

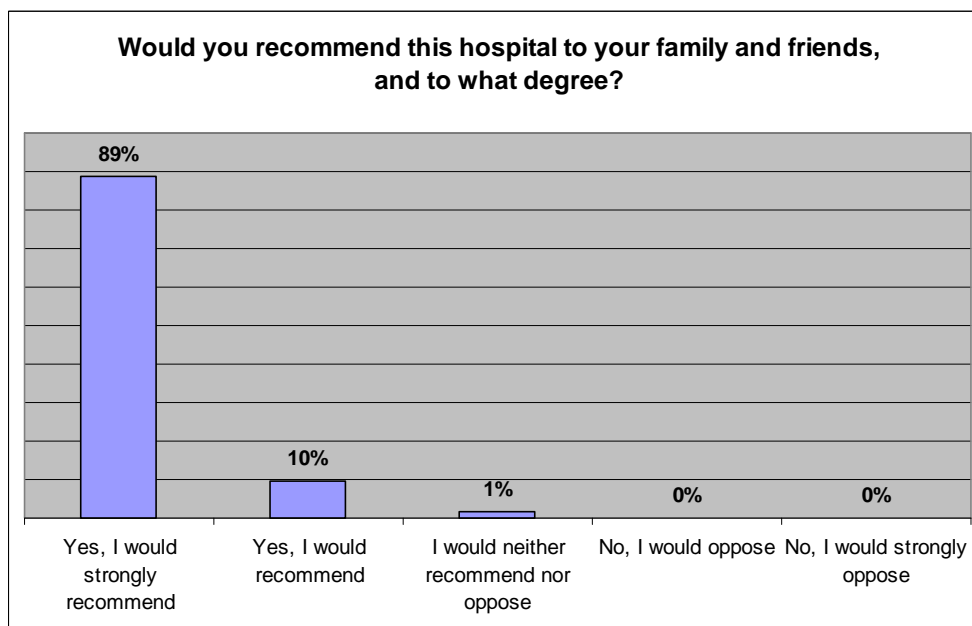
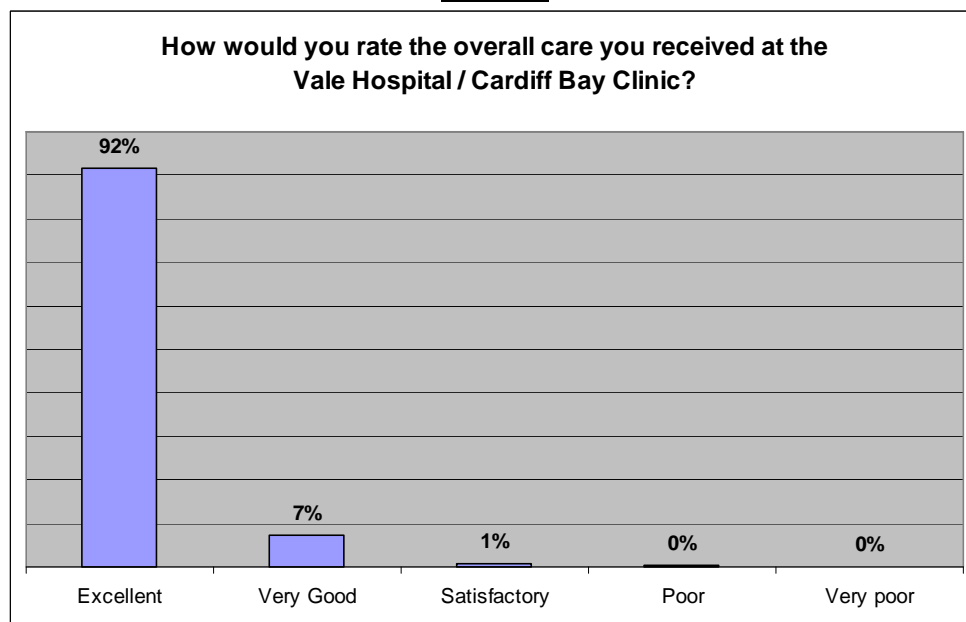
Vale Healthcare Patient Satisfaction Results 2011

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.

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.

