

Sir Thomas Roddick Hospital Emergency Care

Patient Experience Survey Results 2021-2022

Respondents

69 patients who visited Sir Thomas Roddick Hospital's emergency facilities completed the survey

Overall Experience

Overall care
7.5 out of 10

82% would recommend
facility to friends and family

Key Measures of Care and Services

62%
Were told
how long
they would
have to wait



59%
Pain was
well
controlled



85%
Doctors
explained
things in a way
that was easy
to understand



86%
Treated with
courtesy and
respect by
nursing staff



97%
Rooms
were kept
clean



79%
Felt
involved in
decisions
about care



Patient Recommendations



Explore opportunities to enhance:

- ✓ Patient involvement in decisions about their care
- ✓ Communication about wait times
- ✓ Patient pain control
- ✓ Communication about help after discharge and symptoms or health problems to look out for