

**Patient Exit Cards Feedback Report for Hewitt Centre**

Reporting Period 01/08/2017 to 31/08/2017

Reporting Start	01/08/2017
Reporting End	31/08/2017

**Patients are asked to Rate their Overall Experience on a scale between 0 and 10**

Distribution of Overall Scores Expressed by the Patient

Overall Experience Score	Number of Instances
10	32



**Average Score Over This Reporting Period**

**10.000**

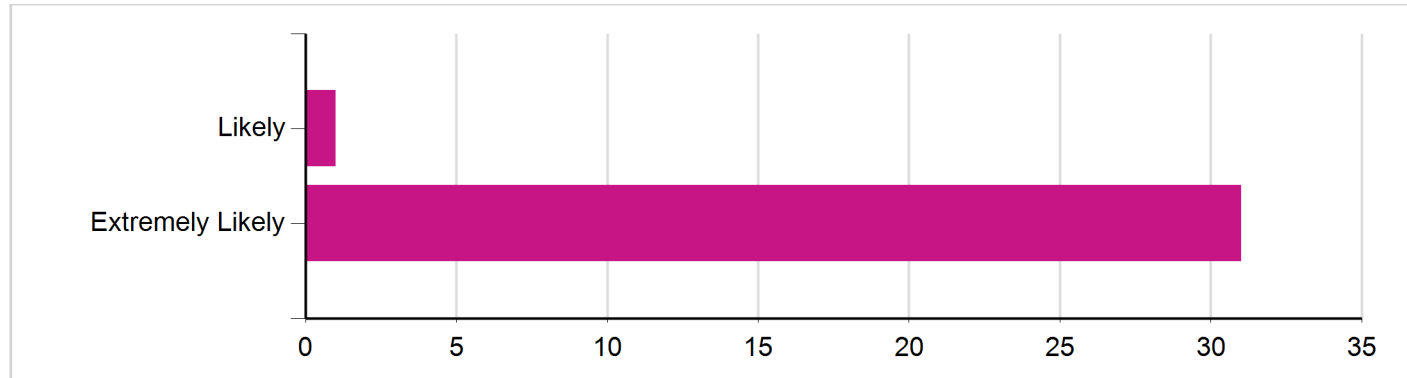
**Patients are asked whether they would Recommend the Ward Ward or Area to their Friends and Family if they needed similar Care or Treatment**

Breakdown of Responses to the Friends and Family Question

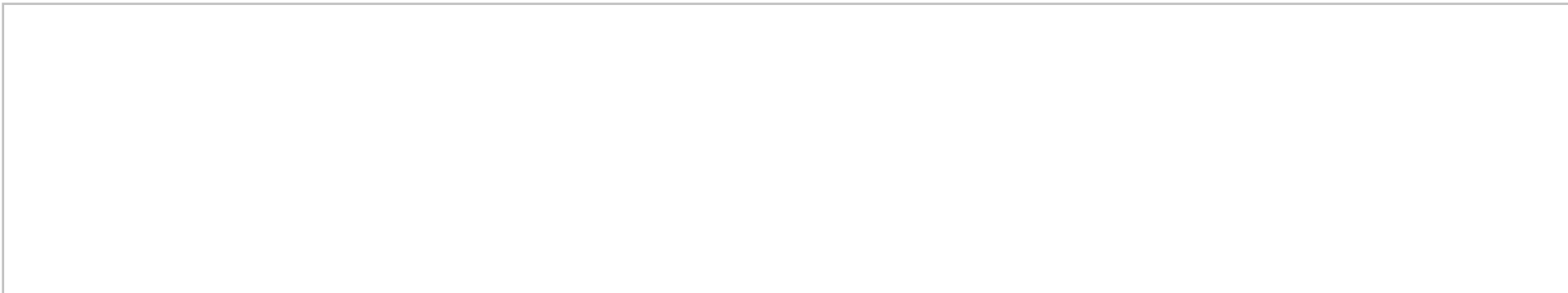
Overall Experience Score	Number of Instances
Extremely Likely	31
Likely	1

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**Patients are asked whether they would Recommend the Ward or Area to their Friends and Family if they needed similar Care or Treatment**



**Number of Patient Exit Cards Previously Received**

When collating the Patient Exit Cards, the Governance Department will automatically 'Close' any feedback where no action or comment is required from clinical teams.  
Where Feedback contains something for the Clinical Teams to be made aware of the Feedback remains 'Open'. These are then viewed and managed within the Nursing and Midwifery System.