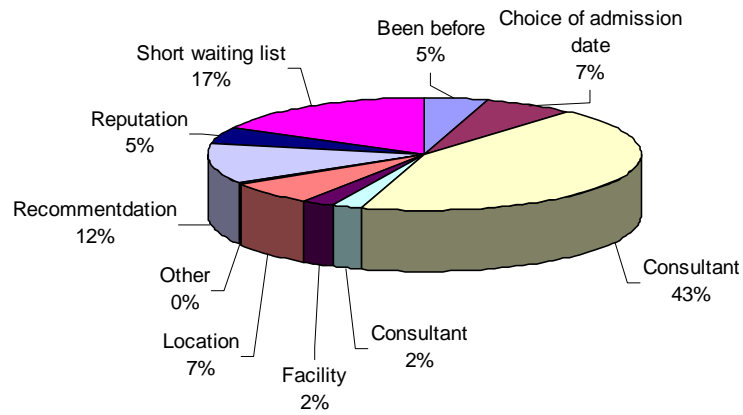
The 2011 results apply to feedback regarding the Cardiff Bay Clinic & the Vale Hospital. Over 330 patients have provided their feedback.

Overall



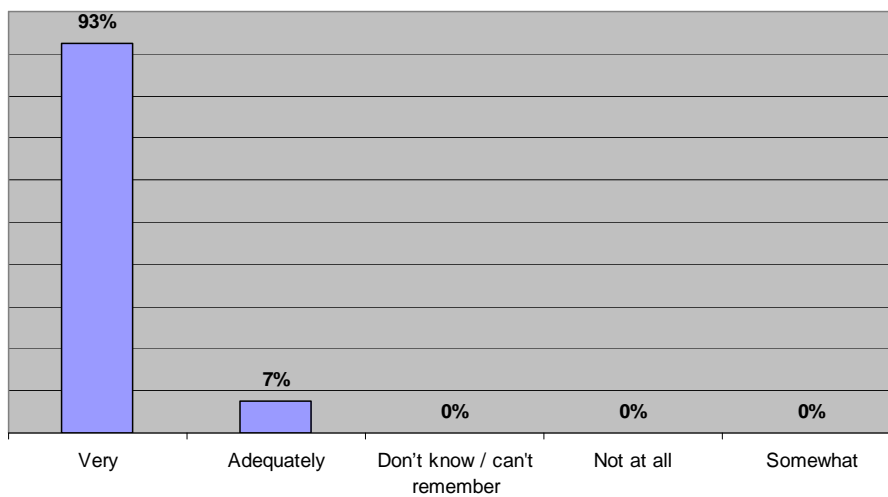
Choosing Vale Healthcare (Vale Hospital / Cardiff Bay Clinic)

What was the main factor that made you decide to come to Vale Healthcare?



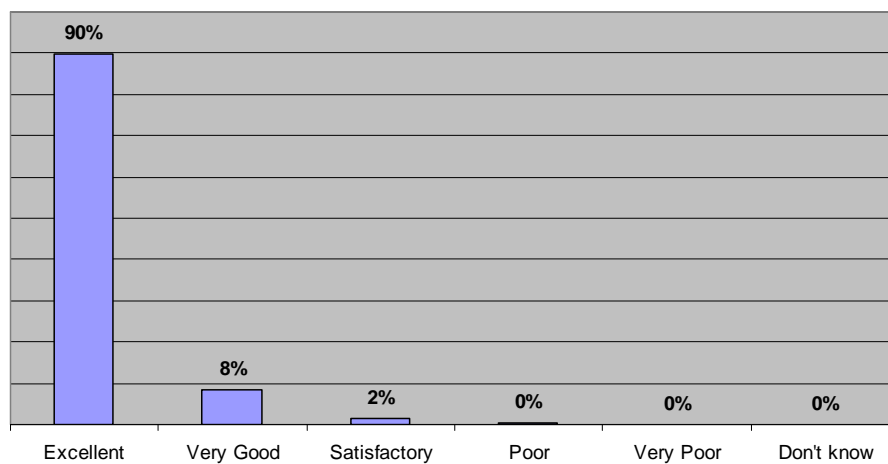
Booking an appointment with Vale Healthcare

How easy was it to book your appointment?

