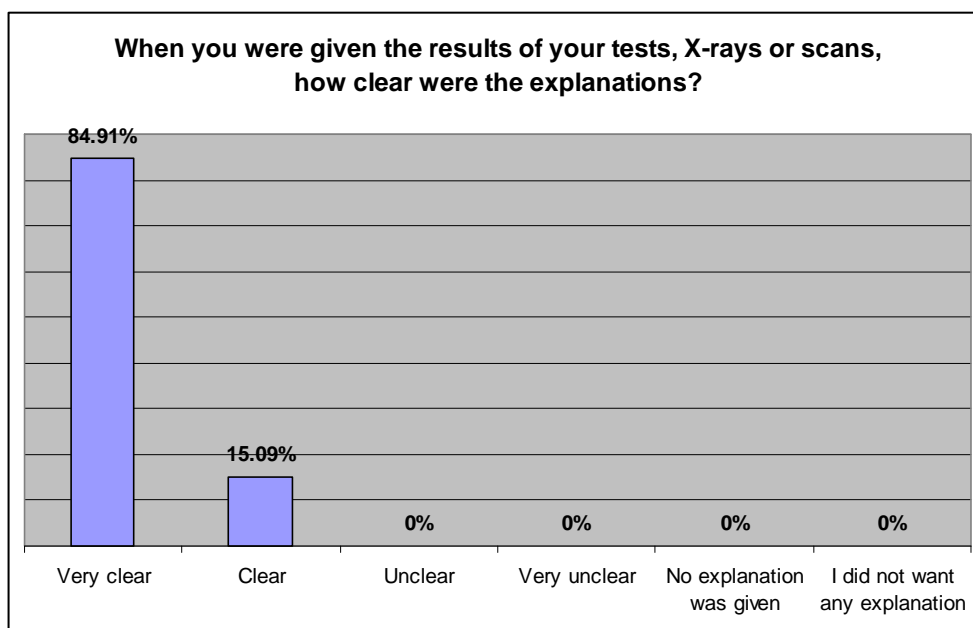
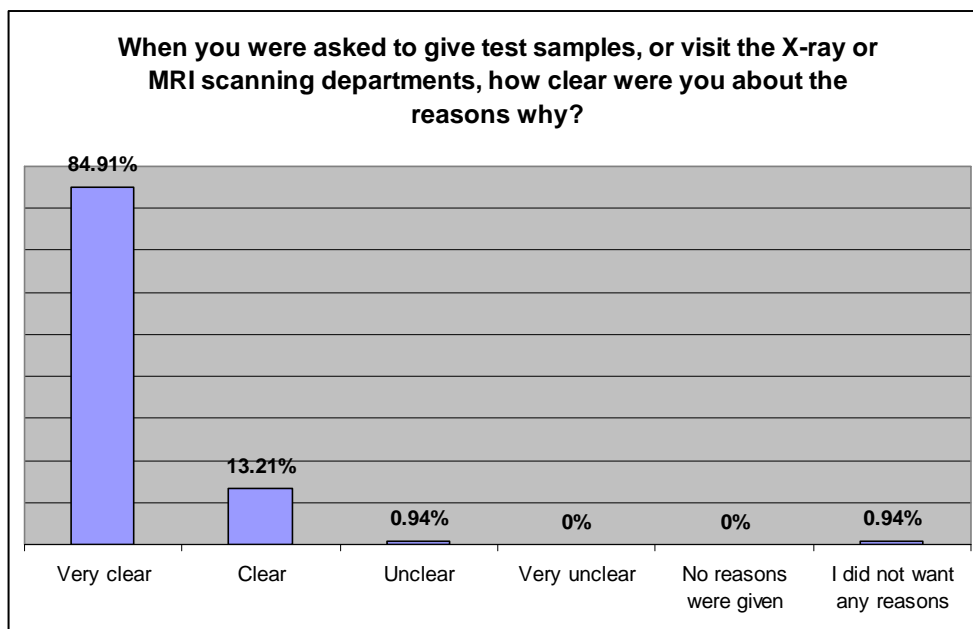
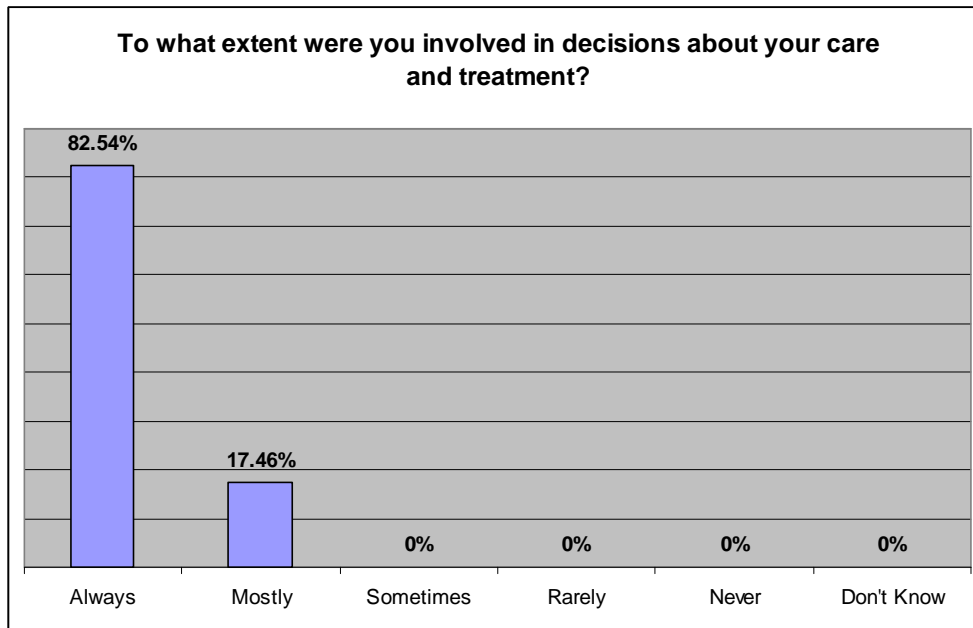


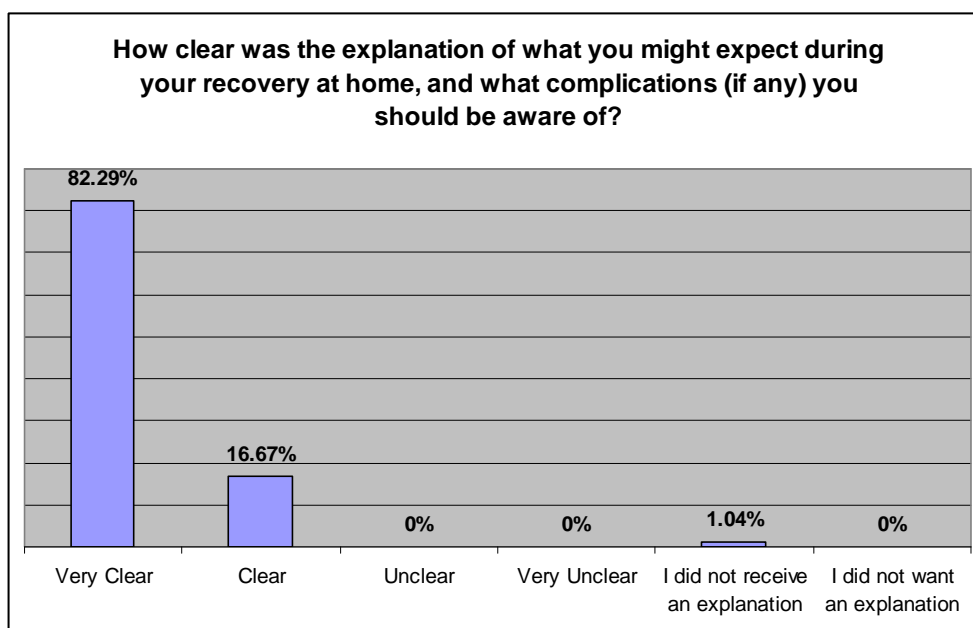
