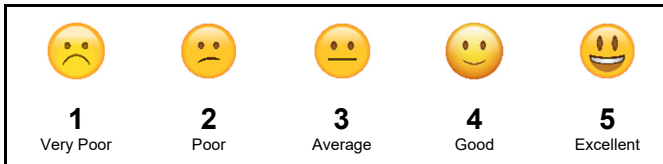


## Patient Feedback Summary Report

For the data collected from 28<sup>th</sup> September 2021 – 10<sup>th</sup> November 2021

Feedback captured: **149 patients**

Scoring in key areas (scale: 1 being very poor to 5 being excellent)



Pre admission booking process / instructions	<b>4.9 / 5</b> = no change
Admission process on the day	<b>4.9 / 5</b> = no change
Care you received by: Nursing	<b>5.0 / 5</b> = no change
Care you received by: Anaesthetist	<b>4.9 / 5</b> = no change
Care you received by: Endoscopist	<b>5.0 / 5</b> = no change
Cleanliness of the hospital facility	<b>5.0 / 5</b> = no change

### Patient Comments [optional]:

- *I found the pre-adm instructions very precise + detailed, moviprep pleasant to take over the prescribed time;*
- *Extremely happy-professional and friendly staff. Definitely recommend & commend you all on your customer service;*
- *Great team professional, friendly, informative and hospital was conveniently located;*
- *Excellent doctors + caring nurses. A thoroughly professional + caring hospital and staff;*
- *Highly professional set up and experience. Would recommend your service to anyone and my doctor;*
- *Every aspect of the process has been excellent. Every aspect explained, I would not ask for anymore;*
- *Everyone was very friendly and procedure explanation good;*
- *Thank you all for taking care of me. Clean and lovely facility.*