

'Your Experience' Survey

healthwatch
Middlesbrough

We asked 41 patients from Redcar Primary Care Hospital and James Cook University Hospital about their experiences of appointments:

healthwatch
Redcar and Cleveland

Reception / Registration and waiting rooms:

36 respondents rated their experience as 'Excellent' or 'Very Good'.

5 respondents rated their experience 'Good'.



Patient Experience:

65% rated their experience 'Excellent'

24% 'Very Good'

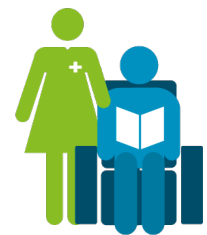
3 respondents rated their experience 'Good'

1 respondent rated their experience 'Fair'

100% 'definitely' treated with respect & dignity at all times

100% 'definitely' had privacy discussing their treatment and condition

32% 'definitely' felt involved in decisions about care & treatment



Hospital Staff

"Clinician extremely professional and well informed"

"A bad situation made good by the nurses"

"Clinician was outstanding"

"The Parkinson's doctor has made our lives more bearable"

Areas for Improvement

"Car parking prices completely unacceptable"

"Wheelchairs could be updated, they are difficult to use"

"Not told when to begin post-op treatment, had to return to ask"



For more information, visit:

<http://www.healthwatchmiddlesbrough.co.uk/>

or

<http://www.healthwatchredcarandcleveland.co.uk/>