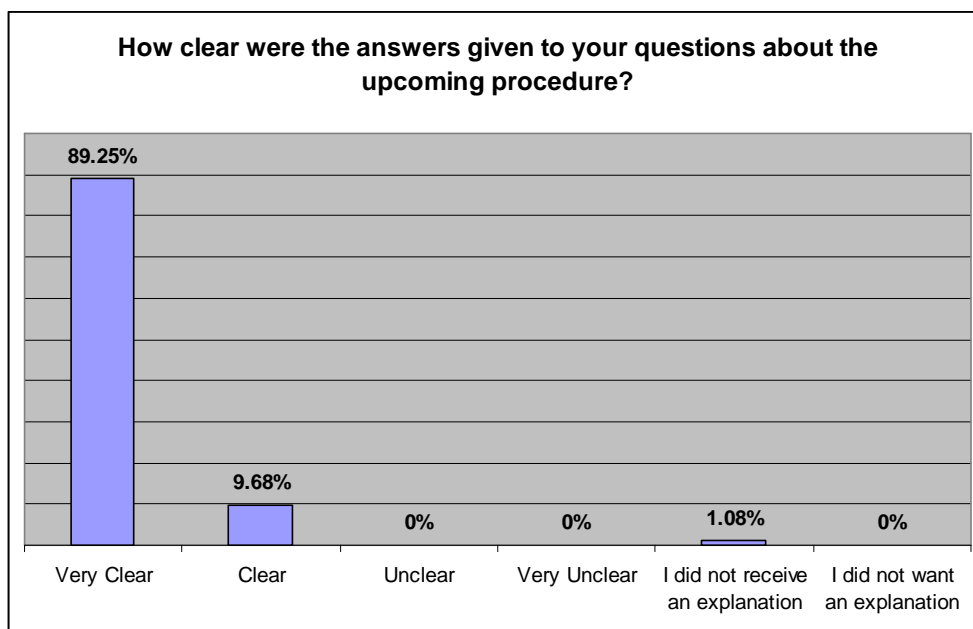
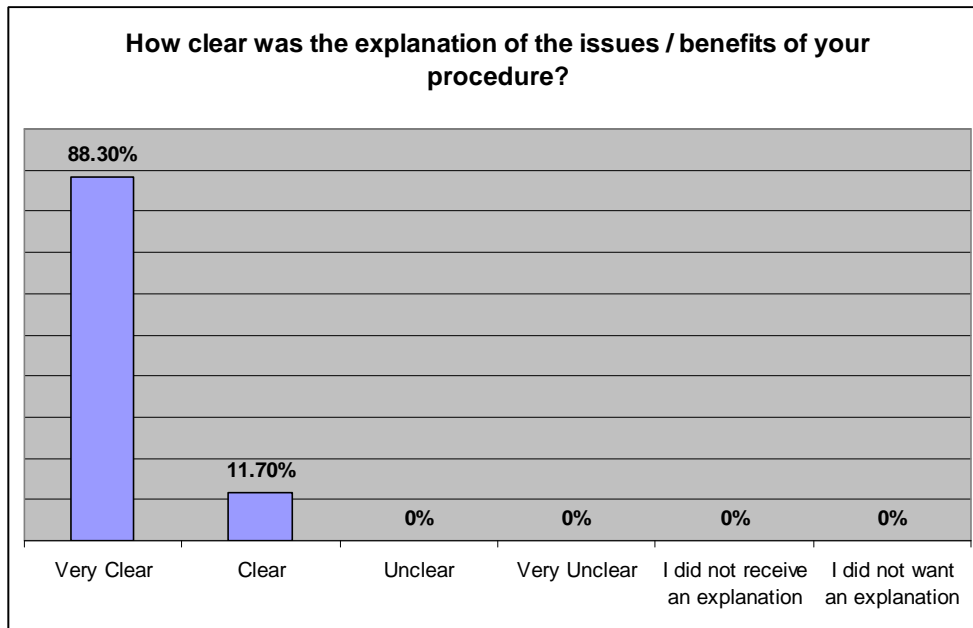
Comfort and facilities



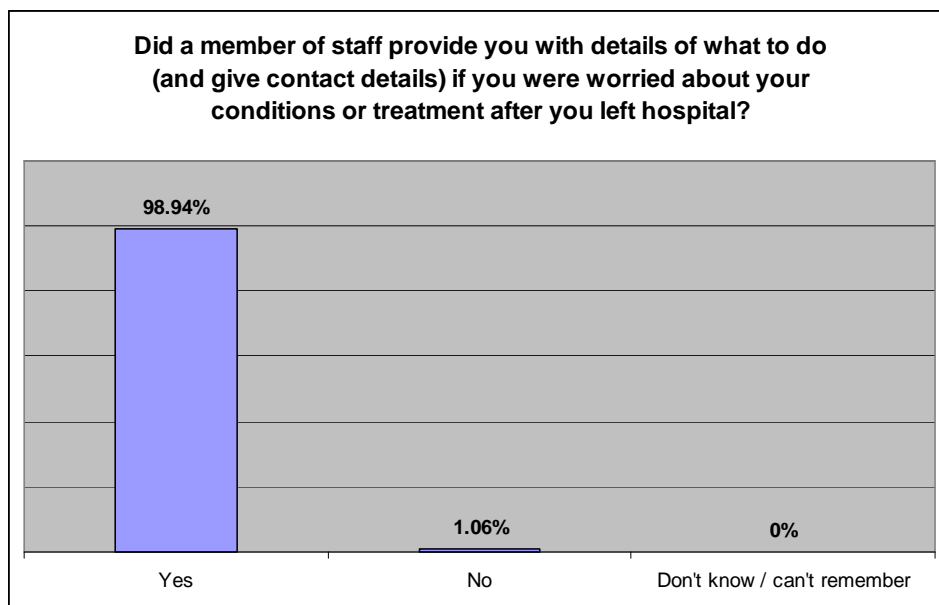