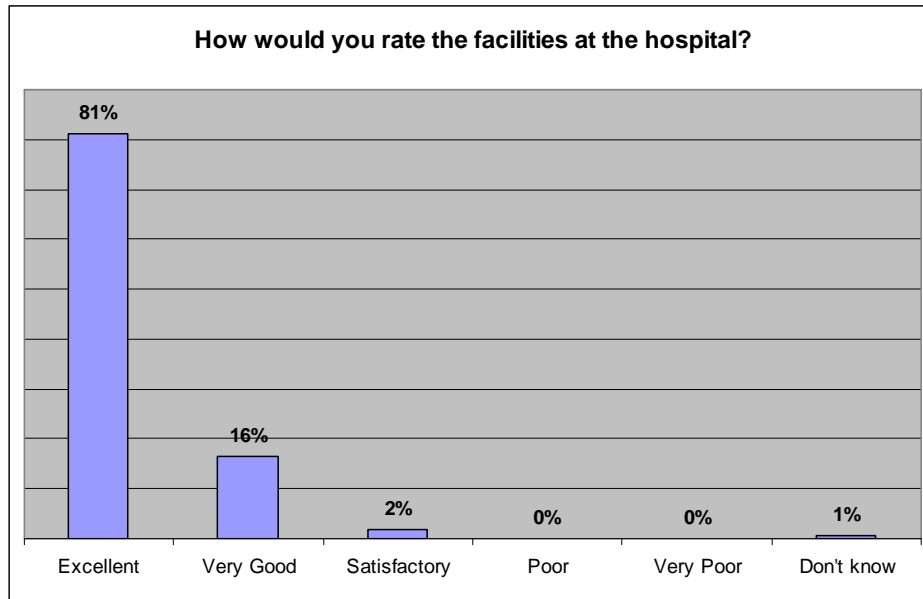


Cleanliness

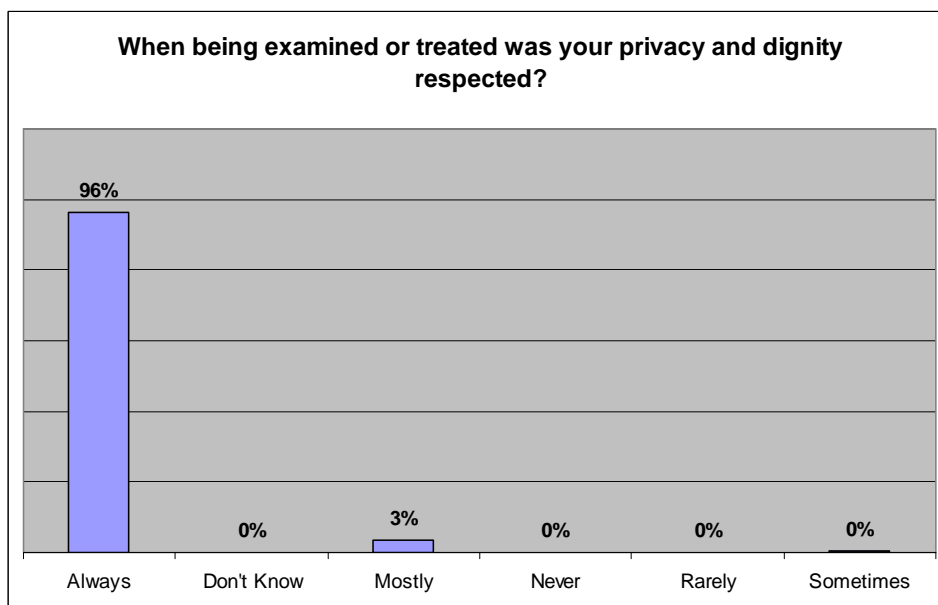
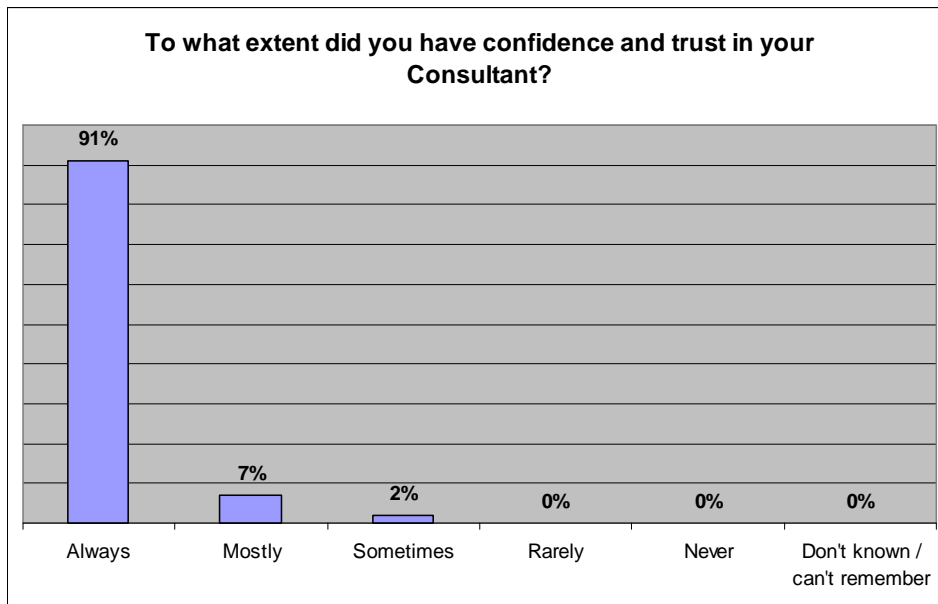
Overall, how would you rate the Vale Hospital & Cardiff Bay Clinic for cleanliness?

