

CONSUMER EXPERIENCE 2019 SURVEY RESULTS

In 2019, the Consumer Engagement Unit conducted 679 surveys with patients being discharged in FMC Transit Lounge



94%

Felt their views and concerns were **LISTENED TO** always or mostly



Consumers were satisfied with the **OVERALL QUALITY OF TREATMENT AND CARE** they received



94%



95%
felt cared for

92% felt they were kept informed about their treatment and care



88%



felt involved in decision making about their treatment and care

When asked if consumers had any comments or suggestions to improve the care provided, 258 consumers provided a response

67

comments were received regarding Corporate Services, including food, hygiene and environmental standards



Consumers provided more compliments on our service than any other type of comment

60

comments were received regarding **ACCESS,**

including discharge, transfers and service availability



YOU SAID

"The food could definitely be improved, meals were cold and too early"



"My care was excellent, great staff, they were there for my every need!"



YOU SAID

"The staff are well trained and try to help as efficiently as possible. Unfortunately both their work as well as patient care is hampered because this hospital is too small"