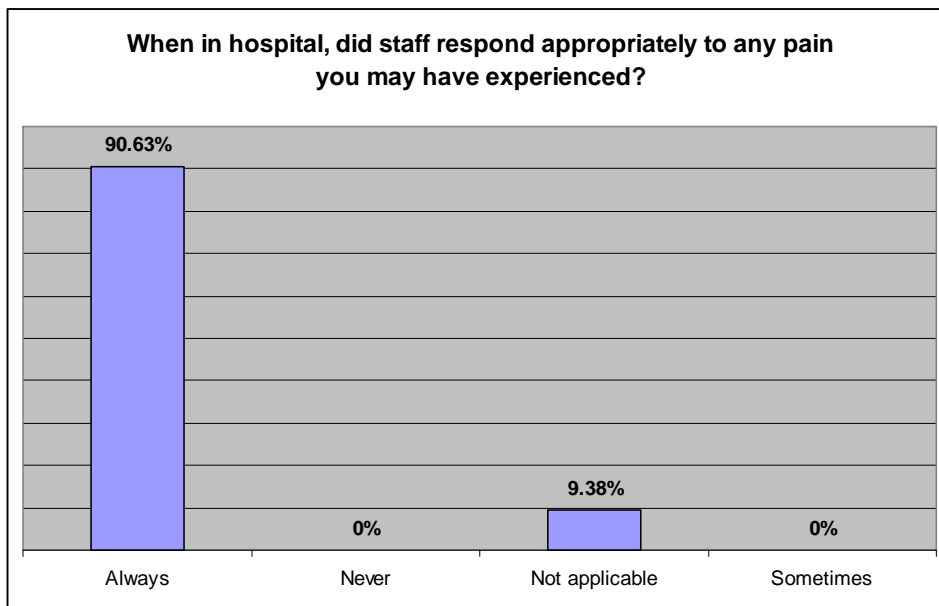
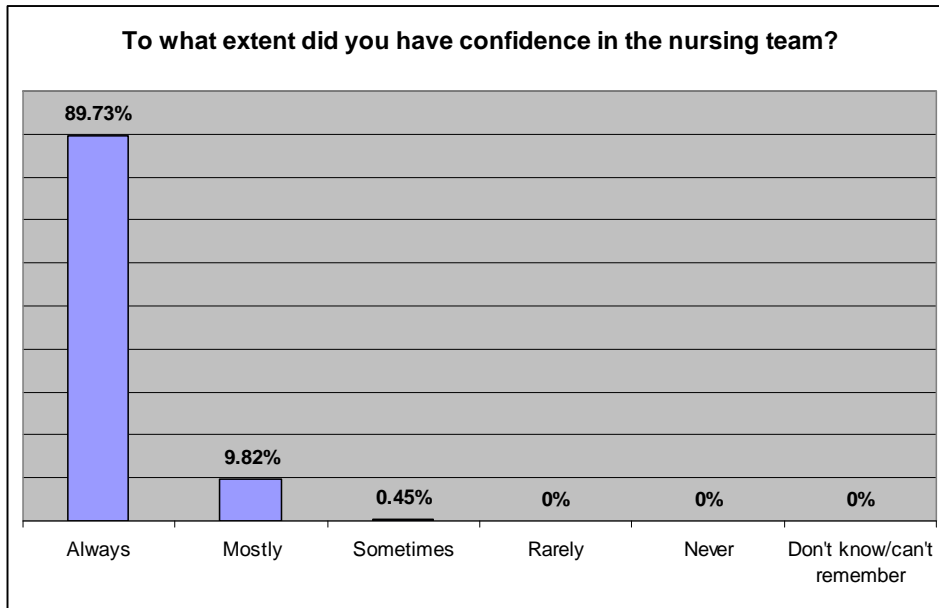
Your clinical care - Consultant care