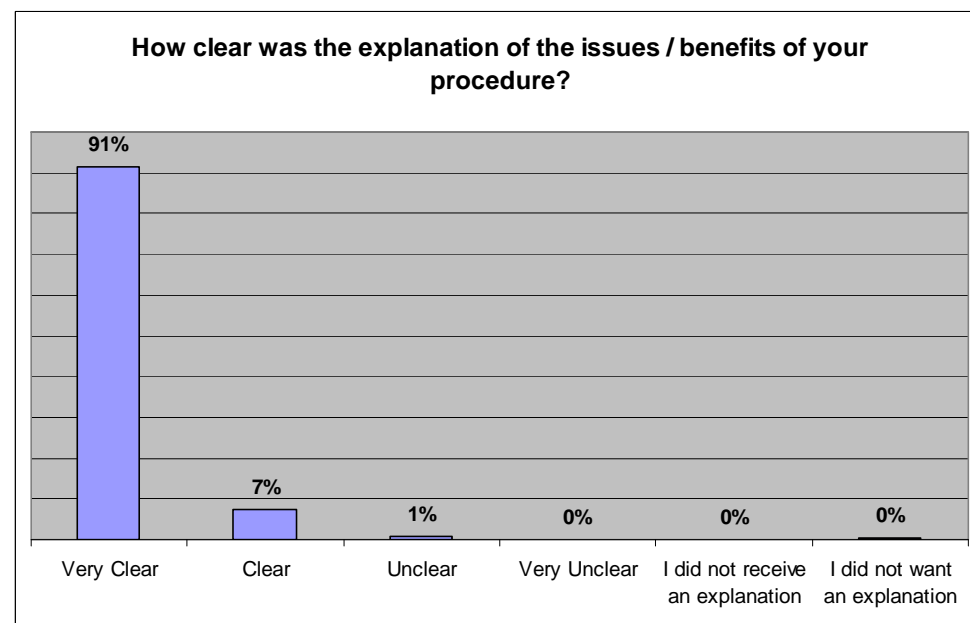
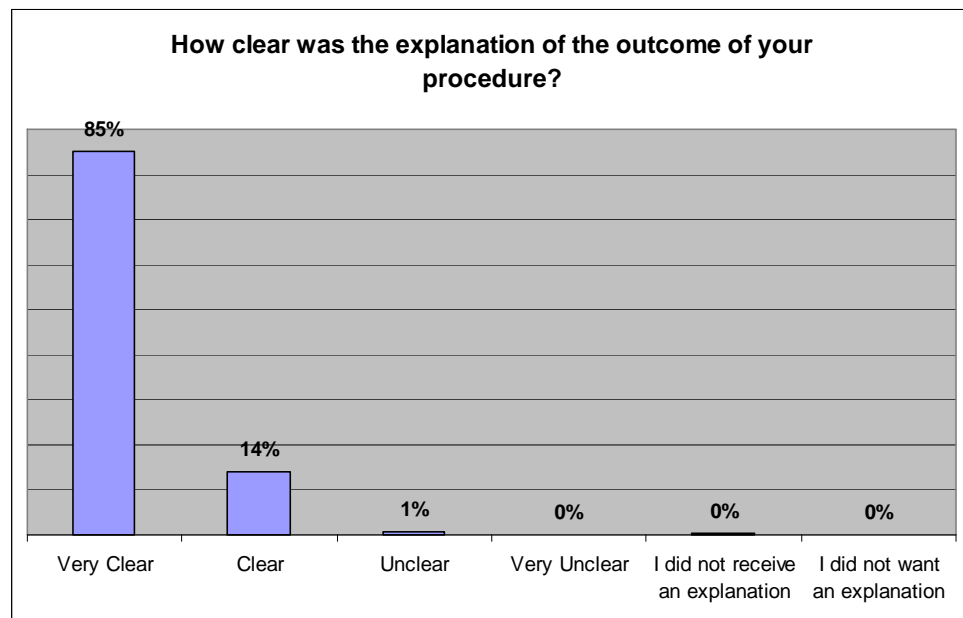
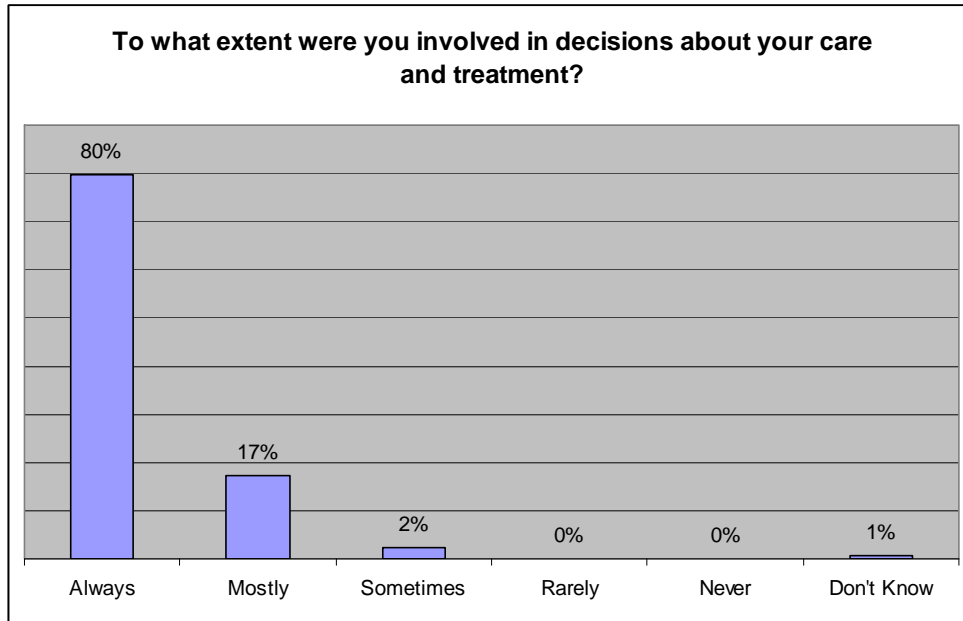


