

Patient Exit Cards Feedback Report for Hewitt Centre

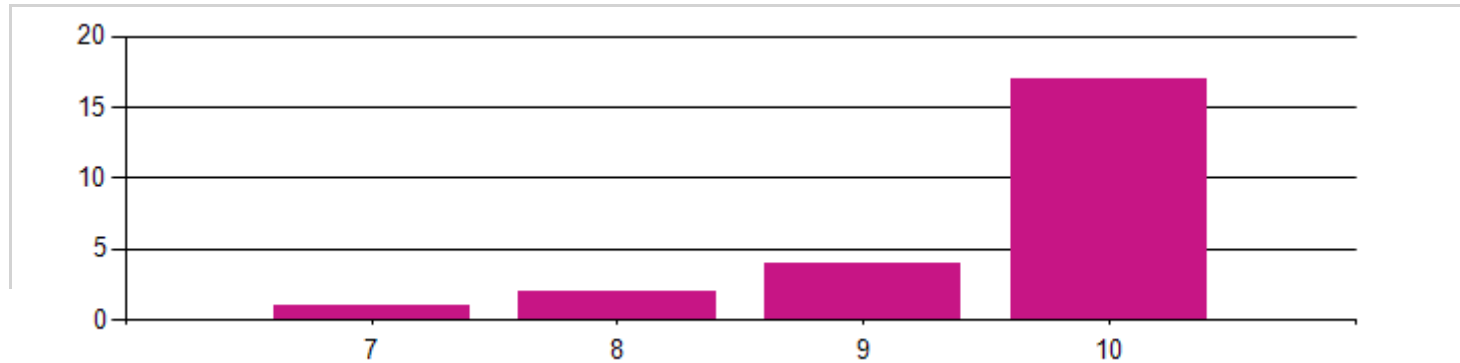
Reporting Period 01/09/2017 to 30/09/2017

Reporting Start	01/09/2017
Reporting End	30/09/2017

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
7	1
8	2
9	4
10	17



Average Score Over This Reporting Period

9.542

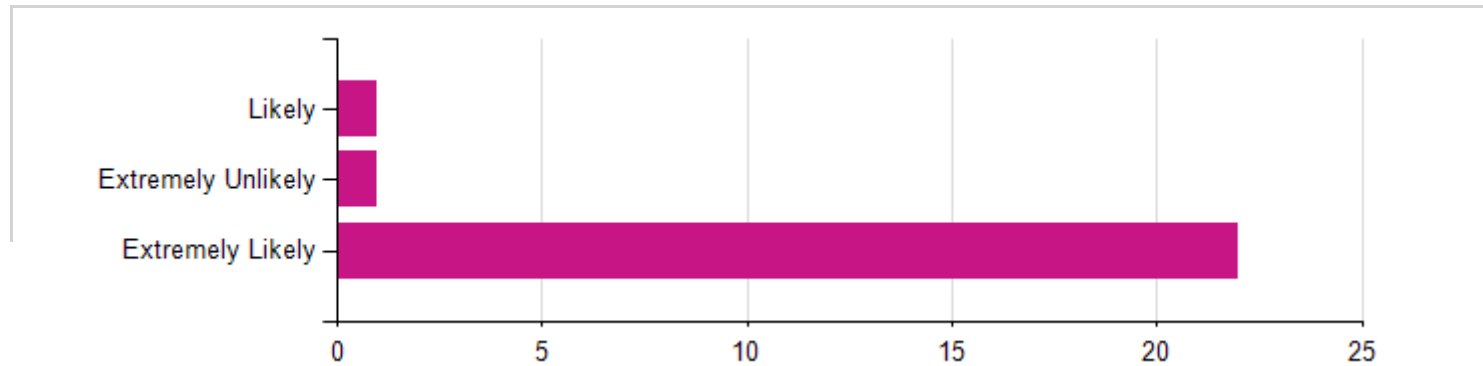
Patient Exit Cards Feedback Report for Hewitt Centre

Reporting Period 01/09/2017 to 30/09/2017

Patients are asked whether they would Recommend the 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	22
Extremely Unlikely	1
Likely	1



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LIVERPOOL WOMEN'S HOSPITAL GOVERNANCE DEPARTMENT

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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.

Month Year	No Received
Sep-2017	24
Aug-2017	42
Jul-2017	33
Jun-2017	28
May-2017	29
Apr-2017	29



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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
Sep-2015	26
Aug-2015	40
Jul-2015	29



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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

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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

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

FFT Percentage
95.8%

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
18/09/2017	Extremely Likely	7	

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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
06/09/2017	Extremely Likely	10	Everything clearly explained and all staff professional and caring.
01/09/2017	Extremely Likely	10	
01/09/2017	Extremely Likely	10	Very supportive staff. Clean and cosy environment.
01/09/2017	Extremely Unlikely	10	
04/09/2017	Extremely Likely	10	Treated really nice. Staff lovely Miss the drinks machine though!!
05/09/2017	Extremely Likely	10	Staff was great throughout!
04/09/2017	Extremely Likely	10	Professional and friendly staff allowed me to have the utmost confidence in the care I received at a time when I was anxious and very vulnerable
11/09/2017	Extremely Likely	10	Big thanks to ALL THE STAFF MANY MANY THANKS FROM Ben & Natalie xxx
07/09/2017	Extremely Likely	10	Friendly staff, first class treatment
09/09/2017	Extremely Likely	10	Amazing staff, (always amazing) friendly/caring. Cant speak highly enough every time we are here
11/09/2017	Extremely Likely	10	I think it was Kelly? She bought us through & put me totally at ease
25/09/2017	Extremely Likely	10	We felt very well cared for and looked after by all the nursing staff and doctors at the Hewitt Fertility Centre
23/09/2017	Extremely Likely	10	Excellent care and support by Alice and Pip and doctors
21/09/2017	Extremely Likely	10	Good experience during visits. Staff extremely helpful and supportive
18/09/2017	Extremely Likely	10	Excellent. Everything explained, and great care
18/09/2017	Extremely Likely	10	Very polite, helpful and informative

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16/09/2017	Extremely Likely	10	Friendly, efficient, informative
11/09/2017	Extremely Likely	9	
04/09/2017	Extremely Likely	9	Felt very looked after. Level of care is very high. Felt much at ease
21/09/2017	Likely	9	regularly kept up to date on whats going on, despite waiting, A* service
21/09/2017	Extremely Likely	9	Very pleasant, helpful team, excellent care, very reassuring
05/09/2017	Extremely Likely	8	
16/09/2017	Extremely Likely	8	Very friendly & considerate staff. Pleasant atmosphere & always very clean

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

Helen Pye & Diane Ford
Jane/Leonora
Alice Knight
Pip Alice
Sally & Fran

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

Response	Number of Responses
Pleased	7