

Real Time Monitoring - patient feedback

Indicator Description	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	August 2011
% Patients reporting that before or after staff attended to them they saw the staff member wash their hands or apply alcohol gel (very often and always)	72.0%	72.0%	81.0%	69.0%	66.0%	69.0%	73.0%	73.0%
% Patients rating the cleanliness of their room / ward as good or excellent	84.0%	78.0%	83.0%	71.0%	68.0%	71.0%	74.0%	76.0%
% Patients surveyed that were given enough privacy when being examined, treated or spoken with about confidential information (ALWAYS)	85.0%	76.0%	87.0%	79.0%	75.0%	79.0%	81.0%	81.0%
% Patients surveyed who reported that they shared a sleeping area with patients of the opposite sex	14.0%	10.0%	8.0%	9.0%	12.0%	9.0%	10.0%	8.0%
% Patients surveyed reporting that they shared a bathroom or toilet with a patient of the opposite sex	12.0%	16.0%	9.0%	11.0%	11.0%	11.0%	12.0%	11.0%
% Patients surveyed that felt their dignity was maintained the whole time they were a patient (ALWAYS)	83.0%	80.0%	89.0%	74.0%	70.0%	74.0%	74.0%	76.0%
% of patients surveyed rating quality of food as good or excellent	61.0%	47.0%	57.0%	44.0%	39.0%	44.0%	44.0%	53.0%
% of patients surveyed reporting they where always offered a choice of food	61.0%	62.0%	72.0%	68.0%	65.0%	68.0%	67.0%	73.0%
% Patients surveyed reporting that staff treated them with kindness and respect (ALWAYS)	78.0%	72.0%	78.0%	78.0%	74.0%	78.0%	81.0%	80.0%
% Patients surveyed who would choose to be treated at SASH in the future	92.0%	77.0%	94.0%	71.0%	65.0%	71.0%	73.0%	74.0%