Comfort and facilities

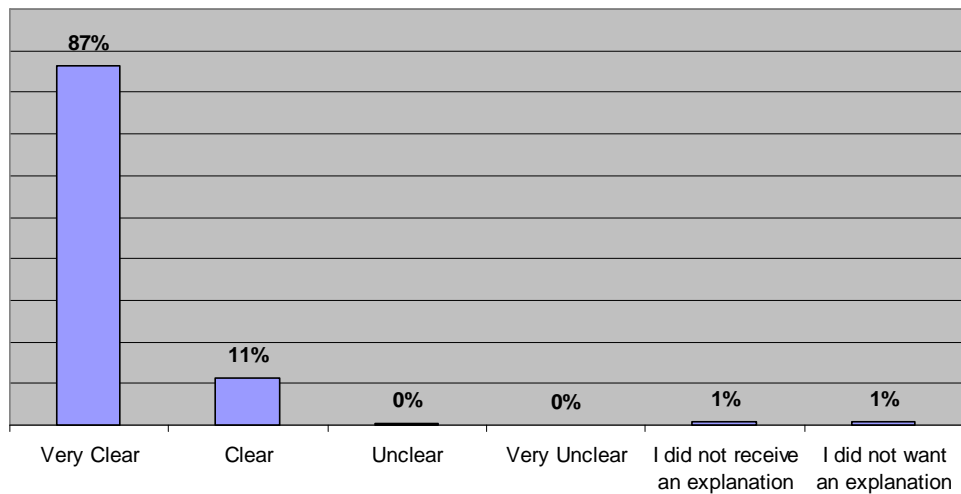


Your clinical care - Consultant care

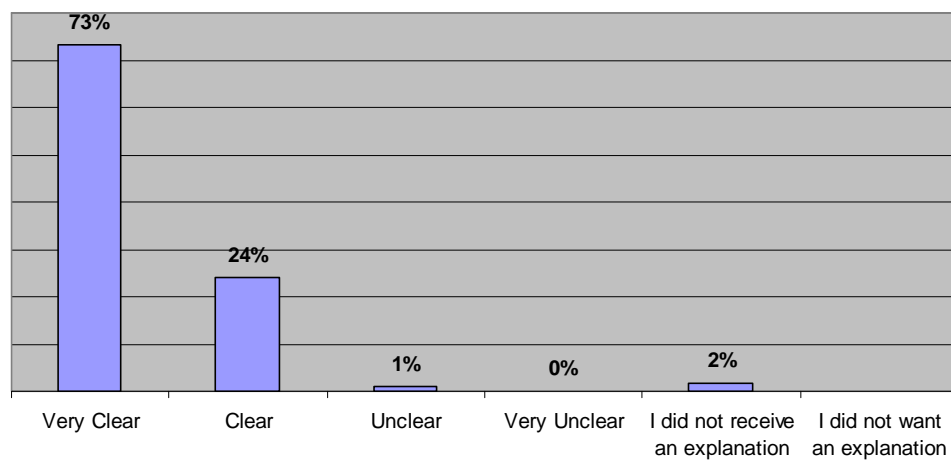




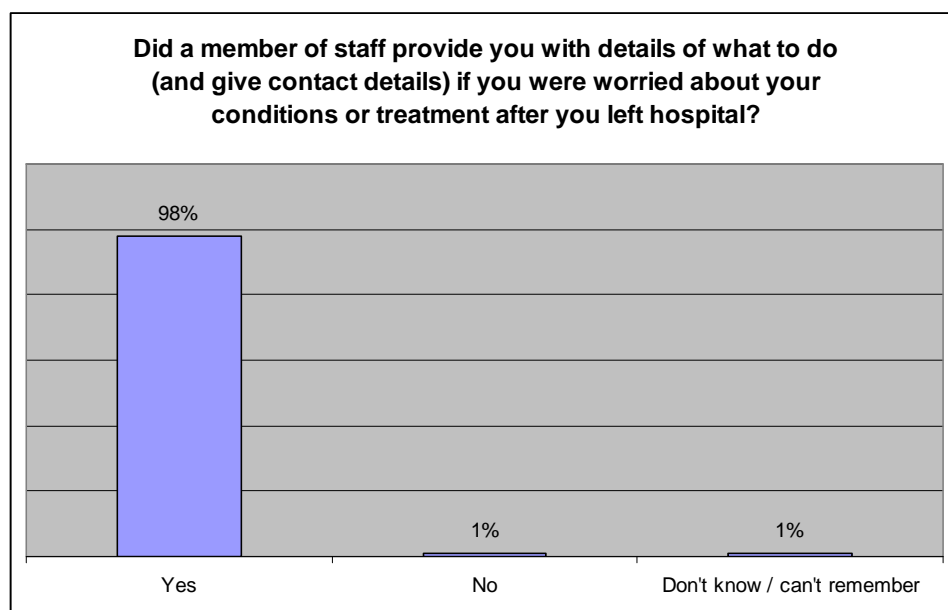