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Month Year	No Received
Aug-2017	32
Jul-2017	33
Jun-2017	28
May-2017	29
Apr-2017	29
Mar-2017	36
Feb-2017	53
Jan-2017	42
Dec-2016	18
Nov-2016	41
Oct-2016	41
Sep-2016	33
Aug-2016	48
Jul-2016	43
Jun-2016	33
May-2016	38
Apr-2016	43
Mar-2016	36
Feb-2016	38
Jan-2016	30
Dec-2015	28
Nov-2015	52
Oct-2015	41

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Sep-2015	26
Aug-2015	40
Jul-2015	29
Jun-2015	41
May-2015	30
Apr-2015	29
Mar-2015	38
Feb-2015	48
Jan-2015	18
Dec-2014	14
Nov-2014	42
Oct-2014	53
Sep-2014	30
Aug-2014	29
Jul-2014	33
Jun-2014	30
May-2014	35
Apr-2014	42
Mar-2014	44
Feb-2014	37

**When Patients are asked whether they would recommend the Ward or Area to their Friends and Family, the answers that are given are then converted into an FFT score**

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The FFT Score is a derived number and shows the number of patients stating that they are Extremely Likely compared to the number stating Extremely Unlikely, Unlikely and Neither Likely Nor Unlikely Combined

<b>FFT Percentage</b>
<b>100.0%</b>

Patients are provided with an opportunity to tell us what they think, in their own words The following are the actual comments that have been provided by the patients.

**List of Comments where the Patient Score was 4-7 (Medium)**

Date	How Likely is the Patient to Recommend Ward or Area	Score Out of 10	Patient Comments
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**List of Comments where the Patient Score was 8-10 (High)**

Date	How Likely is the Patient to Recommend Ward or Area	Score Out of 10	Patient Comments
13/08/2017	Extremely Likely	10	Staff were all lovely and very caring. Gave as much information as possible
03/08/2017	Extremely Likely	10	excellent, helpful, friendly
14/08/2017	Likely	10	So helpful, professional and caring
31/08/2017	Extremely Likely	10	Overall great experience - always well informed.
31/08/2017	Extremely Likely	10	Very efficient and kept informed throughout
31/08/2017	Extremely Likely	10	
28/08/2017	Extremely Likely	10	James our ODP was fabulous and took extra pain to make my wife comfortable as he did last time. All the staff were great.

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22/08/2017	Extremely Likely	10	The staff have been very welcoming and reassuring to myself and my partner.
24/08/2017	Extremely Likely	10	Helpful, friendly, supportive staff.
25/08/2017	Extremely Likely	10	All staff were amazing.
23/08/2017	Extremely Likely	10	All staff were extremely friendly and were very reassuring and professional.
24/08/2017	Extremely Likely	10	This unit is absolutely five star. The treatment from all the staff has been amazing and we cannot thank everyone enough for all their care and kindness.
22/08/2017	Extremely Likely	10	Everyone has been very lovely! James in particular made me feel very relaxed. Thank you for being so friendly and explaining everything.
19/08/2017	Extremely Likely	10	Excellent care given and very good bedside manner.
10/08/2017	Extremely Likely	10	Made me feel very at ease during a stressful time. Embryo transfer went very well.
05/08/2017	Extremely Likely	10	Everyone was wonderful once again. Very caring.
03/08/2017	Extremely Likely	10	Liverpool Women's hospital is a very special place to me. I have my little boy thanks to the Hewitt Centre and I am currently awaiting my next embryo transfer. Thank you.
11/08/2017	Extremely Likely	10	Staff friendly as ever. Made the process easier.
18/08/2017	Extremely Likely	10	Very friendly staff. Nice and caring.
20/08/2017	Extremely Likely	10	
27/08/2017	Extremely Likely	10	Everyone just lovely attitudes & personalities & made us feel at ease & like we knew what was happening every step of the way! Thank you!
25/08/2017	Extremely Likely	10	All the staff are lovely and calming as I was very anxious Thank you x
23/08/2017	Extremely Likely	10	Everyone is very caring and friendly at the hospital feeling like home
13/08/2017	Extremely Likely	10	Youre all wonderful, thank you so much
13/08/2017	Extremely Likely	10	Experience all the way through my treatment was outstanding
14/08/2017	Extremely Likely	10	Staff very friendly and helpful
14/08/2017	Extremely Likely	10	Excellent care
14/08/2017	Extremely Likely	10	Unbelievable so caring
15/08/2017	Extremely Likely	10	Staff from receptionist to embryologist are amazing

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17/08/2017	Extremely Likely	10	The staff were absolutely wonderful
16/08/2017	Extremely Likely	10	made to feel very relaxed and at ease, staff extremely pleasant
18/08/2017	Extremely Likely	10	made to feel very welcome, put at ease straight away, very friendly & professional staff

**Patients are given the opportunity to name a Member of Staff if they are Particularly Pleased or Displeased**

List of staff members specifically mentioned by the Patient and where they have stated they were pleased

Cathy/Bernie
Gill Hatherway
Mandy
James
Rachel Bullin
Sue
Susan
Kelly Mercer
Sue, Lynne & stephie
Susie
Rachel Bullen
jane
Anne
Rachel Bullen

Breakdown showing numbers of Pleased and Displeased staff members specifically named.

Response	Number of Responses
Pleased	18



LIVERPOOL WOMEN'S HOSPITAL GOVERNANCE DEPARTMENT

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