



# Sir Thomas Roddick Hospital Emergency Care Patient Experience Survey Results 2016-2017

## Respondents

99 patients who received emergency care at Sir Thomas Roddick Hospital completed the survey

## Overall Experience

Overall hospital visit  
6.7 out of 10

69% would recommend  
hospital to friends and family

## Key Measures of Care and Services

**51%**  
Were told  
how long  
they would  
have to wait



**65%**  
Pain was  
well  
controlled



**82%**  
Doctors  
explained  
things in a  
way that was  
understood



**88%**  
Treated with  
courtesy and  
respect by  
nursing staff



**84%**  
Rooms were  
kept clean







**31%**  
Asked if help  
was available  
after  
discharge



## Patient Recommendations



-  Enhance patient pain control
-  Enhance communication about wait times
-  Provide written information about symptoms to monitor after discharge
-  Enhance communication with patients to determine they have the help they need after discharge