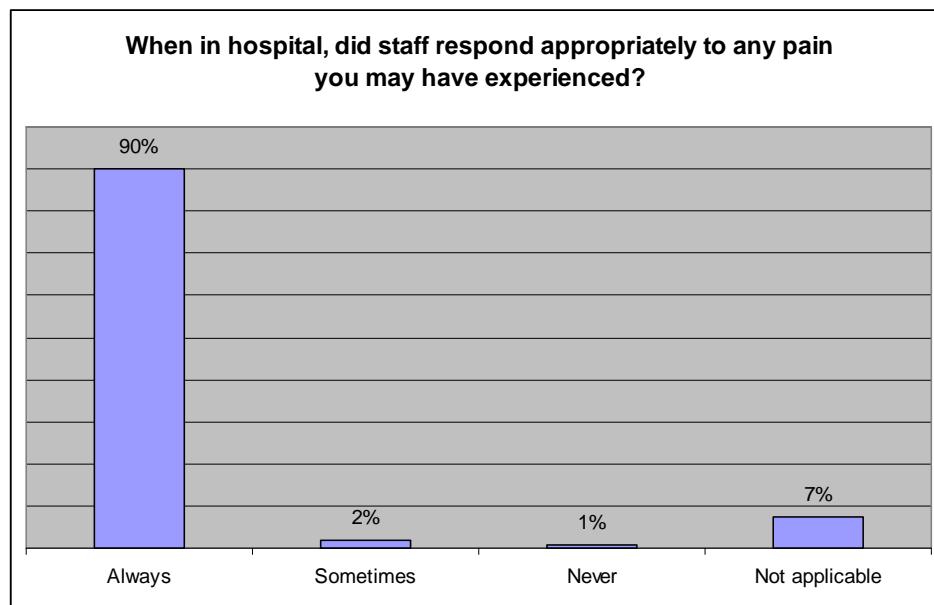
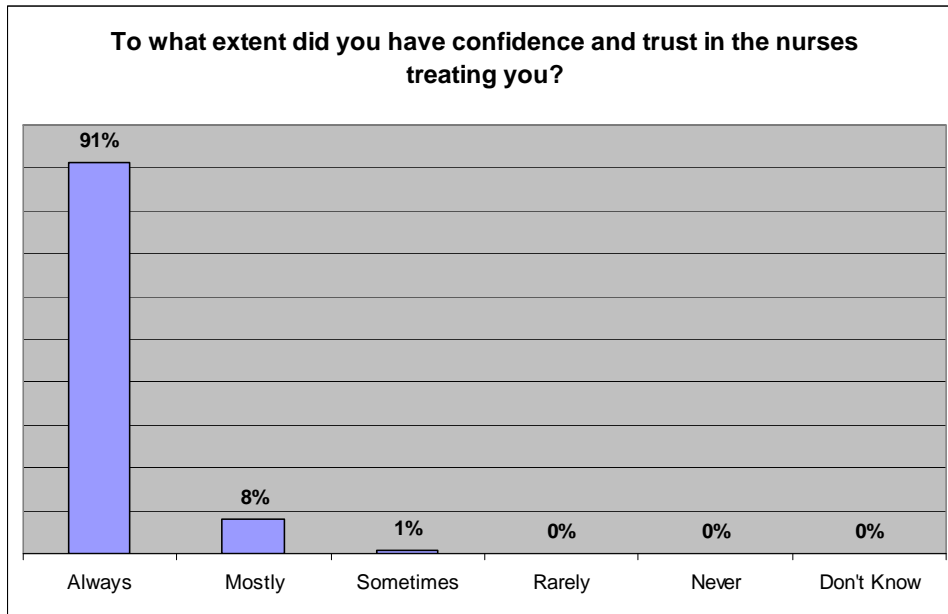
How clear were the answers given to your questions about the upcoming procedure?