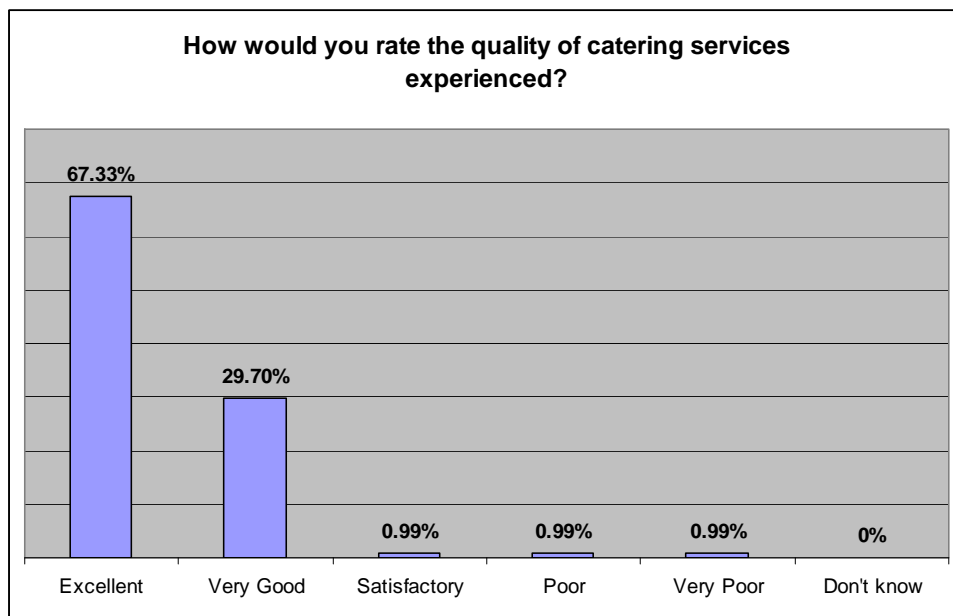
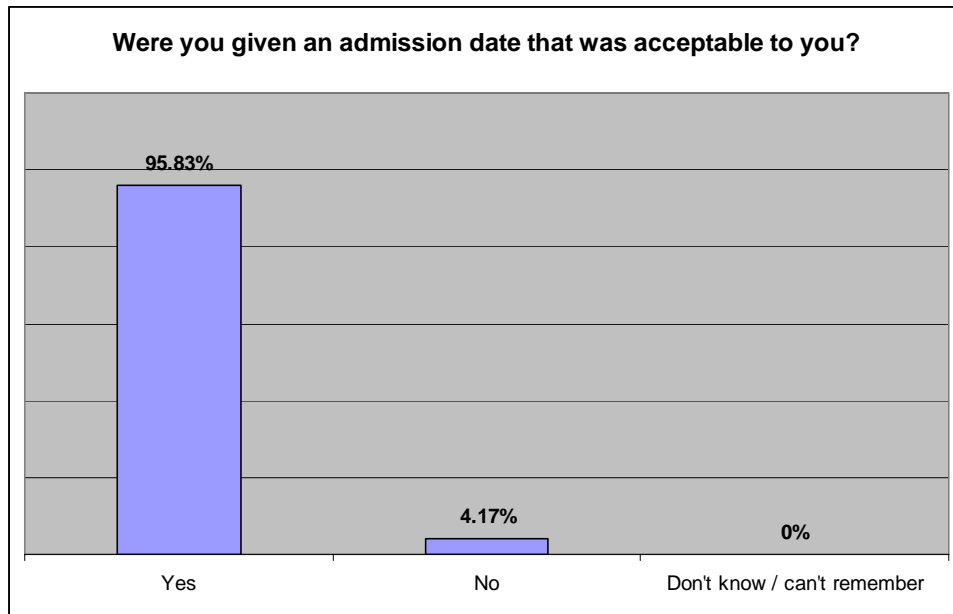




Your clinical care - Nursing care



Inpatient services at The Vale Hospital:



Patient comments

- A huge thank you to everyone at the Vale for making my stay, my operation, and recovery such a loving, caring and healing experience.