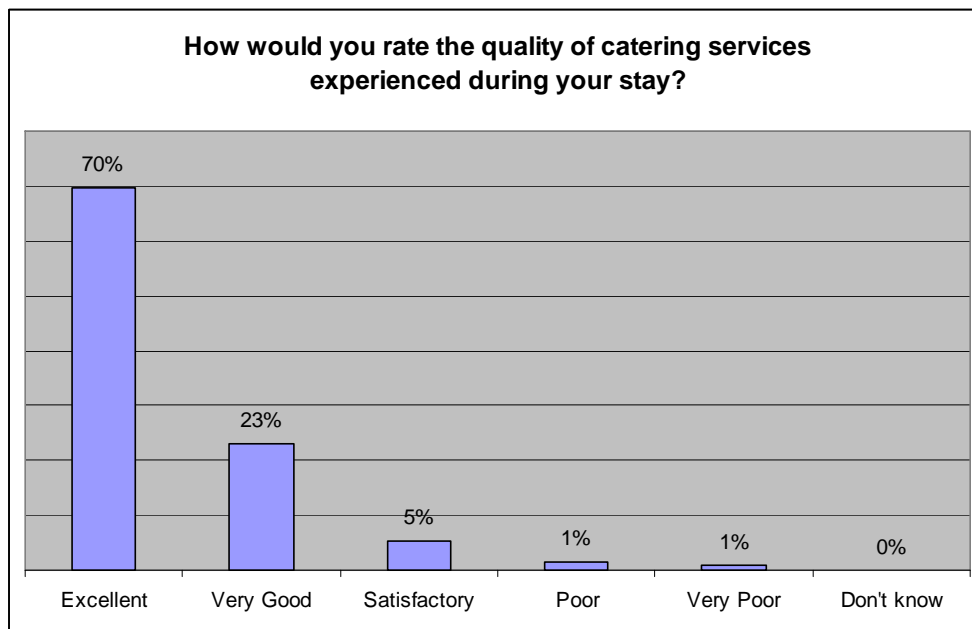
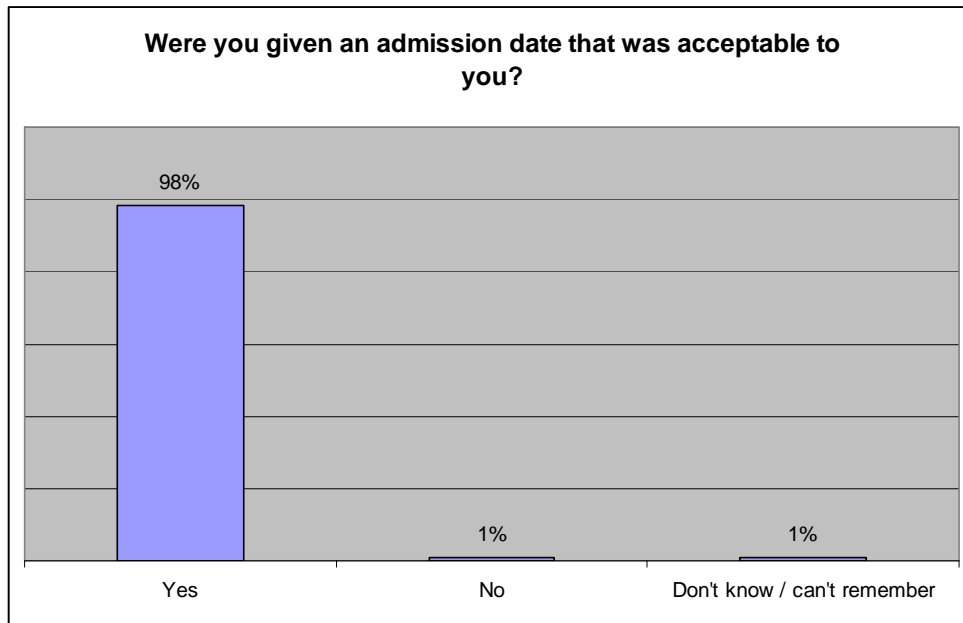
How clear was the explanation of what you might expect during your recovery at home, and what complications (if any) you should be aware of?



Your clinical care - Nursing care



Inpatient services at The Vale Hospital:



Patient comments

- You should be so proud of your team - such professionals and I can honestly say that it would be difficult to find fault with any of part of your service offering.
- Would like to thank all staff for making everything as comfortable and happy really made my stay better. Thank You
- Very quiet and restful environment
- The care I received was wonderful with kindness and sense of humour from moment of arrival till discharge supervision was regular and sympathetic. Meal presentation and serving excellent and luscious. Thank you
- Thank you for everything. Very comfortable stay and looked after well and very pleased with the results. Thank you to Charlene and Debbie.
- Thank you for my mothers care, especially as it was her first ever experience in hospital! You have all been cheery and helpful!
- Staff friendly caring and helpful would have enjoyed the stay if it had not been for the operation.
- Shame all hospitals cannot run this way!!!
- Overall very good experience. Food also excellent
- Outstanding care from beginning to end. Every little detail attended to, absolutely outstanding.
- Nursing staff were excellent they went out of their way to help.
- No improvement needed, very pleased with everything, all staff from top to bottom were brilliant.
- Kind and considerate staff - nursing/catering, and porters.
- I will definitely recommend you to colleagues and friends. I've stayed elsewhere on 2 occasions, but this is far more superior. The room was clean and the people lovely and knowledgeable. Theatre staff put me completely at ease.
- I was very impressed with all the staff especially the nursing and Physio staff. They were patient and kind. I would highly recommend this hospital
- I felt that I was given the best possible opportunity to make a full recovery. The nurses and Physio's were excellent. The hospital was very clean. A very positive environment.
- How can you improve on excellence?
- From my first appointment to my discharge I received nothing but friendly and professional service. I was very impressed.
- Felt very at ease, all excellent.
- Excellent the treatment I received was 1st class.
- Excellent service as always. This was my fourth stay since the hospital opened.
- Excellent in all aspects of care.
- Excellent hospital facilities. Staff friendly, helpful, informative, reassuring and polite. Felt very safe.
- Excellent care and treatment throughout.
- Excellent, from walking in through the front door to leaving. Makes my insurance premium worthwhile.
- Everyone was very friendly. They made me feel very comfortable.

- Everything was handled perfectly. The nurses were fantastic as were the other health professional whom I met.
- Doctors, nurses, catering staff etc. have all been most helpful, respectful and made my overnight stay very comfortable.
- Difficult to see how you can improve such first class treatment! Absolutely every member of staff I came into contact with was courteous, helpful and knowledgeable in his/her field. I can't speak highly enough of Mr Pemberton's expertise, dedication & willingness to explain everything.
- Delighted with outcome of operation. All doctors and nurses and catering staff were so friendly yet very professional.
- Could not fault the care.
- Care kind encouraging and professional at all levels.
- Cannot speak highly enough of the care I have received. Thank you very much.
- Arriving as an emergency I was impressed with how quickly my consultant fitted me into his clinic. Seeing the agony I was in he personally sorted out my immediate admission and operation. The whole team nursing medical and catering staff made my experience at the hospital as relaxing as possible. I felt confident that I was in good hands.
- All the staff especially nurses were excellent if not outstanding. My care was 1st class and I was treated with caring respect and I feel your hospital is a fantastic facility which should be commended.
- All praise to wonderful nursing staff who took time to chat as well as treat/care. It made my stay much easier to cope with. I really felt calmed during my stay.
- Admittance to ward was extremely welcoming. Nurse care was professional and personal. Consultant and the operation team were fantastic. Overall brilliant. Thank you
- A wonderful place to come if you need to see someone who can make you feel better. All staff were wonderful, in fact - perfect.
- A very pleasant stay efficient staff who were very thorough and professional in their work.

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