- Every face that came in to my room was a pleasure to see. It certainly is a god given place.
- Staff were really helpful and understanding, food was exceptional and great range of food
- The Hospital is super, carry on the good work. All staff were excellent
- A wonderful experience from pre assessment to discharge. Thank You
- All aspects rank as one of the best customer experiences that I have had.
- I would like to state that I was extremely impressed with the standard of service and treatment that I have received throughout. Faultless.
- All staff made my operation a comfortable experience which I was worried could have been an ordeal. Thank you to everyone for being so kind and attentive
- As I've worked most of my career in the NHS I understand hospitals and how they work. I really appreciate the care and personal attention not to mention very professional approach of every single staff member I met. I have nothing but praise for the team and it's been an excellent experience and outcome for me, Many Thanks.
- Attended the mammogram through M&S, the experience and personnel involved were excellent
- Attitude and service of all staff was outstanding, relaxed but very professional environment
- Better service than last years stay at Ceasers palace (Las Vegas!). Well done!
- Everything about the clinic and staff was excellent
- Everything was superb, just like being in a 5* hotel, excellent service by excellent people
- Excellent care, lovely team really enjoyed my stay
- Excellent care I cannot think of anything negative
- Excellent standard of care. Thank You very much
- Fantastic Nursing care, you can not improve on perfection! My stay was first class. Huge thanks to ALL nursing staff. Mr Woodward is a gentleman, and the food is of restaurant standard
- Hopefully the excellent standard of care will continue
- I cannot say enough about the nurses and consultants, first class care
- I don't think it would be possible to improve nursing team - they were excellent
- I have had several operations over the years and I can say without hesitation that the care and service and professionalism I received were second to none. A big thank you.
- I have no suggestions to make - I am thoroughly satisfied with my treatment from start to finish. I have already referred a friend to the clinic and he has received treatment.
- I was a day patient at the hospital which was amazing
- I would like to compliment the entire staff for their friendliness and help at all times.
- I would like to state that I was extremely impressed with the standard of service and treatment that I have received throughout. Faultless.

- I would like to thank you all so much for all the help and support that you have given me. I'm really really grateful. I feel so honoured to have had amazing care. I feel very much like we have all become good friends.
- If ever surgery was needed again I would have every confidence in revisiting and not hesitate to return
- All the staff were of the highest standard I have never been so well cared for
- No suggestions needed, an outstanding service throughout. Praise to all the staff - from cleaners, caterers, health professionals and managers, keep up the good work.
- Nurses were excellent / very friendly and willing to do anything for my comfort food was excellent also everything was kept very clean overall the service I received was second to none - really excellent
- The care I received during my stay was outstanding - I have already recommended Mr Boyce @ Vale Healthcare to two of my friends.
- Very professional and excellent care, the team that looked after me did so to a very high standard. Many thanks.

Many thanks to all Vale Healthcare patients that have taken the time to complete our survey and assist us in producing this report.